

Process Mapping

Benefits of Process Mapping:

A process map is a workflow diagram that brings forth a clearer understanding of a process or series of processes.

There are many benefits to process mapping including:

1. Visibility of your end-to-end processes – ‘Tells your full story’
2. Identify areas for possible change or improvement
3. Clearly identify process and activity owners
4. Great training source
5. Great for internal/external audits

Steps to a successful process map:

1. Identify the process to be mapped and establish clear boundaries.
2. Identify all process steps – ensure to include feedback from all involved parties
3. Position the steps in their proper sequence
4. Use symbols correctly
 - A box or rectangle indicates a task to be performed.
 - An oval illustrates inputs (action, information or materials) and outputs (the end product). You’ll find an oval at both ends of the process.
 - An arrow that connects other symbols to shows movement, transportation or material handling.
 - A diamond illustrates points in the process that require a decision.
5. Review the map – preferably with someone outside the process (OIDE) to look for any missing or unclear parts
6. Once complete ask yourself the following questions:
 - How is the current process different from the ideal one?
 - Are there complexities that can be eliminated or simplified?
 - Is the process being run as it should be?
 - Where is the process could we collect valuable data?

