# **Chapter 2: Build Your Process Library**

Now that you know where you're heading, it's time to get your arms around what you have today. This means building a simple process inventory.

# **How to Build Your Inventory**

### Step 1: List everything.

If it's something people do regularly, and it affects quality, time, money, or customer experience — it's a process. Write it down.

### Step 2: Give each process a clear name and a short purpose statement.

Example: "Customer Refund Process — Handles refunds for returned products."

## Step 3: Assign a unique ID.

This helps keep things organized as you dig deeper.

### Step 4: Use a simple spreadsheet like the example in the appendix.

Columns: ID, Name, Purpose, Owner.

#### Prioritize with Risk and Value

You don't have time to improve everything at once — and you shouldn't try. So, the next step is to prioritize. This is where a little Six Sigma thinking helps.

For each process, ask:

- How risky is this process if it fails?
- How critical is it to customer satisfaction?
- How aligned is it to our big-picture goals?

Use a simple scoring scale (High, Medium, Low) for each factor. Then, rank your list:

Focus first on processes that are high risk and high impact.

# 👉 Pro Tip:

If you have a long list, consider a quick team workshop to score them together. Front-line staff usually know exactly which processes are pain points.