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| --- | --- | --- | --- | --- |
| **Suppliers**  (Who initiates the activity?) | **Inputs**  (What starts the process?) | **Process**  Verb/Noun Definition  Create the “goal posts” | **Outputs**  (What is the product to the Customer?) | **Customer**  (Who uses/receives the product?)  Prioritize your customers |
|  |  |  |  |  |
| **EXAMPLES** | | | | |
| * Employee * Faculty * Student | * Application * Request form * Entries | * Rework | * Customer service surveys * Report * Closed work order * Completed event | * Students * Faculty * Stakeholders * Community businesses |
| **METRICS** | | | | |
|  | * Number of requests * Increase in requests over time | * Amount of Rework * Time to receive order * Time to deliver/process or to next step | * # of surveys * # of reports * % of accuracy from reports * Time to close work order |  |