

FREE RESOURCE

Business Process Checklist

Capture a repeatable process before turning it into an SOP or system.

Use this resource to plan clearly, identify gaps and decide the next practical action.

How to use it

Work through each item honestly. Mark complete, needs improvement or not applicable. Prioritize the items that affect trust, customer action, quality or business control.

1. Define the process

Describe exactly what is being controlled.

- The process has a clear name.
- The purpose explains why the process exists.
- The start trigger and end point are defined.
- In-scope and out-of-scope activities are stated.
- The expected customer or business outcome is measurable where possible.

2. Identify ownership

A process needs accountability, not only steps.

- One process owner is named.
- People performing each activity are identified.
- Required approvals are stated.
- Escalation points are defined.
- Cover arrangements exist when the normal owner is unavailable.

3. Map inputs and steps

Capture what is needed and what happens in sequence.

- Required information, tools, materials and access are listed.
- Steps are written in the order they occur.
- Decision points and alternate routes are shown.
- Handoffs between people or systems are clear.
- Rework and exception paths are included.

4. Add controls

Controls make quality and risk visible.

- Quality acceptance criteria are defined.
- Safety, privacy or financial risks are identified.
- Required checks occur at the correct point.
- Approval limits and authority are clear.
- Errors have a defined response and escalation path.

5. Define records and measures

Evidence supports accountability and improvement.

- Required records, forms or system entries are listed.
- Retention requirements are known.
- Key timing, quality or cost measures are defined.
- Data sources and calculation rules are documented.
- The review frequency and reviewer are assigned.

6. Validate and improve

A process should be tested by the people who use it.

- A person other than the writer walks through the process.
- Instructions match the real tools and working conditions.
- Unclear steps and missing decisions are corrected.
- Training or competency needs are identified.
- The process has an effective date, version and review cycle.

Before drafting an SOP, walk through one real example from trigger to completed outcome. Record every decision, handoff and exception that occurs.