

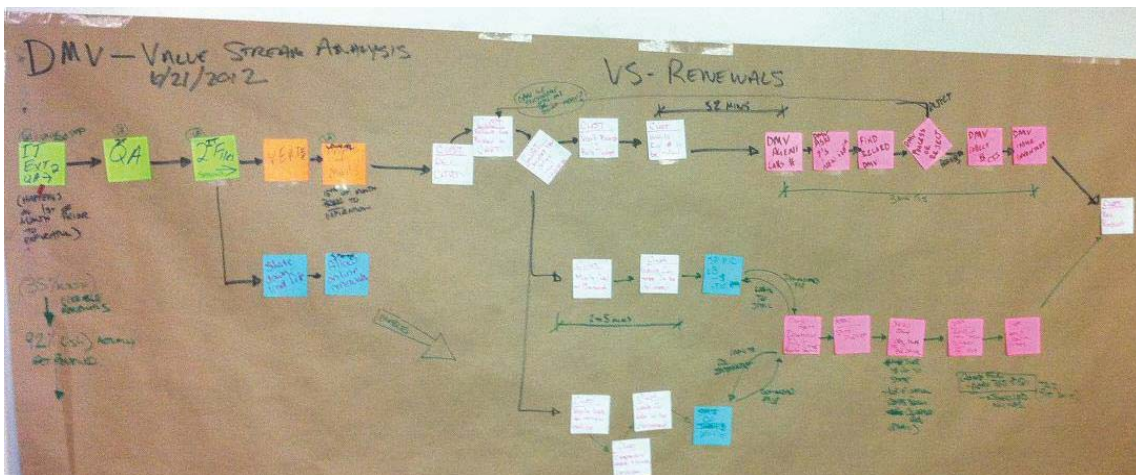
A **process map** is a pictorial representation of the sequence of actions that comprise a process.

Process maps are used to:

- Capture & document process information
- Identify the flow of transactions
- Identify responsibility of different business functions & show the hand-offs
- Look for value-added & non-value added steps
- Analyze and improve processes by identifying steps that can be eliminated (reduce waste)

General guiding rules:

- Must have start and stop points
- Moving left to right is notionally how steps take place
- Ensure information is accurate and reflects the actual work being done
- Mark milestones and/or time to deliver value to your customer

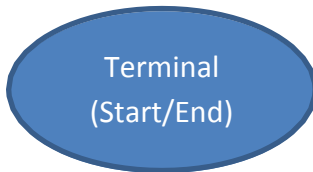


Steps for process mapping:

1. Assemble the team
2. Agree on the scope:
 - Which process are you going to process map?
 - What is the purpose of the process?
 - What are the beginning and ending points?
 - What level of detail should be displayed?
3. Start by preparing a narrative outline of steps
4. Identify other people who should be involved in the process map creation
5. Ask questions

How to Process Map - Shapes

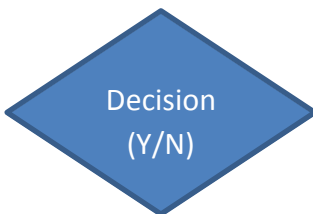
You need plenty of room to process map in a group. Process Mapping is dynamic. Use post-it notes, markers, pencils, etc. and create a visual display. Before you begin creating the map, identify your start and end points, create a list of activities in the process, and identify who performs each task.



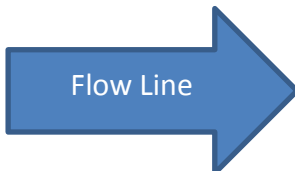
Ovals are used to show the beginning and end points of the process.



Rectangles are used to show any task or activity where work is performed - usually written as a noun and a verb. "Who" performs "What" task is listed in the rectangle.



Diamonds are used to show when information is checked against established criteria (standards) and a decision is made on what to do next. We ask a question using the diamond or "decision gate."



Arrows are used between activities to show the flow of the work from one person/function to another or physical movement.