MDRT CENTER for FIELD LEADERSHIP®
Building Leaders to Build Success

Process Documentation Checklist

Capture a repeatable process so anyone on the team can run it consistently. Work down the list as you document each part.

Process name: _____

Owner: _____ **Version / date:** _____

① Define the Process

- ☐ Process name and purpose are clearly stated
- ☐ The trigger that starts the process is defined
- ☐ The end point and 'done' outcome are defined
- ☐ Frequency and volume are noted (how often, how many)
- ☐ The process owner is named

② Roles & Inputs

- ☐ Everyone involved and their responsibilities are listed
- ☐ Required inputs, data and documents are identified
- ☐ Tools, systems and access needed are listed
- ☐ Dependencies on other teams or processes are noted

③ Document the Steps

- ☐ Every step is written in sequence, start to finish
- ☐ Each step states who does it and the expected result
- ☐ Decision points and branches are captured
- ☐ Screenshots, examples or templates are attached
- ☐ Estimated time per step (or total) is recorded

④ Quality, Exceptions & Compliance

- ☐ Success criteria and quality standards are defined
- ☐ Common errors and how to avoid them are noted
- ☐ Edge cases and exceptions are documented
- ☐ The escalation path is clear (who to ask when stuck)
- ☐ Compliance and regulatory requirements are addressed

⑤ Review, Test & Store

- ☐ A current user reviewed the document for accuracy
- ☐ A new person tested the steps and could follow them
- ☐ The document is stored in a known, shared location
- ☐ Version and last-updated date are recorded
- ☐ A review and refresh date is scheduled

⑥ Location & Notes

Document location / link: _____

Notes:

Next review date: _____