

Process Map

The process map provides a visual representation of the process steps and activities that are preformed in order to create a product, or to deliver a service. Process mapping is a structured workflow analysis that documents how the work is done.

Steps to Process Mapping

1. Establish book ends. Identify where the process starts and stops.
2. Conduct a GEMBA walk to understand the detail process steps.
3. Record process steps and findings from GEMBA.
4. Sequence process steps. Remember, document the current state as it actually happens (not what should or could happen).
5. Use process mapping symbols correctly.
6. Socialize the map to build consensus.

Put the map to use. Seek to close gaps between the current state and the ideal state. Eliminate wasteful process steps.

