**PROCESS OBSERVATION FORM**

**Purpose**

A Process Observation Form is a tool that helps document the observations of a process. Seeing and documenting the process in action is particularly useful when trying to understand the difference between what was planned and what is actually happening. This form therefore helps organizations maintain standards and ensures that the current actions contribute to the expected outcomes.

**How to Use**

1. Define the goal, the data, or metrics to be collected during the process observation
* Identify the process that you want to observe and the goal of the observation. What do you want to get out of this process observation?
* Decide on the metrics to use to measure the results you want to see. These metrics can be the time to complete a step, the average number of items completed in a step, or simply, whether there is any delay or productivity loss during the process. These are some examples that you can get out of the observation.
* Often, the process observation form, along with a checklist, is used to check if what is supposed to happen is actually happening (fidelity of a process).
1. Communicate the process observation goals and procedure with relevant stakeholders, especially the people who will be observed
* Since the observer will follow a task-holder and watch them complete the task in the real environment, it is best if the task-holder is willing to be observed. To achieve this, the observer can share the main goal of the process observation with the task-holder (e.g. to improve the process itself, and to help the organization, the team, and even the task-holder himself/herself in mastering the process).
1. Record the process using process observation form
* Observe the process being done by as many different staff members as possible. This helps gain different perspectives and assess how much the process may deviate from the standard.
* Ask humble inquiry questions during the process observation. The process observation should be treated as a tool to improve the process, and not as a tool to be punitive to anyone. Therefore, the observer should treat the task-holder with respect and make the task-holder feel comfortable sharing about their steps.
1. Review the observation
* After observation and documentation, the observer can share the observation with the task-holder and ask any additional clarifying questions if necessary. This action will give the observer a deeper understanding of the process.

**PROCESS OBSERVATION FORM: WORKFLOW**

**What is the name of the process being observed? Date & Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**Who is observing this process? .**

**NOTE**

The names of individuals should not be recorded or reported in your observations.

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|  **What is the name of the step in the process you are****observing?** | **How would you describe the step you are observing?** | **Who is responsible for this step?** | **How long does it take to complete this step?** | **How long does it take to go from this step to****the next step?** | **What observations do you have about this step?** |
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**EXAMPLE PROCESS OBSERVATION FORM – Baking a Custom Cake**

**What is the name of the process being observed?** Baking a Custom Cake **Date & Time:** February 14, 2020, 8:00am **.**

**Who is observing this process?** Baker & Baker’s Assistant

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| **What is the name of the step in the process you are****observing?** | **How would you describe the step you are observing?** | **Who is****responsible for this step?** | **How long does it take to complete this step?** | **How long does it take to go from this step to****the next step?** | **What observations do you have about this step?** |
| Discuss Customer Cake Order | Have the customer describe what cake they want  | Customer and Baker’s Assistant | 30 minutes | 20 minutes | Customer placed a request online & baker’s assistant followed up by calling customer. Customer would like a vegan chocolate cake with peanut butter frosting |
| Find a Recipe | Find a recipe that meets the customers dietary restrictions/needs | Baker | 30 minutes | 5 minutes | Baker looked at recipe books as well as online |
| Make a list of Ingredients  |  Write down the ingredients chosen to make the cake  | Baker | 10 minutes | 20 minutes | Baker wrote down ingredients on a piece of paper |
| Get Ingredients From Grocery Store | Drive to the store to purchase all the ingredients | Baker’s Assistant | 60 minutes | 20 minutes | The store had all the necessary ingredients but baker’s assistant had to ask grocery store staff for help to find vegan butter and heavy traffic caused the drive to take longer than expected |
| Mix Ingredients | Take out all baking supplies and mix ingredients together in a bowl | Baker | 20 minutes | 5 minutes | Baker did not have a clean mixing bowl on hand. Baker went to pantry 4 times to get ingredients  |
| Bake the Cake | Bake the cake after the oven is preheated |  Baker | 75 minutes | 2 hours | Should have preheated the oven before mixing the ingredients to reduce the time spent |
| Decorate the Cake | Put frosting on the cake and decorate | Baker | 40 minutes | 20 minutes | Baker had to call customer again because notes about the cake order did not include whether the customer wanted a message on the cake |
| Deliver Cake to Customer  | Call customer to confirm delivery  | Baker’s Assistant | 45 minutes |  | Went to incorrect address first because entered “Street” rather than “Avenue” into GPS so cake was delivered 30 min late |