

HOW TO MAP YOUR PROCESSES

A GUIDE TO PROCESS MAPPING



WHAT IS PROCESS MAPPING AND WHAT ARE THE BENEFITS?

Process mapping is the activity of documenting the process steps taken to create/deliver the organization's products and services.

Makes it Visual

Mapping the process helps managers and operators visually see the process they manage or perform. This visual aids stakeholders in gaining new understanding of their process.

Erodes Silos

Process maps supports teambuilding between cross-functional areas. Maps help operators and managers see what happens upstream and downstream of their work.

Maps are Assets

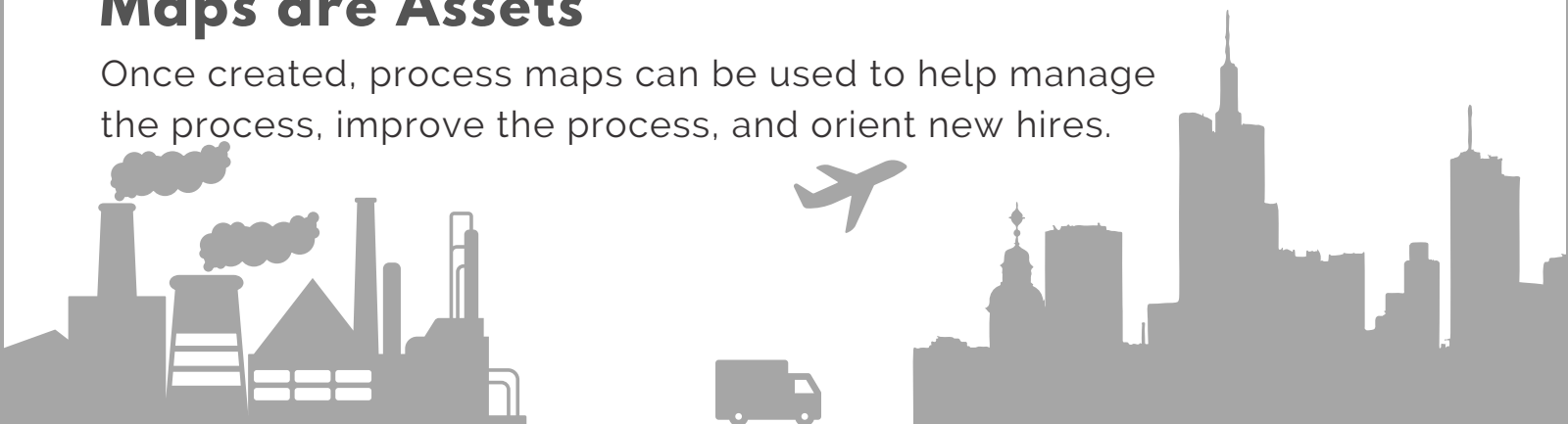
Once created, process maps can be used to help manage the process, improve the process, and orient new hires.

Reduces Waste

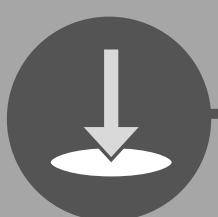
Mapping your processes can help you identify and target unnecessary process steps. Maps can also be used to identify bottlenecks and potential process failure points or vulnerabilities

Helps Identify KPIs and Other Measures

Process maps can support managers and operators in identifying the critical data points that will help accurately measure the process's performance.



GET STARTED MAPPING YOUR PROCESS



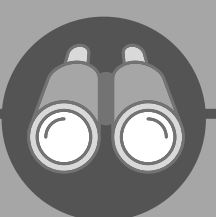
Set Scope



Identify Customers & Suppliers



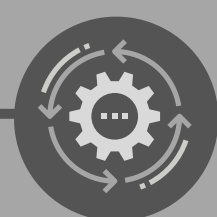
Form Team



Observe Process



Document Activities



Review & Optimize

SHAPES AND DIFFERENT TYPES OF MAPS

Every process map flows from left to right, or from top to bottom. Each map includes a set of basic shapes/symbols that are standardized across all maps.

BASIC SHAPES



Process Step



Process Start/Stop



Decision Node

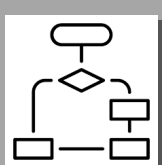


On-page Reference



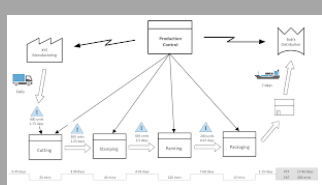
Process Flow

MAPPING METHODS



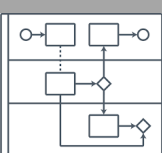
Flow Chart

Most basic of all the charts. Maps key activities in sequence.



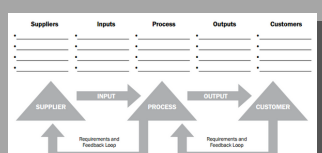
Value Stream Map

Visual of interactions with suppliers and customers.



Swimlane

Each resource gets its own lane. Helps identify the handoffs between operators.



SIPOC

High-level overview of Suppliers, Inputs, Processes, Outputs, and Customers.