**Evaluation of Participative Process Reviews**

**Section 1:** Overview questions the commissioner of the evaluation may wish to address in an evaluation report.

RQ1. How can we evaluate PPRs?

SQ1a. What is likely to change as a result of engaging in a PPR?

SQ1b. What should we be monitoring?

SQ1c. How can we measure change?

RQ2. What is the impact of a PPR? What are the intended and unintended consequences?

SQ2a. For process owners and team members personally (knowledge, skills, attitudes)

SQ2b. For the team (how was the process improved?)

SQ2c. For the institution (building capacity, preparedness of leaders to initiate more PPRs, readiness of team members to incorporate “business process thinking” into their work)

RQ3. Where and why do PPR workshops work well?

SQ3a. What have we learned from conducting PPR workshops?

SQ3b. How have the course materials changed?

SQ3c. What preparation is needed for the events?

RQ4. Where and why do PPRs work well?

SQ4a. What are the conditions for success?

SQ4b. What skills are needed by process leaders?

RQ5. Why conduct a PPR?

**Section 2:** Overview of interview questions

This sheet provides sample questions for follow up interviews (after suitable elapsed time)

with Process Review Sponsors and Process Study Review Leaders.

1. What led you to nominate a team for a PPR workshop? [RQ5]

a. How did the team decide on the process to change? (i.e. high impact low resources)

b. Did you have the right people there?

c. As a team, what issues were you hoping to address at the PPR workshop? (e.g. performance, quality, workload, customer satisfaction, modernisation)

2. How did the PPR workshop help to make changes to your team’s process? [RQ3]

a. What were your lightbulb moments during the day?

b. What discoveries did you and your team make about the process?

c. Having performed a PPR on a process in the workshop, have you performed another one since? Have you planned another?

d. What materials from the workshop did you find useful that you would benefit from in future PPRs?

3. What immediate changes have you noticed following the PPR? [RQ2, RQ4]

a. e.g. change of staff location, responsibilities, new methods

b. What effects might your stakeholders have noticed?

c. What other outcomes have you noticed so far?

4. What do you expect the longer term outcomes to be? [RQ2]

a. What would make your PPR a success?

b. How would you measure it or be sure that it was a success?

c. Has conducting a PPR affected the way you approach problems?

5. Is there anything else you would like to add?