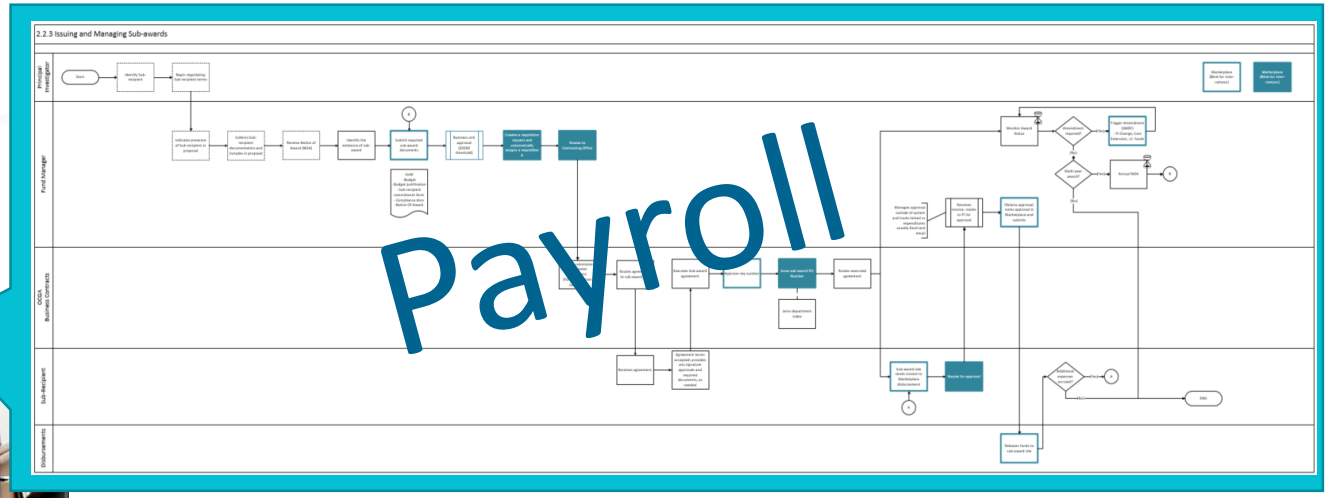
BECoP Business Excellence Community of Practice

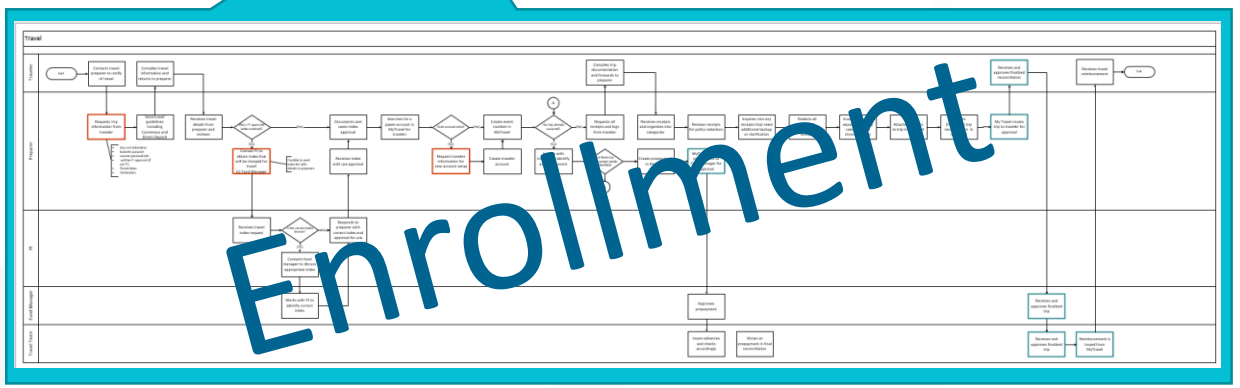
Process Mapping: GPS Guidance, Practice, and Standards

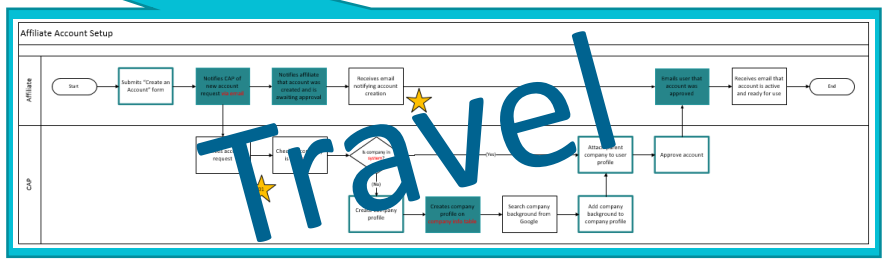
February 5th, 2019

UC San Diego

Why should I spend time on a process map?







Why do I need a process map?

Process Maps:

Facilitate General Understanding

Make the work visible

Get everyone on the same page

Breaking things down into digestible chunks

Create reference points for new faces

Facilitate Analysis

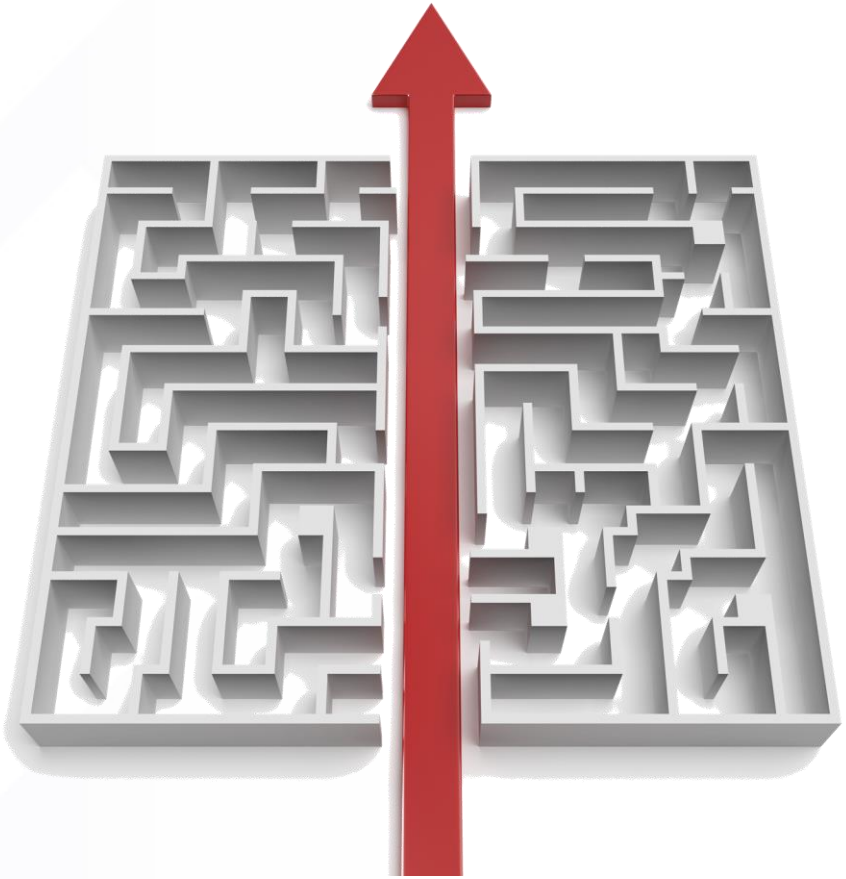
Helps identify repetition

Helps identify bottlenecks

Helps identify delays

Identify Process Improvement Opportunities

Aha!!!! Moments



Exercise

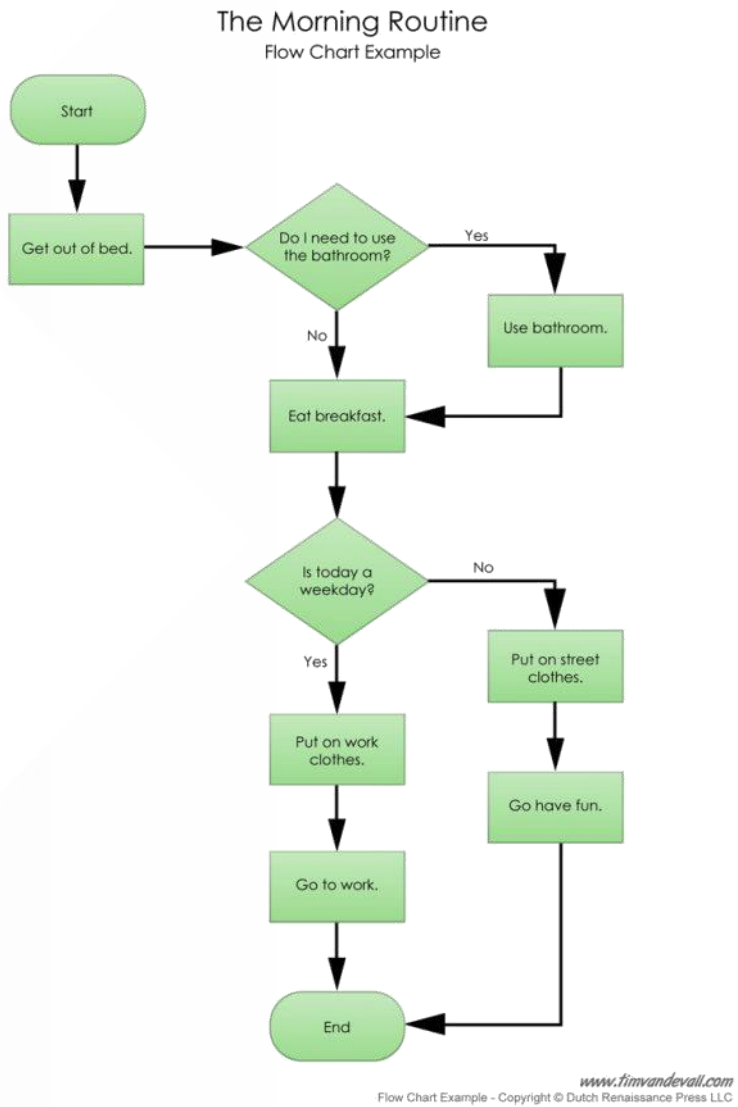
Create a Process map of your morning routine

The Morning Routine – So. Cal

The Morning Routine – So. Cal In The Rain

The Morning Routine - Multitasking

The Morning Routine



Keep the goal in mind

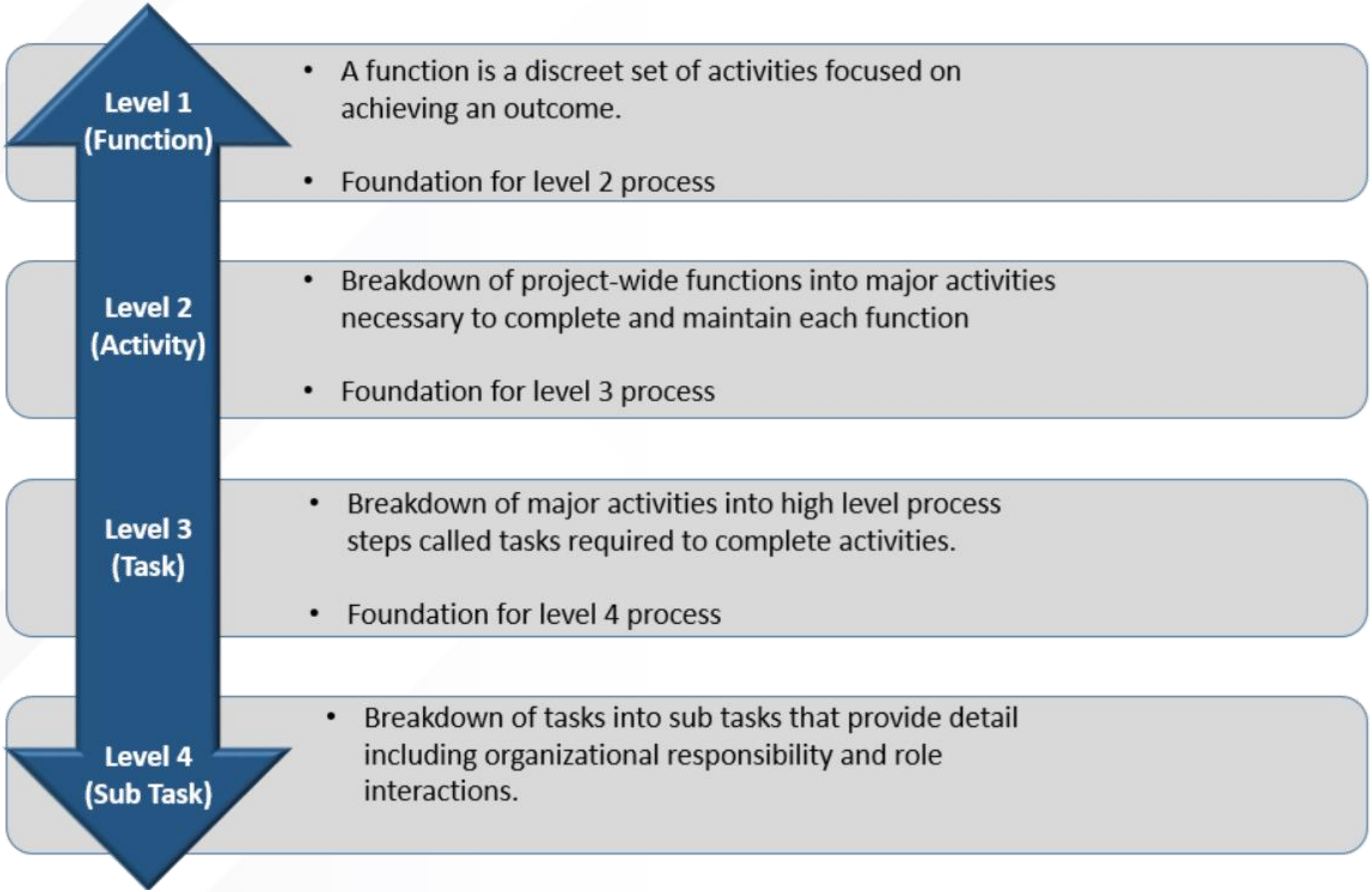
Why are we mapping this process?

Process Mapping Rules

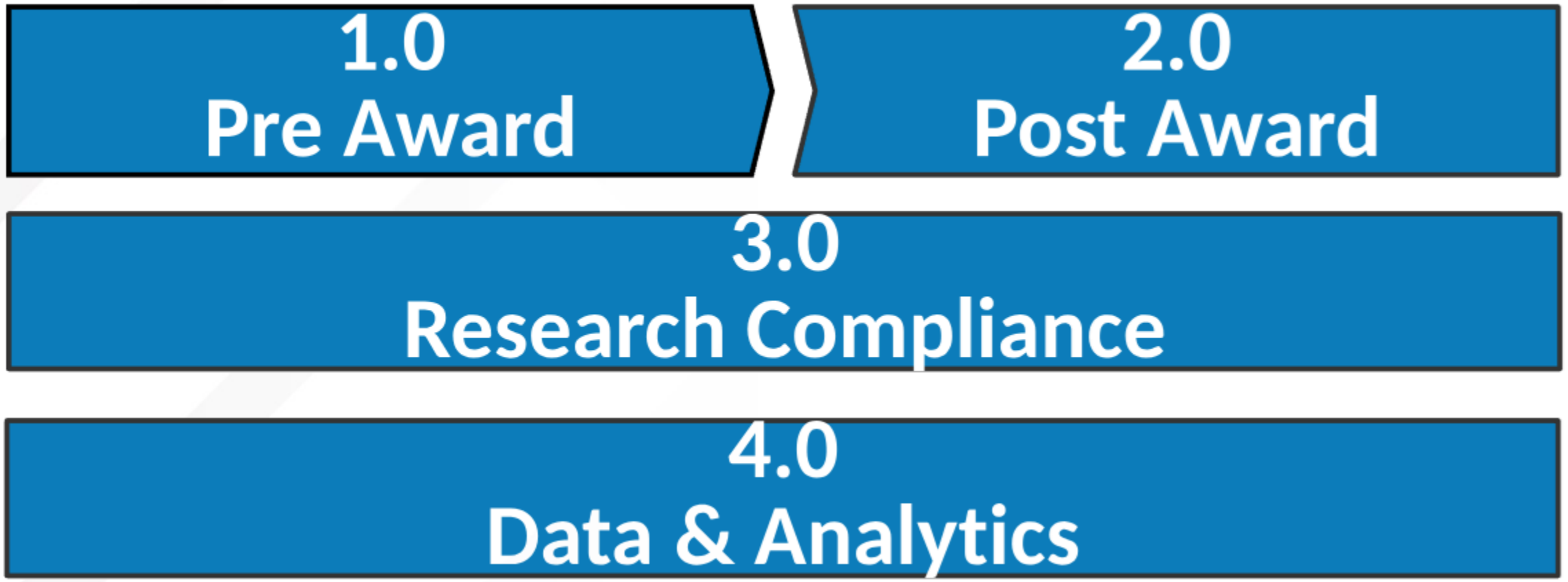
Process Levels

Peel the Onion

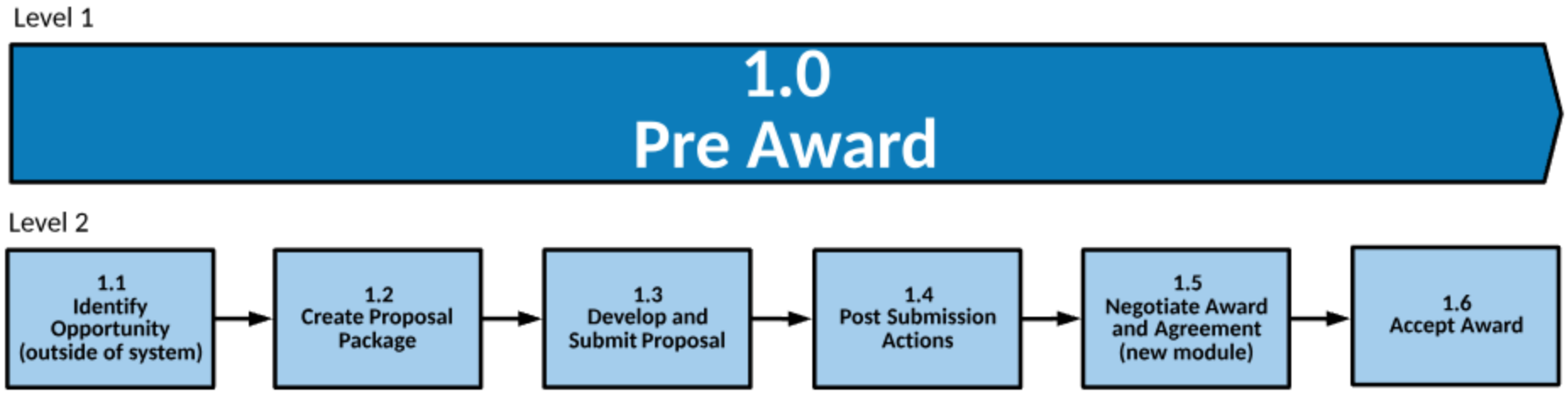
Process Landscape



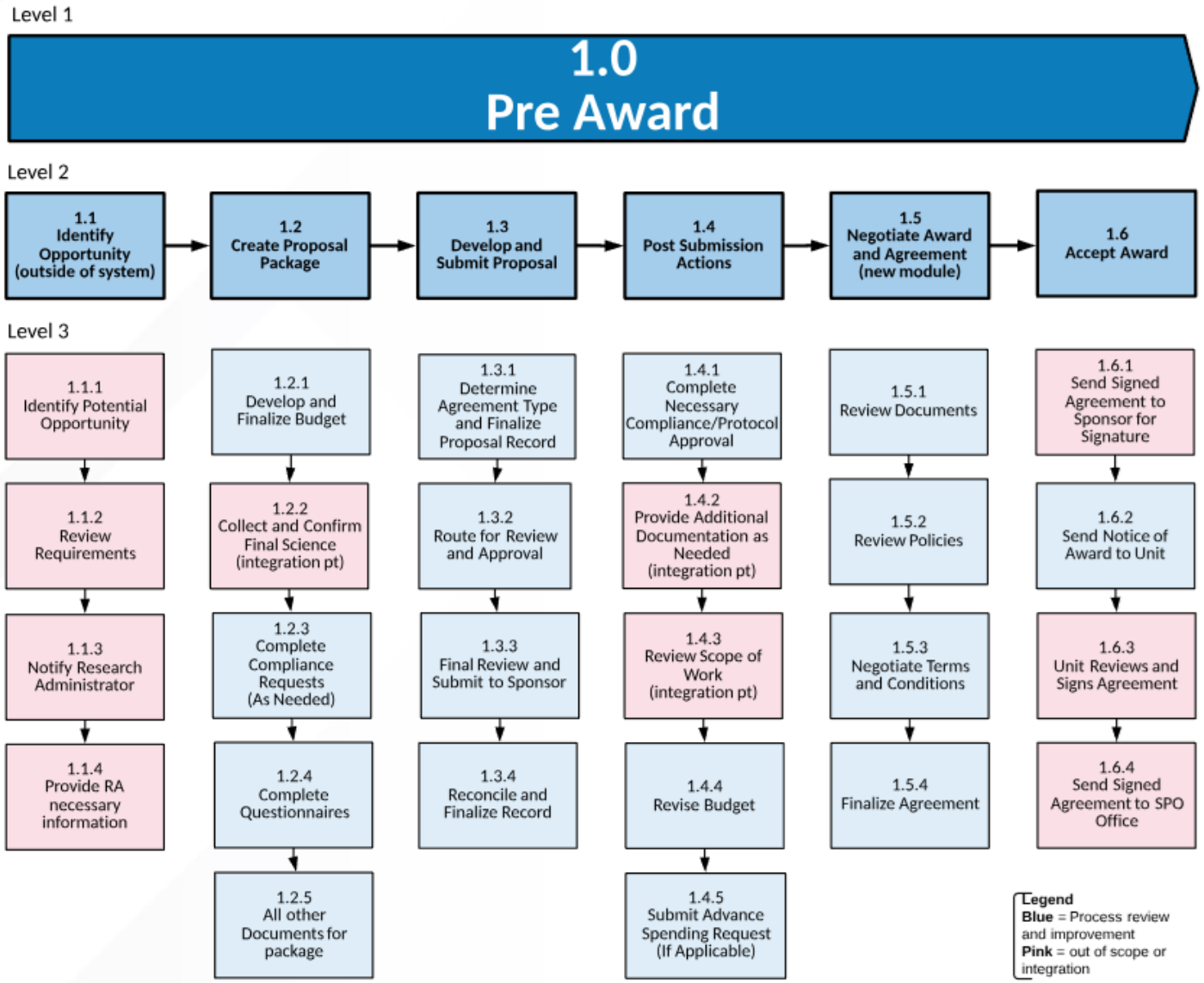
Process Levels



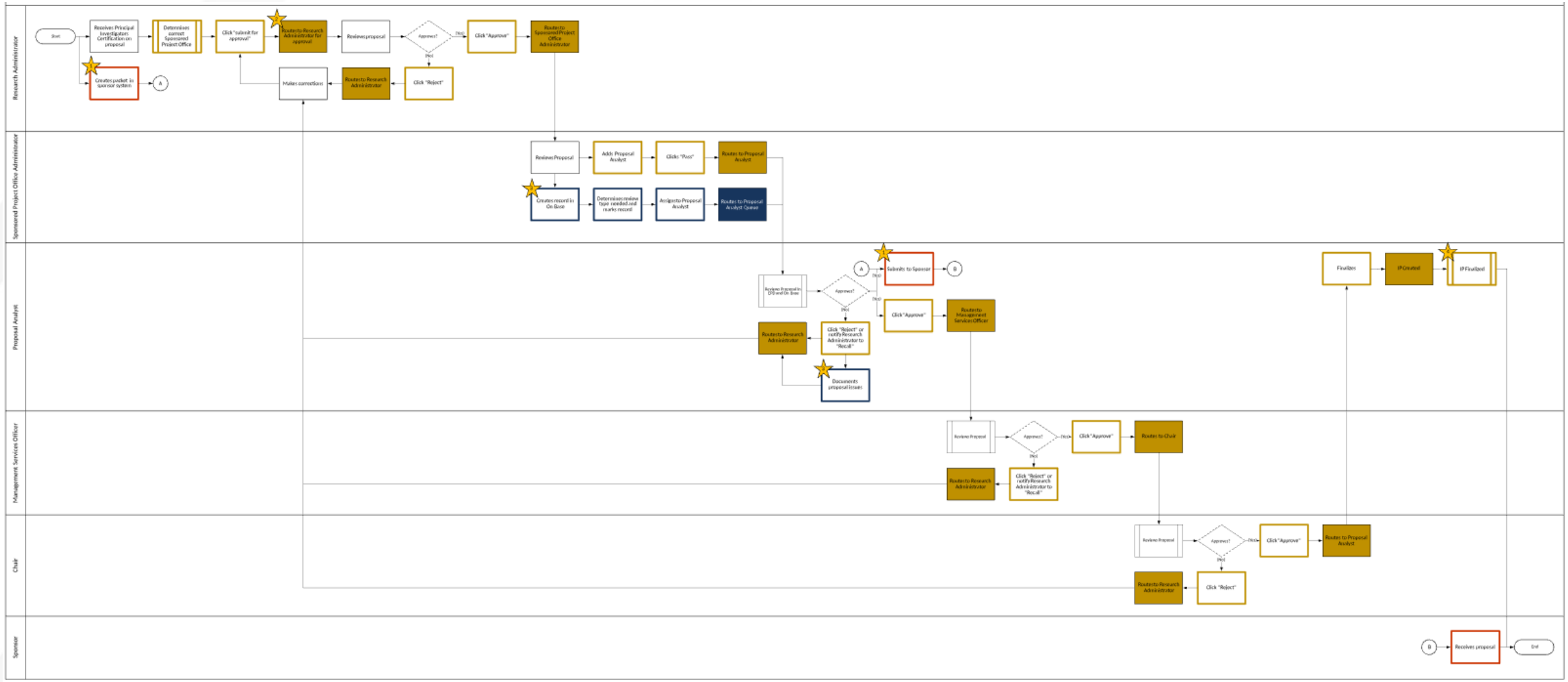
Process Levels and Decomposition



Process Landscape



Level 4 - Swimlane Process Maps



Approach – Defining The Process Landscape

People – Who is performing the action or process step

Process – What action is being performed

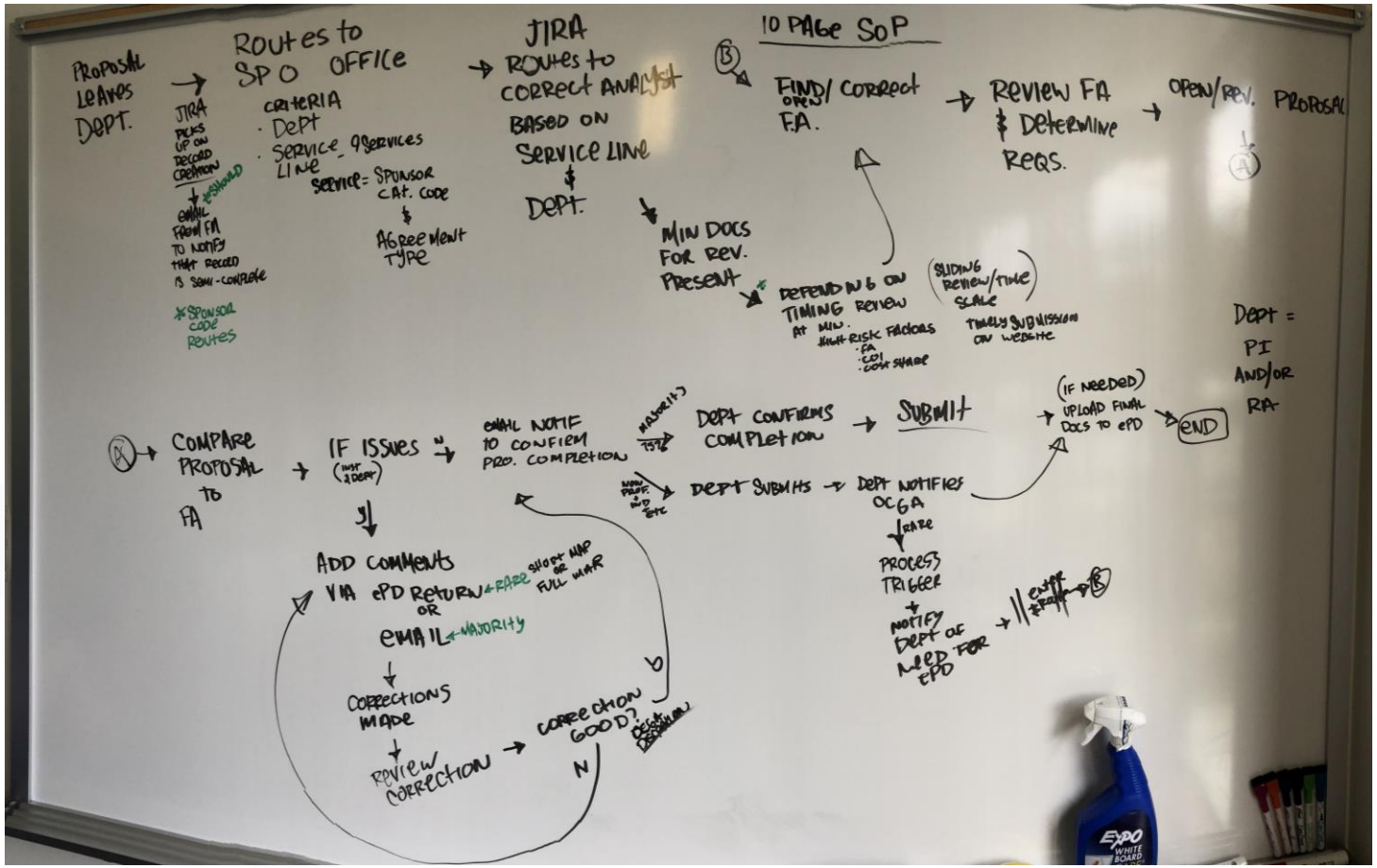
Technology – What, if any, technology is being used to perform the action

Getting Started- Whiteboarding

Work with process SMEs to identify what the process currently looks like.
Should be all SMEs involved in the variation of the process currently targeted.

Start by identifying the process trigger point.

Ask “how do you know when you need to start this process?”



Continue through the process steps by asking “What do you do next?”

Don’t forget to ask
“Who” (people)
“What” (process)
“How” (technology)

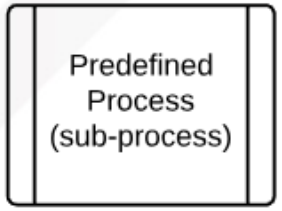
When finished, review the content on the board and make sure nothing is missing

Shape Basics

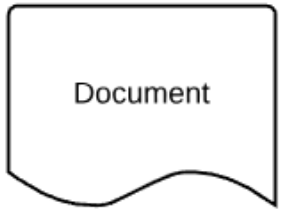
Process Boundaries. These boxes start and end a process map. Should be labeled as “start” and “end”

Action in the process that is manually performed. Should always be worded in a “verb-object” format.

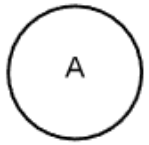
Process Branching Decision point – Arrows labeled yes or no only. Effort should be made to keep formatting synced. Ideally “yes” to the right and “no” going down.



Identifies a named sub-process that has multiple steps but detailed extrapolation is not necessary.

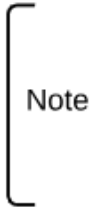


Indicates that a written document is prepared or used at that step of the process. This shape should be labeled with the document name.



On Page Connectors link to another location within the same process map. Use A,B ,C, etc.

Off- page connectors link to other processes and process maps stored in other locations

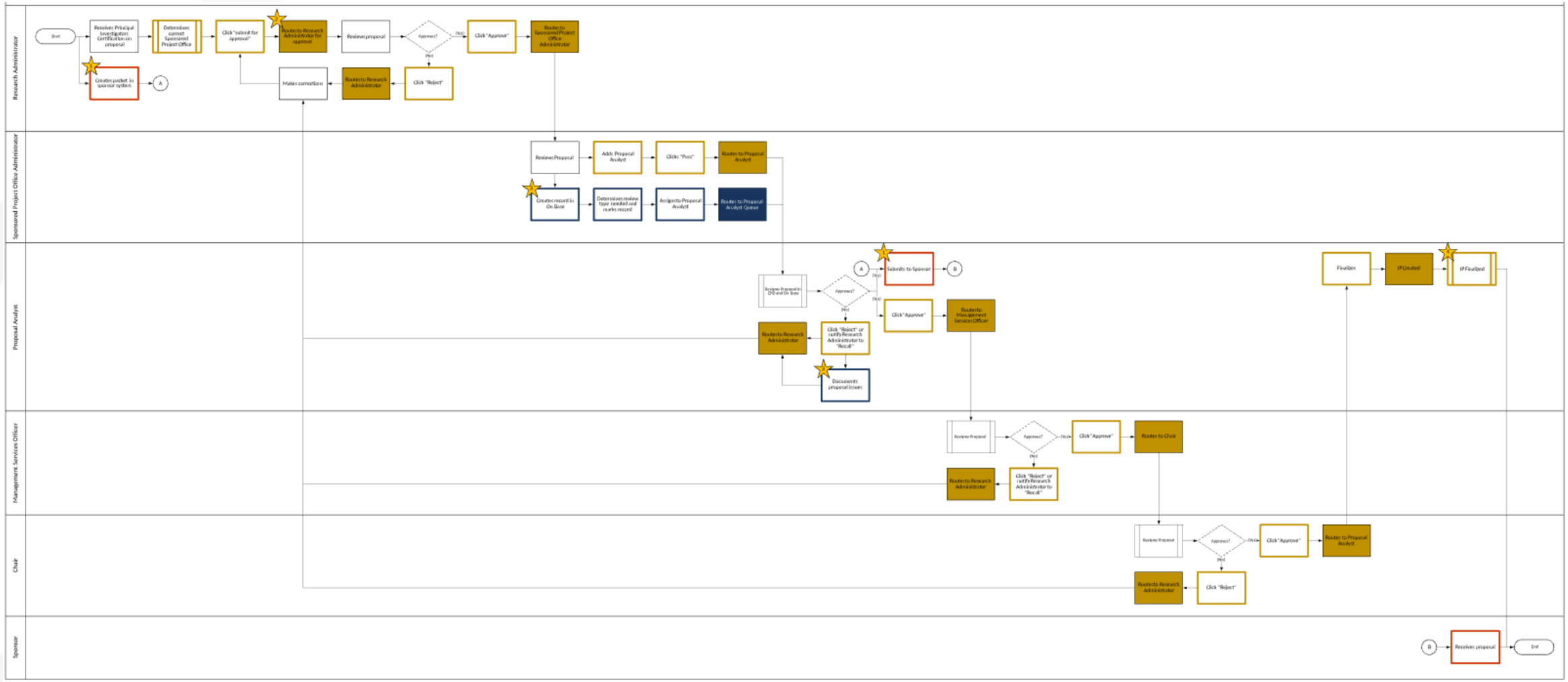


Callouts that allow you to add additional information to the process step box. These should be used sparingly and only when materially relevant information is needed.

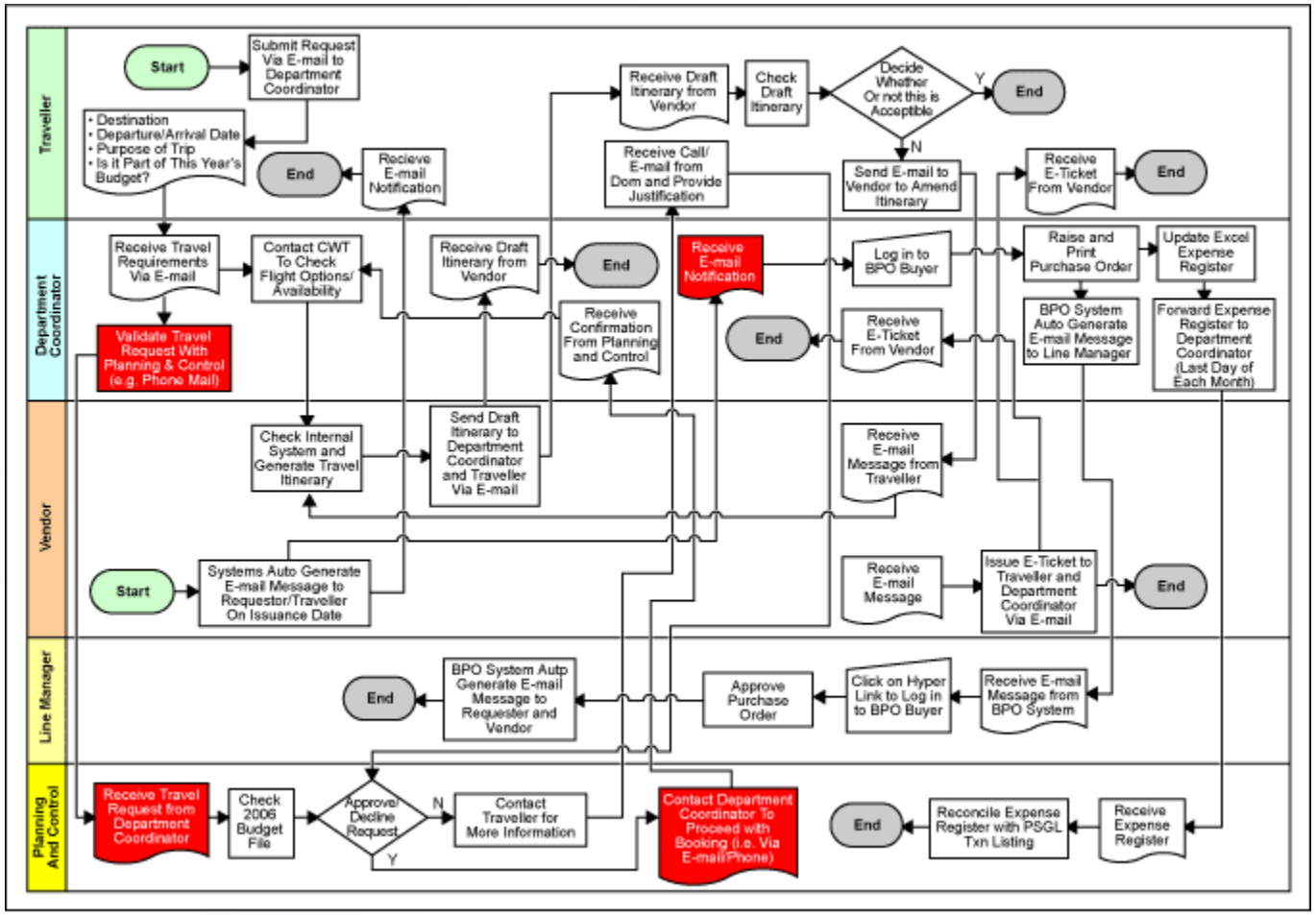
Technology?

Use Shape colors to show system interactions

Process Mapping - Shapes



Untangle the spaghetti – On-page Connectors



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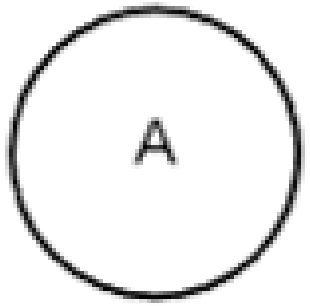

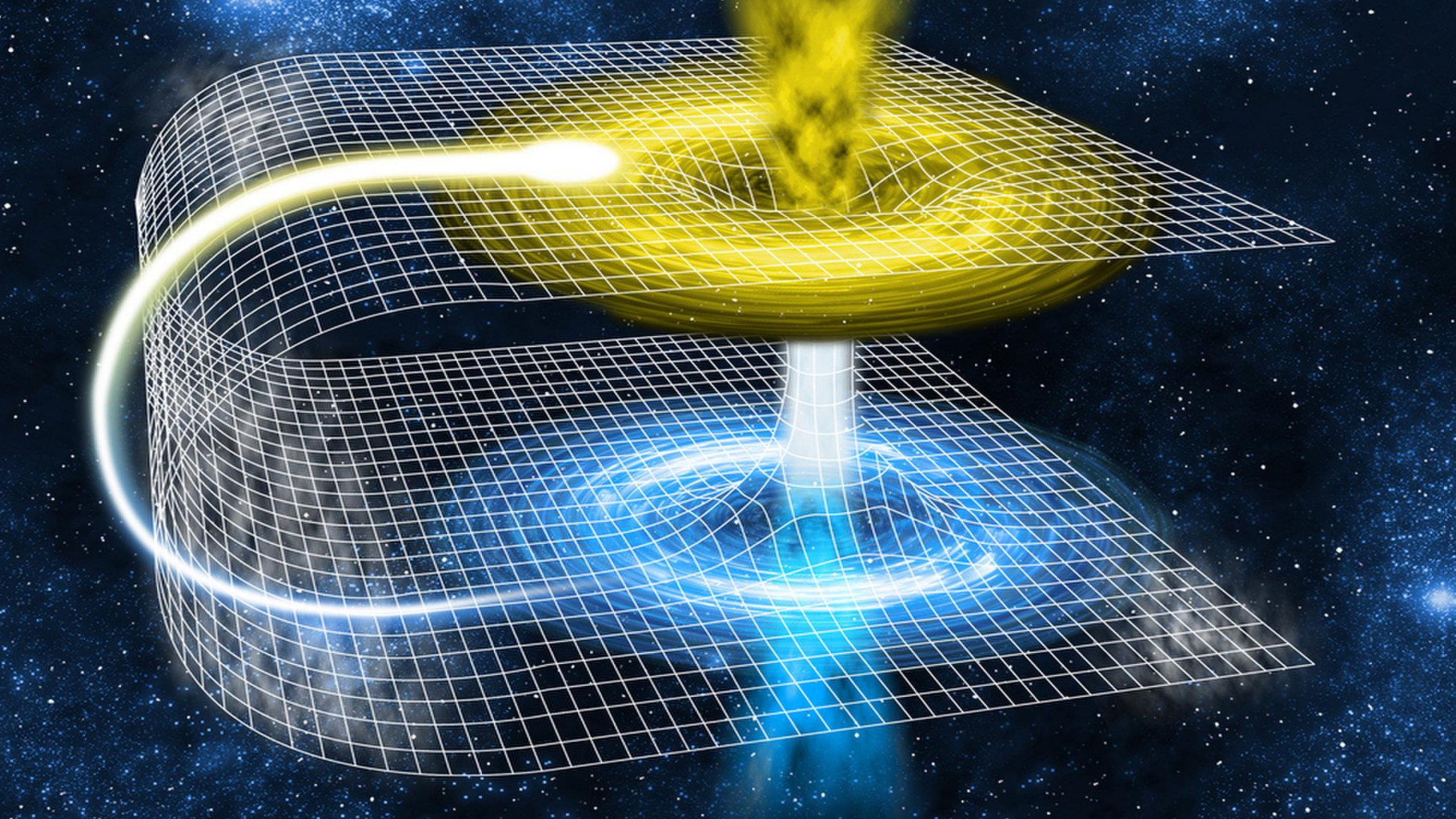

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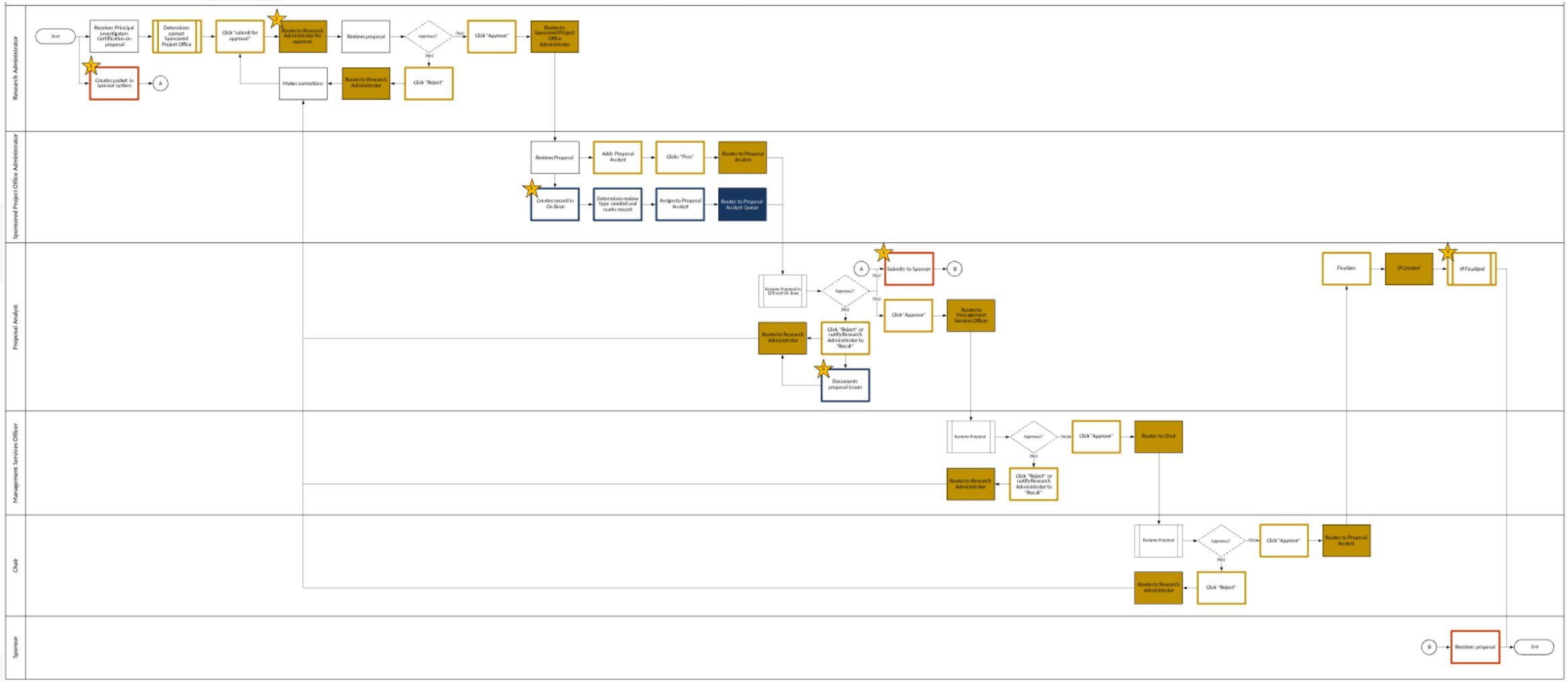

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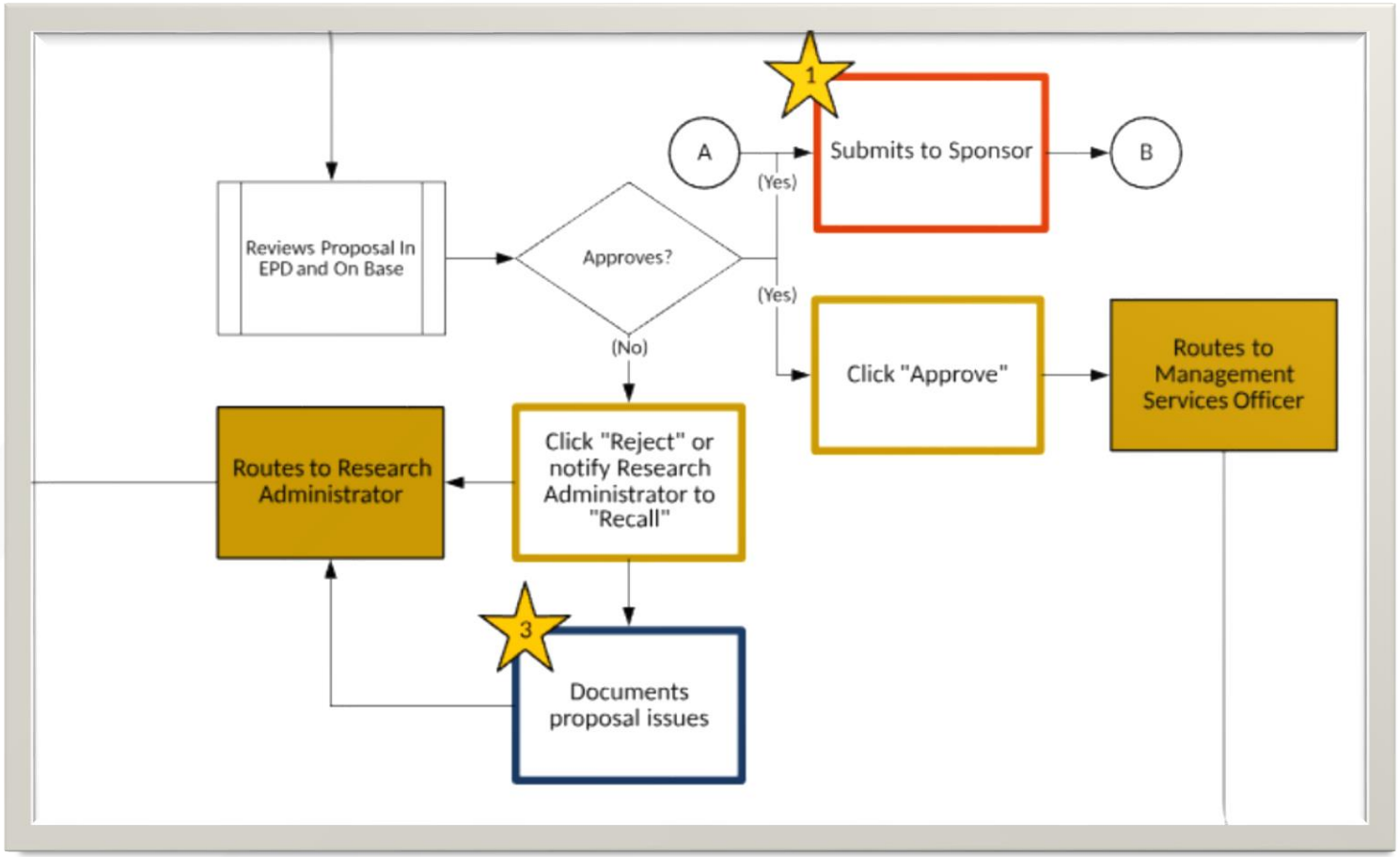
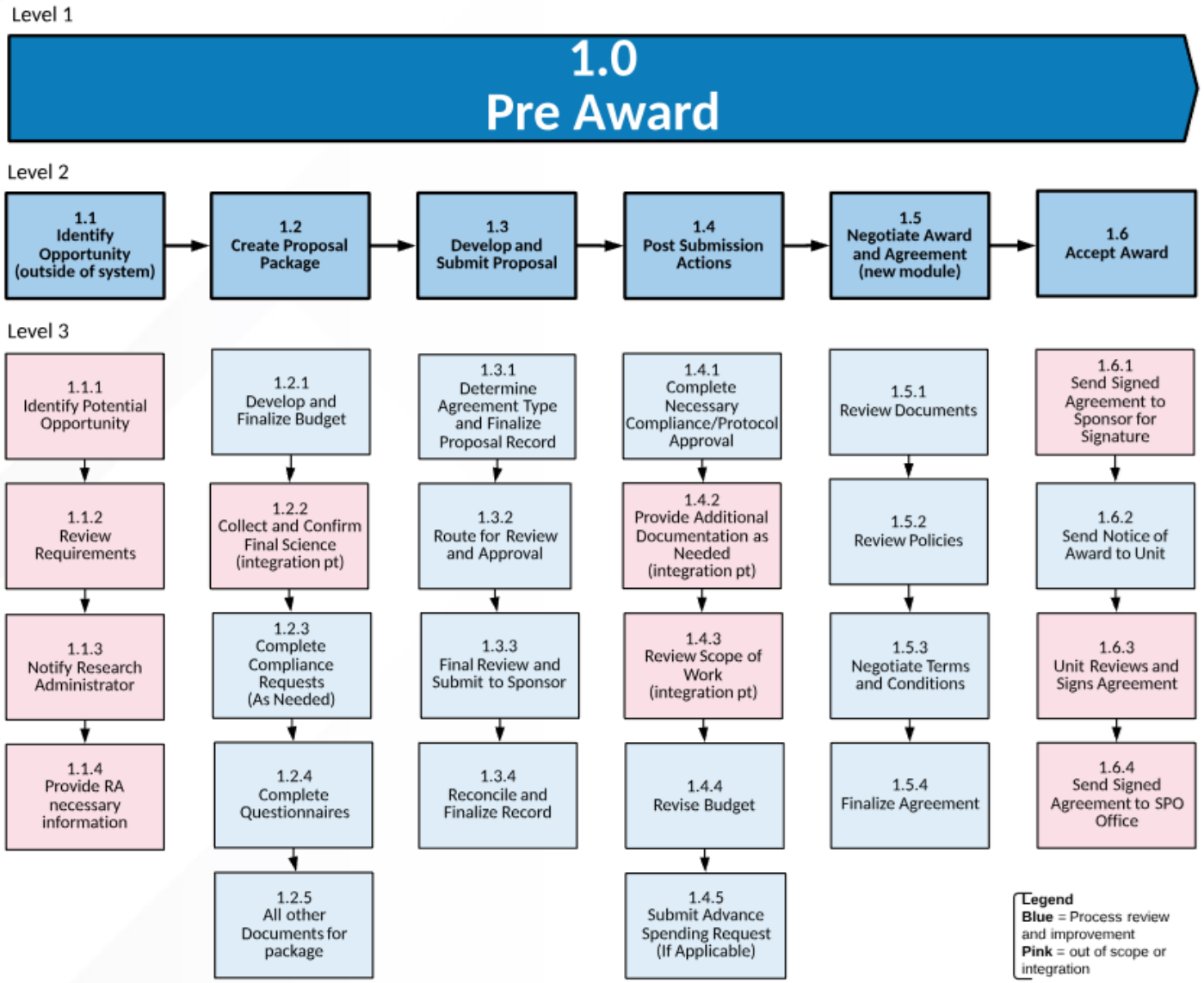
Numbering Process Landscapes