|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Suppliers**(Who initiates the activity?) | **Inputs**(What starts the process?) | **Process**Verb/Noun DefinitionCreate 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
 |  |