

PROCESS IMPROVEMENT – Process Mapping

Process mapping is the single most important visual display that can represent "who does what" within a workplace. A process map will help you to identify the smartest performance measures and the greatest opportunity for improvement.

Process Mapping as a Communication Tool

A process map is a flow diagram of the processes within an organization. It shows who and what is involved in a process, as well as the requirements for that process to be effective. Use your process map as an aide in communication. The benefits of using a process map are:

- Increase understanding of that process
- Clarify and determine any boundaries
- Determine process sequence
- Identify bottlenecks and opportunities for improvement
- Clarify how each stakeholder is involved and what steps in the process they take ownership of

Mapping the "As-Is" Current Process

- Define the Process
- Identify process stakeholders
- Discuss process (WHAT, WHO, WHEN)
 - Keep it simple and start at a high level first
 - Keep asking what happens next
 - Where in the process are decisions made - if this, then that
- Go back through process beginning to end – check for understanding.
- Share/follow-up with stakeholders to clarify and finalize