

045191

Name of Ark Process	Impact on Customer Needs - Internal or External (VOC)	Improvement Need or Amount (VOP)	Importance to Meeting Business Goals and Objectives (VOB)	Overall Ranking
Processes that need some amount of improvement (from Business Cases)	the effect this process has on meeting the needs and expectations of the customer	A rating based on existing performance levels that are required to meet the needs of the business	the effect improving this process will have on existing goals and objectives of the business	The score resulting from multiplying the ratings in the three columns

Impact ratings: 1=Little 2=Somewhat 3=Moderate 4=High 5=Extreme