**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12188&utm_source=template-word&utm_medium=content&utm_campaign=Performance+Checklist-word-12188&lpa=Performance+Checklist+word+12188)Performance Checklist   
for Business Process Transformation**

Once your implementation has begun, your measurement process begins. After a waiting period of your choosing, consider the following checklist to measure the qualitative impacts of your new processes.

|  |  |
| --- | --- |
| **X** | Has customer satisfaction increased? |
|  | Have we gained new customers? |
|  | Has employee productivity and engagement increased? |
|  | Has the culture of the company changed for the better? |
|  | Has revenue increased? |
|  | Has our brand image improved? |
|  | Has financial performance improved? |
|  | Have our operations become more efficient? |
|  | Are we on track to bring new innovation to the market? |

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