PROCESS MAPPING OVERVIEW

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Why Map Processes?

- Provide a common frame of reference
- Identifying actions to improve the process
- Identify performance measurement points
Process Map Uses:

- Obtain a general understanding of the flow of process steps
- Identify areas in need of improvement
- Analyze the cost and/or structure of a process
Phases of the Mapping Process

- Plan
- Execute
- Implement
Collecting Process Information for Mapping Exercise

- Self-generate: what you know
- One-on-one interviews: with suppliers, performers, and customers of the work process
- Group interview: arrange for subject matter experts to generate ideas and produce the process map
Types of Process Maps

- Relationship map
- Cross-Functional map
- Flowchart
Relationship Maps

- Show relationships or linkages that exist between parts of organization
- Usually show how major functions of organization interact
Cross-functional Maps

- Sometimes called “swim-lane” maps; show how an organization’s major work processes cut across several functions.
- Reveals what goes on inside the organizational functions and the sequence of steps making up the work process.
Cross-functional (swim lane) Map
Flowchart Map

- Define, document, and analyze processes
- Usually the most detailed level
- Most common
Constructing a Basic Flowchart

1. Define the start and end points of the process
2. Select a graphical presentation format that suits your purpose.
3. Define boundaries between parallel processes.
4. Break the map down into units you can handle
Conclusion

- Process Mapping is a critical work skill
- Careful planning, execution, and implementation is essential
- Three fundamental types of process maps
- Get more information & PRACTICE