

Process Mapping

What is Process Mapping?

- A graphical representation of how work is done that shows tasks in sequence making the actual work stream visible
- Clarifies roles and responsibilities
 - What activities are completed by whom and in what sequence
- Identifies systems/technology used in the process

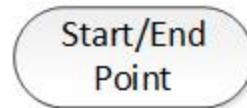
Why do we process map?

- To orient and train staff and customers
- To improve a process:
 - Identify opportunities for improvement
 - Streamline activities and eliminate waste
 - Find automation possibilities
 - Identify possible metrics to measure improvement (ex. productivity, cycle time, etc.)

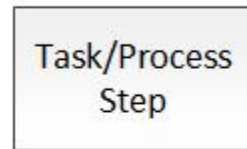
Cross Functional Flowchart (Swim Lanes)

- Displays activity steps in a current process
- Allows you to view department relationships and hand-offs
- Helps clarify roles in relation to the flow of events
- Indicates potential areas of delay or rework
- Can be used for improvement or training efforts

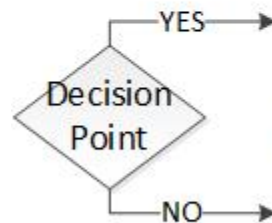
Common Symbols



Start/End: Identifies beginning and end of processes



Task/Process Step: An activity, begins with an action verb



Identifies a decision or branch point, answer determines path.

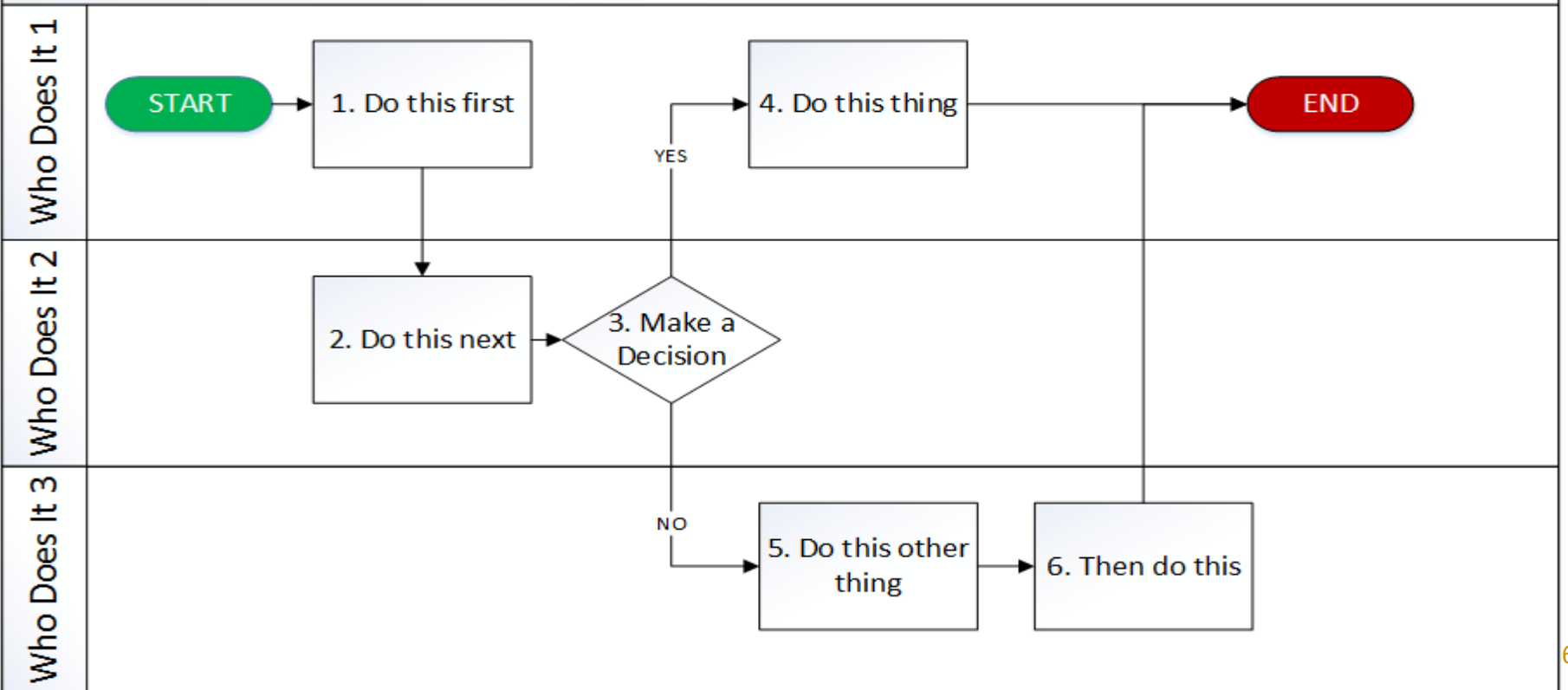


Arrows indicate the direction of progression of the process

Cross Functional Flowchart

The Way To Do Something

October 21, 2015



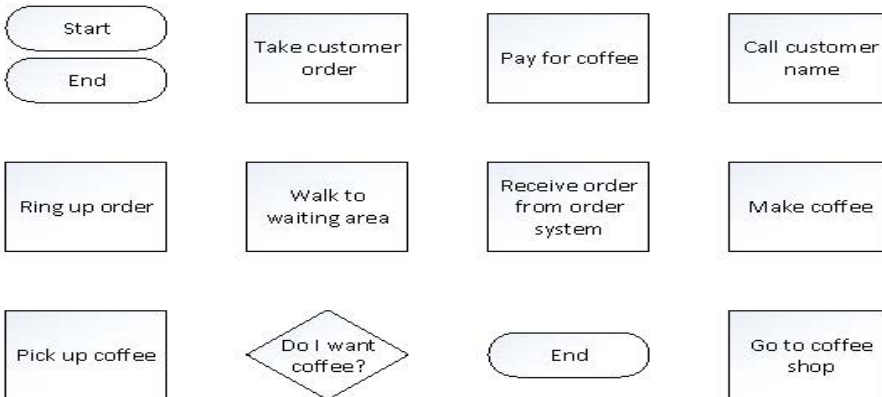
Activity

Directions

- In your workbook you have an empty CROSS FUNCTIONAL FLOWCHART to reflect the purchase of coffee.
- The swim lanes have been provided for you with the CUSTOMER, the CASHIER and the BARISTA.
- Your task is to individually map the coffee purchase process by using the symbols provided in the bottom half of the worksheet.
- Draw each symbol into the appropriate swim lane, in the appropriate order to complete the process map.
- Number each step and connect the symbols with arrows.
- Use your tablemates as resources.

Create a Process Map

Process Mapping Exercise: Getting Coffee	
	October 21, 2015
Customer	
Cashier	
Barista	



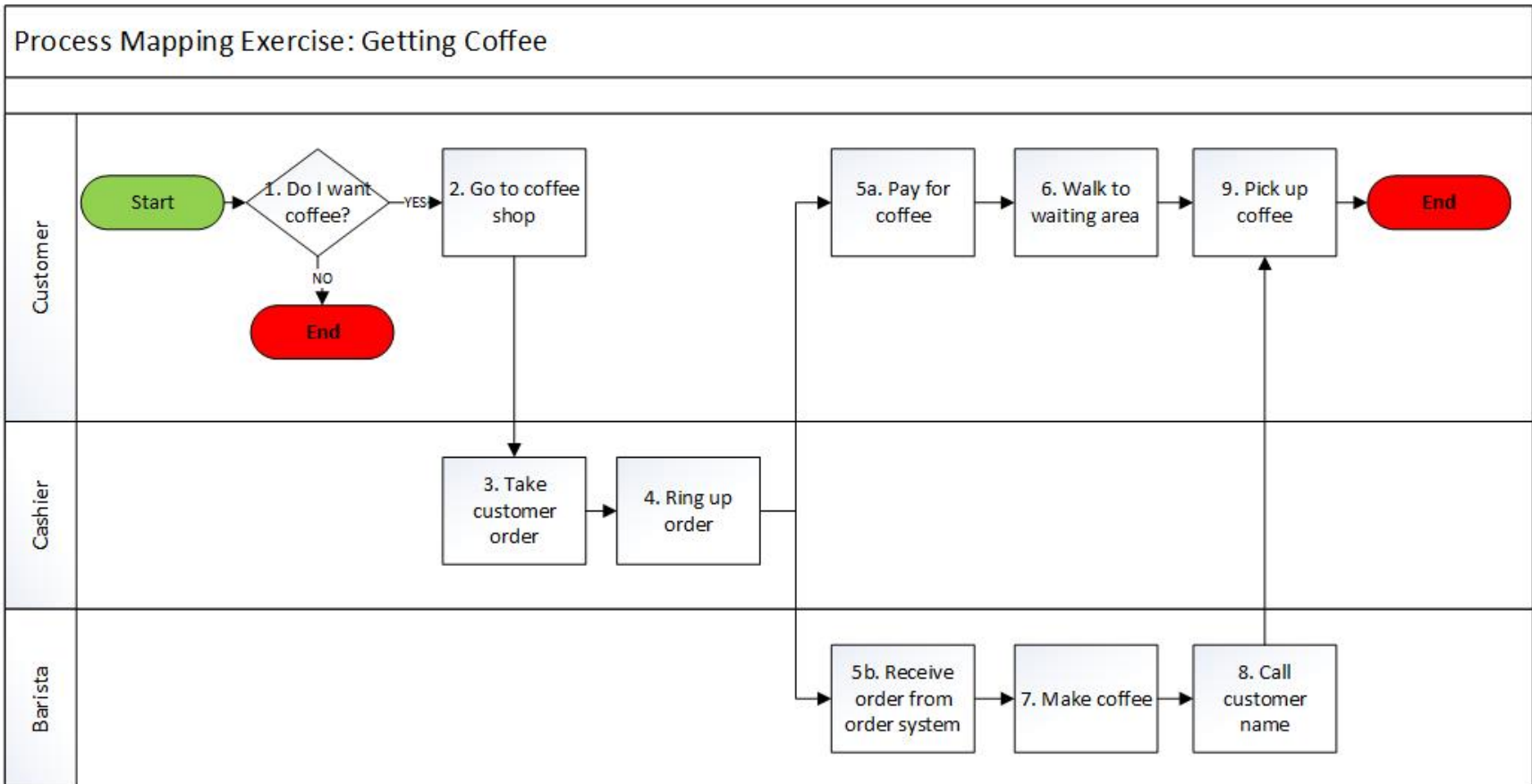
Using the steps provided, map the process for getting coffee.

Select appropriate symbol and draw it into the corresponding swim lane.

When you have moved each symbol into place, number the steps, including the decision point, and draw arrows to indicate the flow of the process.

Coffee Purchase

Process Mapping Exercise: Getting Coffee



Thinking **LEAN**

- Start thinking about how you can apply some of these concepts back at the office

