



# Three Voices Scorecard

Process Requiring Improvement	Voice of the Customer (VOC) Impact	Voice of the Process (VOP) Impact	Voice of the Business (VOB) Impact	Overall Ranking
	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	
	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	
	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	
	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	
	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	
	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	
	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	
	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	

1 = very little impact; 2 = little impact; 3 = moderate impact; 4 = high or significant impact; 5 = very high or significant impact

Scoring:  $VOC \times VOP \times VOB = \text{Overall Ranking}$

Prepared by

Date