

## Customer Requirements Worksheet

Process Name:			
Outcome of the Process:			
Process Owner:		Department/Unit:	
Process Performance Requirements	Process Performance Capability	Technology Used	Other Related Requirements
What are the important Customer or Patient Expectations? (use direct customer feedback)	How well is the process performing? (prefer any actual measurements relative to each of the goals/limits)	What systems, tools, and department connections are needed to perform the process?	What training, skills, job aids, or authority limits, etc are needed to perform the process?
Any noted gaps or questions that cannot be answered indicates a key aspect of the process is missing			