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|  | **Process Mapping** |
| Continuous Improvement Toolkit |

**Process Mapping:** is a technique to visualize the tasks, activities and steps necessary to produce a product or a service.

**Reasons for creating a Process Map**

* Helps all process members understand their part in the process and how their process fits into the bigger picture.
* Describes how activities are performed and how the work effort flows.
* Can be used as an aid in training new people.
* Will show you where you can take measurements that will help you to run the process better.
* Will help you understand where problems occur and what some of the causes may be.
* Leverages other analytical tools by providing a source of data and inputs into these tools.
* Identifies and leads you to many important characteristics you will need as you strive to make improvements.

**Walk the Process:** removes the unknowns related to initial high-level process map and helps team understand enterprise level perspective of process

**Benefits of using Walk the Process:**

* Creates an opportunity to build up good will and acceptance associated with process improvement project
* Helps team identify important stakeholders that may have not been identified in the VOC analysis
* Helps team identify some of the hidden costs the process currently has. Those hidden costs can help build the business case for the project
* Provides information needed for detailed process maps
* Stakeholders may provide insightful solutions to yet to be determined root causes that could be valuable during Improve phase. Note: often they provide solutions that don’t address root causes so beware.

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| **Direction of flow**  **Process Step**  **Decision Point**  **Document**  **Connector**  **Start / End** |

**Common Shapes used in a Process Map**

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| **Example of a Good Process Map**  **Example of a Bad Process Map** |