



Business Process Evaluation Scale

Please think of the process _____ within your company.
Please indicate to what extent you agree with the following statements regarding this business process.

Process Description	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
The process description documents the aim and purpose of the process.	1	2	3	4	5	6	7
The process description defines the process's area of application.	1	2	3	4	5	6	7
The process description includes an overview of the entire process.	1	2	3	4	5	6	7
The process description explains the basic operating mechanism of the process.	1	2	3	4	5	6	7
The process description clearly defines the different steps of the process.	1	2	3	4	5	6	7
The process description orders the different process steps in the overall process.	1	2	3	4	5	6	7
The process description determines when it is necessary to start applying the process.	1	2	3	4	5	6	7
The process description defines when the process is terminated.	1	2	3	4	5	6	7
The process description states which process partners are involved in which tasks of the process.	1	2	3	4	5	6	7
The process description states which process partners have to deliver which inputs and outputs.	1	2	3	4	5	6	7

Process Owner	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
A process owner was designated in the process development.	1	2	3	4	5	6	7
The process owner keeps the process up to date.	1	2	3	4	5	6	7
The process owner ensures that the process is continuously improved.	1	2	3	4	5	6	7
The process owner documents changes in the process.	1	2	3	4	5	6	7

Process Tools	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
The process tools are readily available to all process partners.	1	2	3	4	5	6	7
The process tools are easy and fast to use.	1	2	3	4	5	6	7
The process tools are user friendly.	1	2	3	4	5	6	7
The process tools are easy to locate.	1	2	3	4	5	6	7

Skills and Resources	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
The process users are able to meet the requirements of the process.	1	2	3	4	5	6	7
The process users have available the necessary resources (time, budget, staff) to apply the process.	1	2	3	4	5	6	7

Process Efficiency	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
The process is clearly structured.	1	2	3	4	5	6	7
The process is well integrated in the process landscape of the company.	1	2	3	4	5	6	7
The process reduces misunderstandings between the process partners.	1	2	3	4	5	6	7
The process ensures avoiding delays.	1	2	3	4	5	6	7
The time and effort expended on application of the process is reasonable.	1	2	3	4	5	6	7
The process facilitates the work of the process users.	1	2	3	4	5	6	7
The process leads to the desired results.	1	2	3	4	5	6	7
The process makes sense.	1	2	3	4	5	6	7

Process Flexibility	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
The process works in different contexts and situations.	1	2	3	4	5	6	7
The process offers ways how to deal with exceptional situations.	1	2	3	4	5	6	7
The process users can adapt the process to changed conditions during application of the process.	1	2	3	4	5	6	7
The process allows the process users freedom to react to special situations.	1	2	3	4	5	6	7
The process also allows own thinking and initiative.	1	2	3	4	5	6	7
Management Support	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
Management supports the process.	1	2	3	4	5	6	7
Management is committed to the process.	1	2	3	4	5	6	7
Management makes clear the necessity of the process.	1	2	3	4	5	6	7
Management demands application of the process.	1	2	3	4	5	6	7
Management monitors application of the process.	1	2	3	4	5	6	7
Process Acceptance	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
The process has a good reputation in the company.	1	2	3	4	5	6	7
The process users are committed to the process.	1	2	3	4	5	6	7
Process Application	Strongly disagree	Disagree	Slightly disagree	Neither disagree nor agree	Slightly agree	Agree	Strongly agree
The process is applied in the company.	1	2	3	4	5	6	7
The process is lived in the company.	1	2	3	4	5	6	7

Reference:

Reif, J. A. M., Stockkamp, M. T., Kugler, K. G., Hollauer, C., & Brodbeck, F. C. (2017). Evaluation of Business Processes: Development of a Scale. Presented at the Congress of the European Association of Work and Organizational Psychology, Dublin, Ireland.

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