**BECOP** Business Excellence Community of Practice

# Process Mapping: GPS Guidance, Practice, and Standards February 5th, 2019



## 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

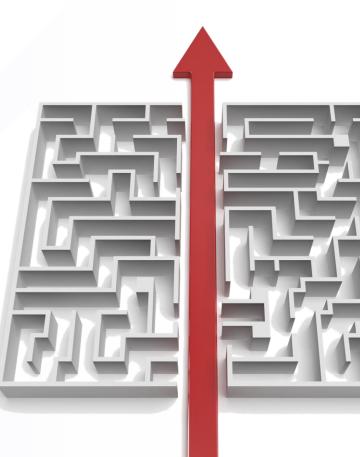
Helps identify repetition

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



Www.fimvandevall.com Flow Chart Example - Copyright © Dutch Renaissance Press LLC

## Keep the goal in mind

### Why are we mapping this process?

## Process Mapping Rules



### Process Levels

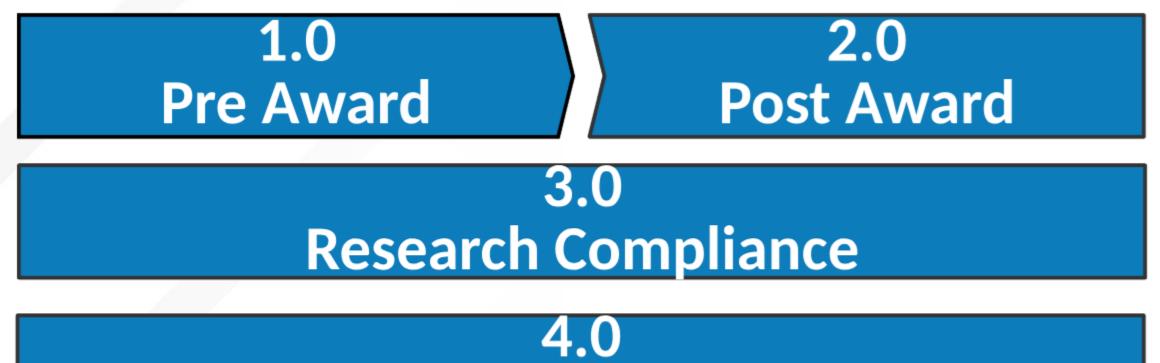
### Peel the Onion



## Process Landscape

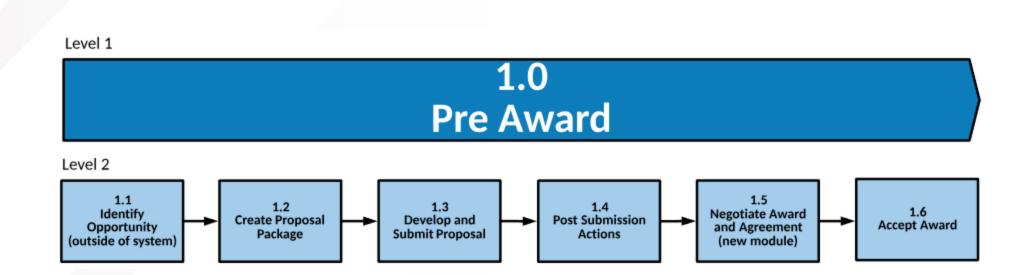
		A function is a discreet set of activities focused on
	Level 1	achieving an outcome.
<u> </u>	(Function)	
		Foundation for level 2 process
		Breakdown of project-wide functions into major activities
	Level 2	necessary to complete and maintain each function
	(Activity)	
		Foundation for level 3 process
		Breakdown of major activities into high level process
	Level 3	steps called tasks required to complete activities.
	(Task)	
		Foundation for level 4 process
		Breakdown of tasks into sub tasks that provide detail
	Level 4	including organizational responsibility and role
	(Sub Task)	interactions.





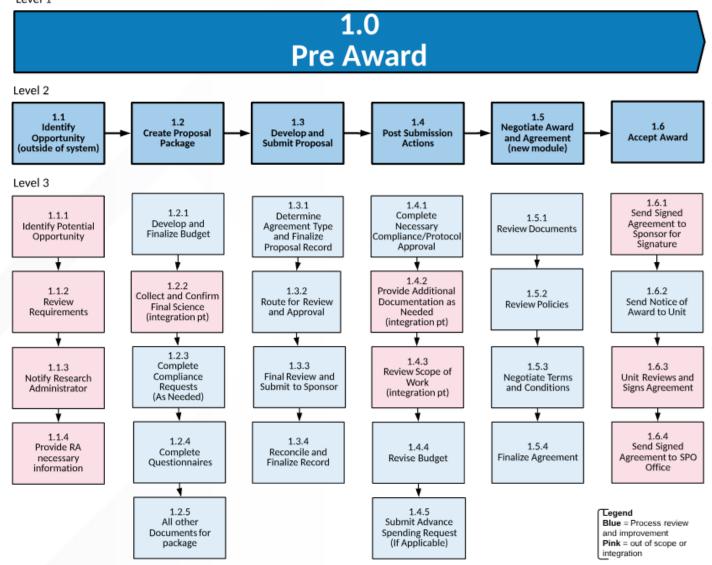
# **Data & Analytics**

### Process Levels and Decomposition

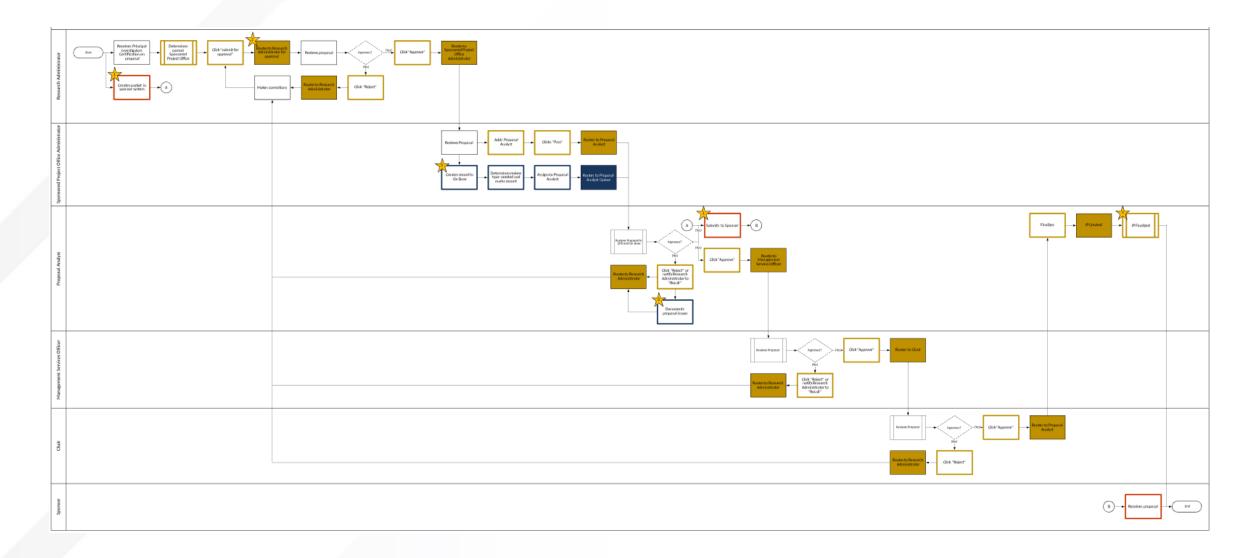


### Process Landscape





## 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

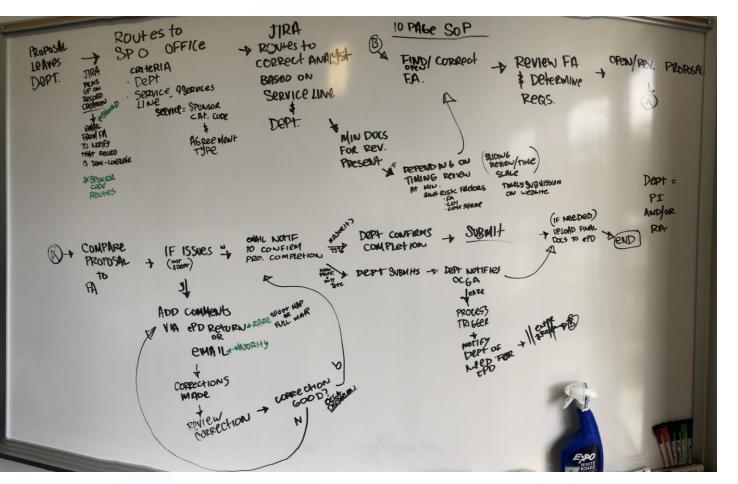
Technology – What, if any, technology is being used to perform the action

## 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



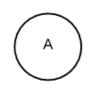
Process Boundaries. These boxes start and end a process map. Should be labeled as "start" and "end"



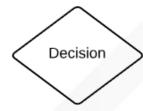
Indicates that a written document is prepared or used at that step of the process. This shape should be labeled with the document name.



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



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



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.



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

Predefined Process (sub-process)

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

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?

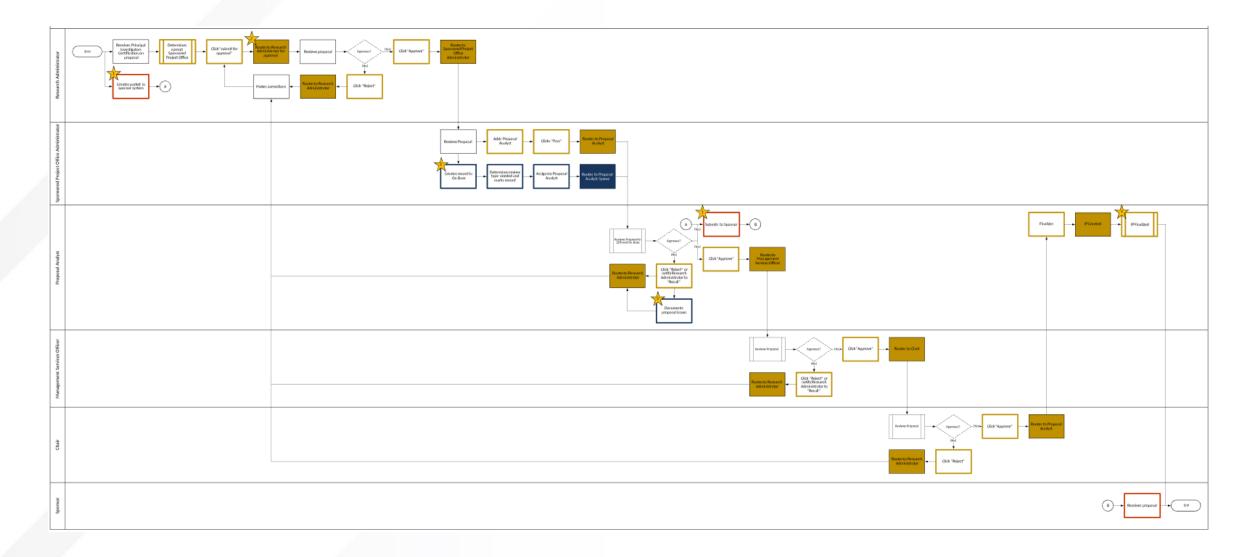
Use Shape colors to show system interactions

Non System Process Step

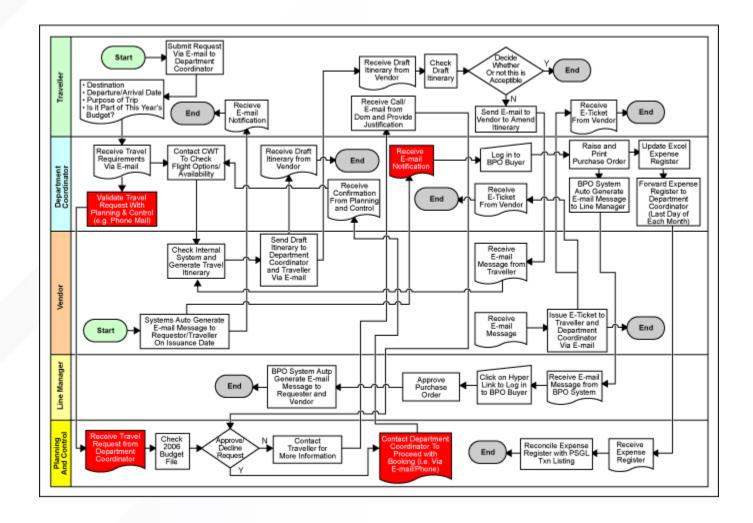
System interaction

System Automation

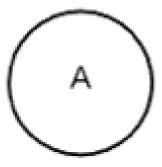
## Process Mapping - Shapes

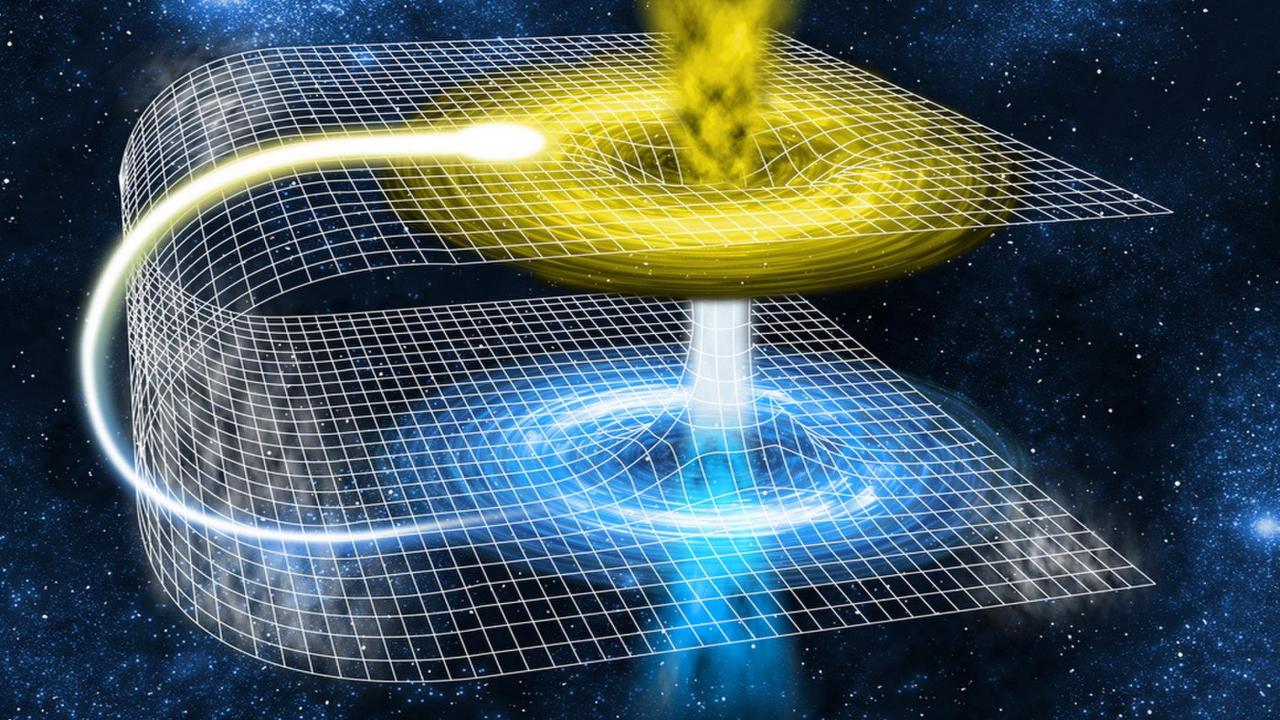


### Untangle the spaghetti – On-page Connectors

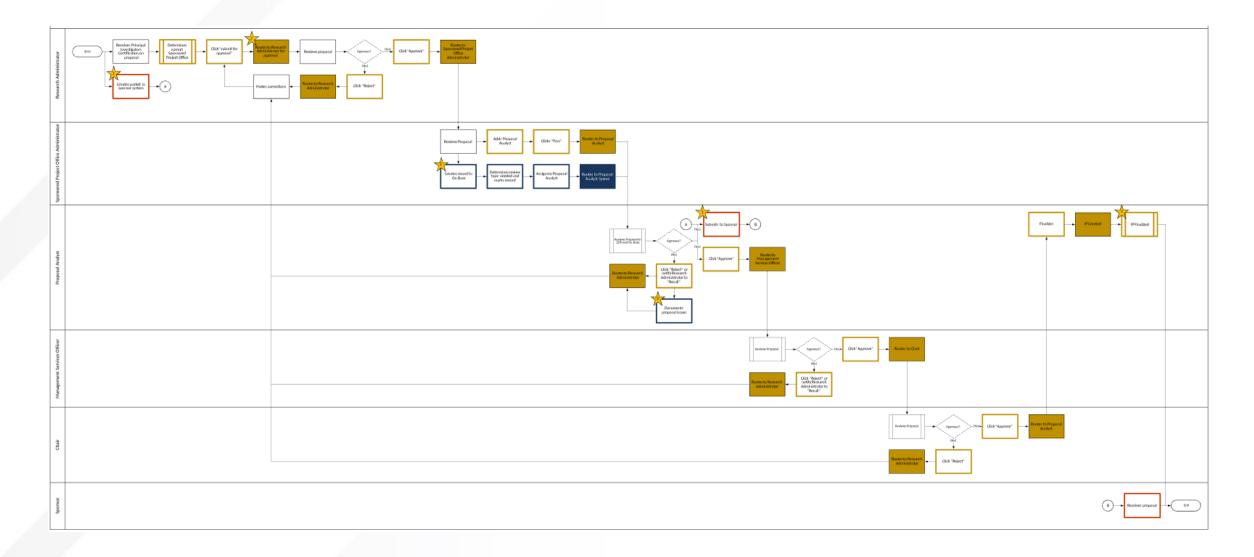


## Untangle the spaghetti – On-page Connectors

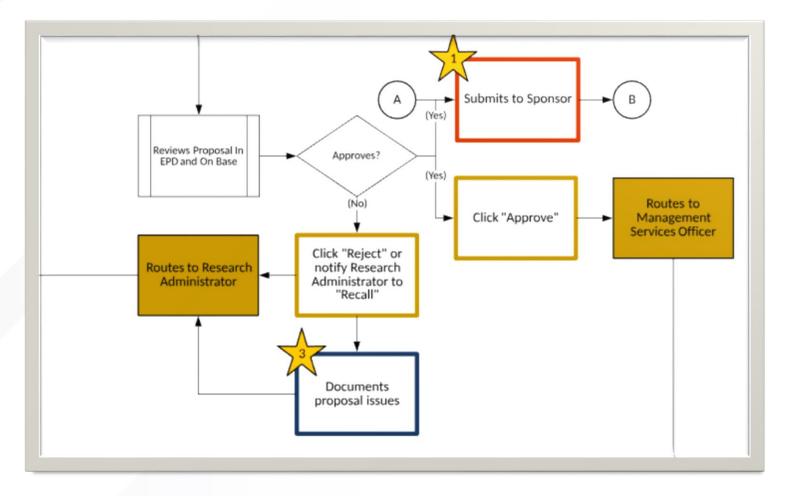




## Process Mapping - Shapes



## Process Mapping - Shapes



### Numbering Process Landscapes

