

# Process Innovation Opportunity Checklist

This is Currently a  
Problem?

Problem / Opportunity

Complaints or Inconsistent Client Service

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Backlogs

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Delays Starting, Completing, or Progressing

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Duplicate Tasks or Lack of Coordination

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Manual or Duplicate Data Entry (key and rekey)

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Dup Data Storage (data in 2+ systems, docs, etc.)

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Inconsistent Procedures or Application of Rules

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Processes Built for Exceptions

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Processes Known to / Done By Only One Person

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System Doesn't Check for Data Entry Errors

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Output With Errors (Human or Electronic Causes)

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Checking and Rechecking / Verification

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Non-Value-Add Approvals Required

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Paper Forms / Forms Without "Smarts"

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Self-Service / 24x7 Not Available

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Unnecessarily Customized / Non-Standard Process

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No, Undoc'd, and/or Non-Auto Business Rules

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Task/Client Bounced Repeatedly Among Staff/Units

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Same Info Published/Maintained in Multiple Places

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Lack of consistency

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Personalization Opportunities Not Realized

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Powered by

Partnering with schools to fix their processes

<http://jmassociates.com>

[info@jmassociates.com](mailto:info@jmassociates.com)