PROCESS OBSERVATION GUIDE

Process/Service:	Date:
Location:	

Activity	Owner	Status	Notes
Step1/Question 1:			
Task/Element 1			
Task/Element 2			
Task/Element 3			
Task/Element 4			
Step 2/Question 2:			
Task/Element 1			
Task/Element 2			
Task/Element 3			
Task/Element 4			
Step 3/Question 3:			
Task/Element 1			
Task/Element 2			
Task/Element 3			
Task/Element 4			
Step 4/Question 4:			
Task/Element 1			
Task/Element 2			
Task/Element 3			
Task/Element 4			