BEKKERS ACADEMY

PROCESS DISCOVERY QUICK SHEET

From principle to practice

DISCOVER

UNDERSTAND
SIMPLIFY
IMPROVE

Use this sheet to capture the process as it really works today. Keep answers specific, observable and useful for the next person.

OBJECTIVE

What outcome should this process achieve?

INPUTS

What information, tools or resources are required?

OWNER

Who is accountable for this process?

DEADLINE

When must the process or task be completed?

STEPS

Write the current process in sequence. Include decision points and handovers.

1.
2.
3.
4.
5.
6.

RISKS

What could cause delay, error, rework, cost or customer impact?

QUALITY CHECK

What must be checked before this is considered complete?

ESCALATION RULE

What should trigger escalation, and to whom?

COMPLETION EVIDENCE

What proves that the work was completed to standard?

FOLLOW-UP

What happens next? Who needs an update, handover or review?

KNOWN vs ASSUMED	SMALLEST SAFE NEXT STEP	DOCUMENT THE WHY
Separate facts from assumptions.	Keep momentum without hiding uncertainty.	Leave enough context for handover and improvement.