Lean tool

Process Landscape

Hello!

I am Prachi

At UCSD, I serve as a program lead for Continuous improvement program at ITS and Lean bench manager for ESR.
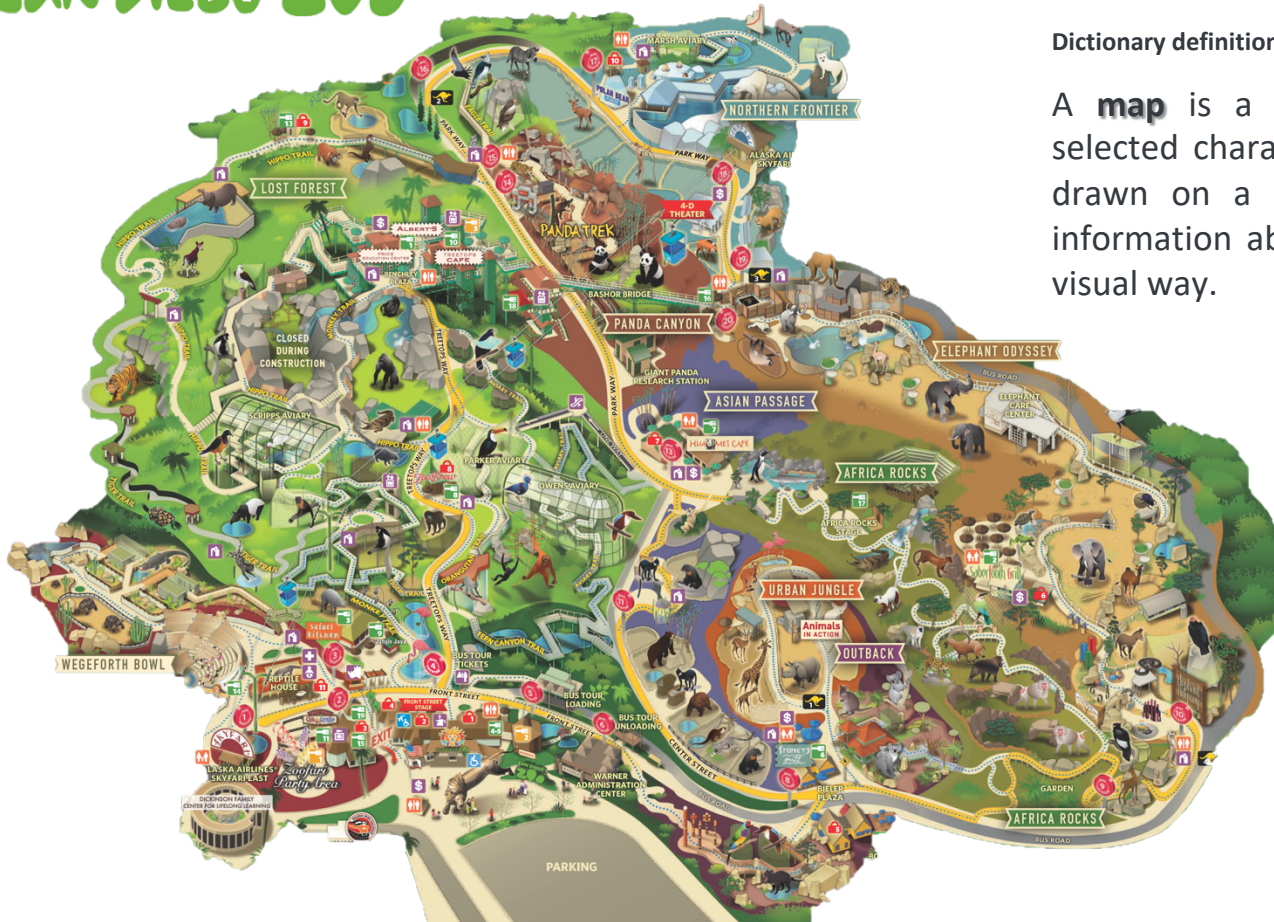
Lean bench is a select group of campus expert practitioners of Lean Six Sigma methodology leading crucial efforts around process improvement, operational excellence, and business efficiency.

I am also a trained LSS Black belt practitioner and I love to bring organization and efficiency to messy and inefficient processes.

What is Process Landscape

Dictionary definition:

A **map** is a symbolic representation of selected characteristics of a place, usually drawn on a flat surface. Maps present information about that place, in a simple, visual way.

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*"It takes a lot of hard work to make something **simple**."*

- Steve Jobs

GOAL

Represent a complete business process area on ONE PAGE (highest level)

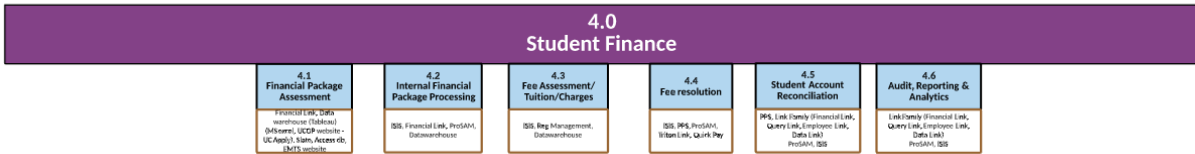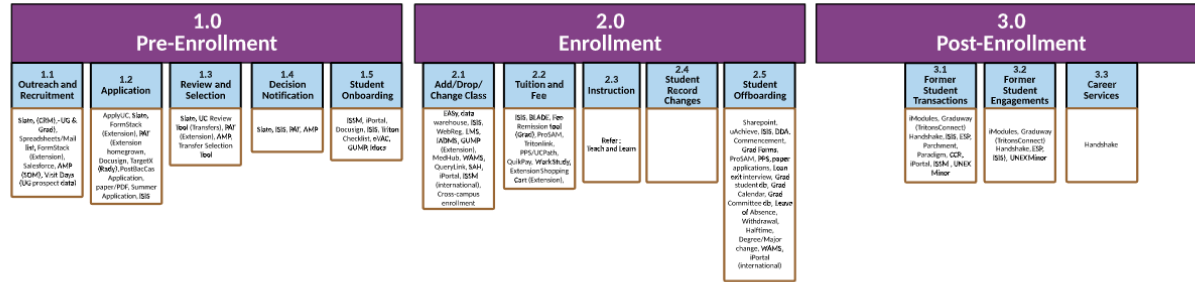# Process landscape - The Foundation for process analysis
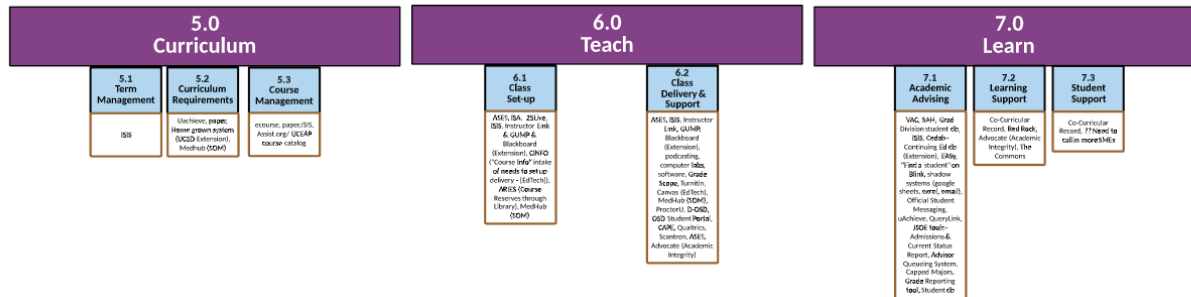
Who does it?
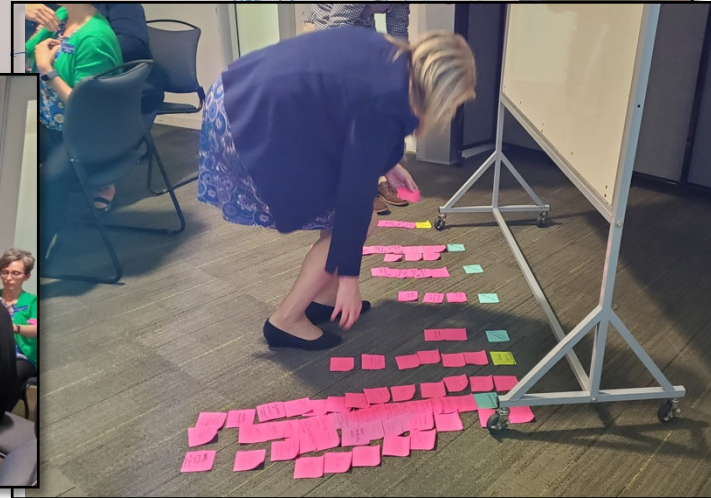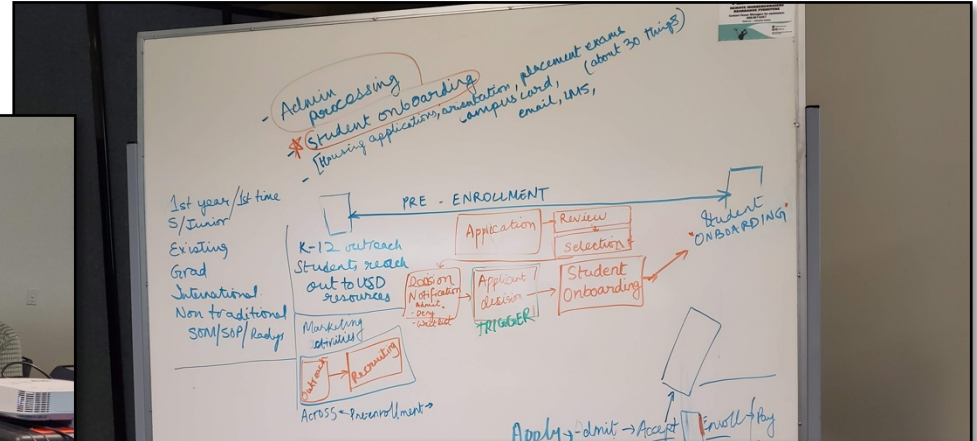
How we do it?

What do we do?

Example

STUDENT

1.0 Pre-Enrollment
- 1.1 Outreach and Recruitment
- 1.2 Application
- 1.3 Review and Selection
- 1.4 Decision Notification
- 1.5 Student Onboarding

2.0 Enrollment
- 2.1 Add/Drop/Change Class
- 2.2 Tuition and Fee
- 2.3 Instruction
- 2.4 Student Record Changes
- 2.5 Student Offboarding

3.0 Post-Enrollment
- 3.1 Former Student Transactions
- 3.2 Former Student Engagements
- 3.3 Career Services

4.0 Student Finance
- 4.1 Financial Package Assessment
- 4.2 Internal Financial Package Processing
- 4.3 Fee Assessment/Tuition/Charges
- 4.4 Fee resolution
- 4.5 Student Account Reconciliation
- 4.6 Audit, Reporting & Analytics

TEACHING & LEARNING

5.0 Curriculum
- 5.1 Term Management
- 5.2 Curriculum Requirements
- 5.3 Course Management

6.0 Teach
- 6.1 Class Set-up
- 6.2 Class Delivery & Support

7.0 Learn
- 7.1 Academic Advising
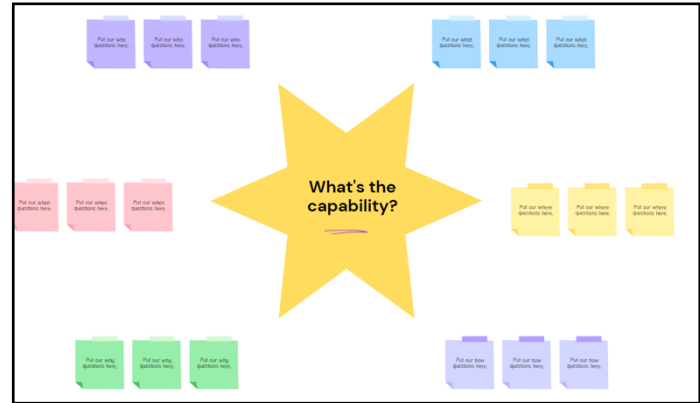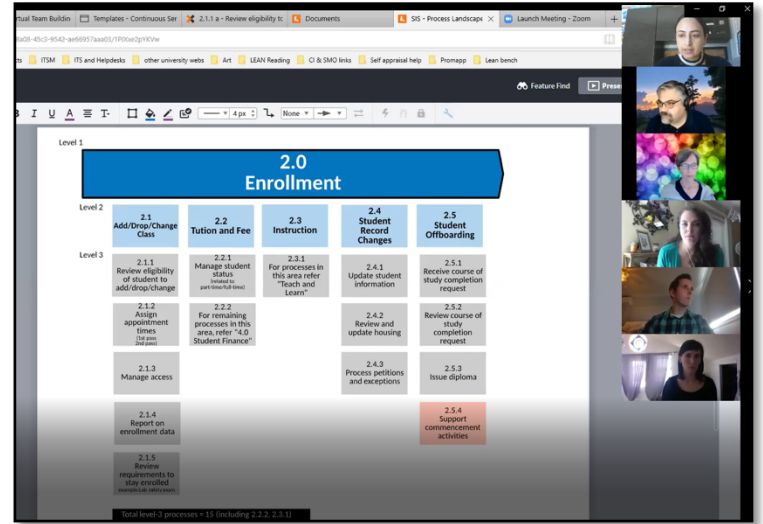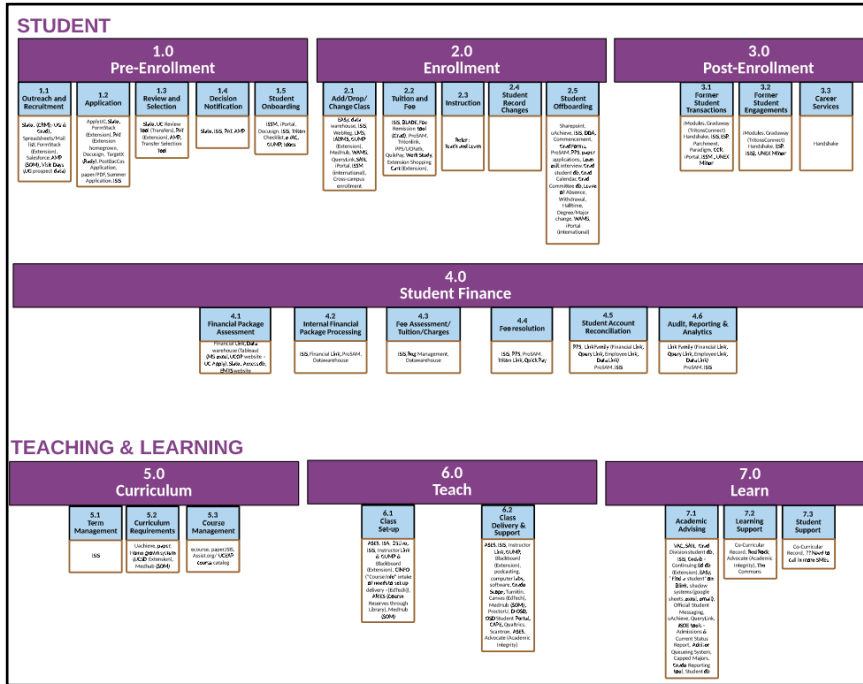- 7.2 Learning Support
- 7.3 Student Support

Process Landscape is a tool for communicating information about the business processes across a large business area to stakeholders, in a visual, more easily digestible way.

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Pre-Covid19 World

Post-Covid19 World

As a process landscape facilitator, your job is

- To be curious. To engage your stakeholders.

- To consolidate process clusters.

- Enrich the content by bringing out different perspectives

- Do not over complicate things, bring the focus back on creating simple one page view of what the business does.

Note:

Do not go down the rabbit holes.
There is a time and place for going down rabbit holes.
Process landscape is not it.

Real life Examples

1. [SIS Process Landscape](#)

2. [FIS Process Landscape](#)

3. [Campus level landscape](#)

Process Evaluation

Process Evaluation could lead to identification of the process into one of the FOUR categories:

#	Category	Why does the process belong to this category ?
1.	Process needs improvements	▪ Process needs to be simplified/made more lean by reducing waste ▪ Need to build standardization (by reducing variation in how the process is handled across departments)
2.	Current state	▪ After due consideration, decision has been made to carry forward the current process in the new system (with possibility of reviewing at a later time)
3.	Out of scope	▪ Process will be handled outside of the new system
4.	Retire	▪ Process will be retired or replaced

Encapsulate what business is doing right now

Prepare for intentional transformation

Involve appropriate stakeholders that define the strategy

Process Landscape

Provide a common basis for planning

Enable discussions about what needs to be done to meet current and future challenges

Interested in learning more about lean bench?
 leanbench@ucsd.edu

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