



Process mapping

What is it?

Process mapping is a quick and simple method to show the links between different stages of a process. It highlights the information required at each stage, the interfaces between stages and the roles/responsibilities involved.

What can it be used for?

- To create a shared understanding of how things work today
- To identify delays, unnecessary steps and/or duplication - opportunities for improvement
- To develop improvements to the process

What can it be used for?

1. Assemble representatives of the people involved in the process.
2. Spend a few minutes clearly defining the start and finish points of the process. Write these at either end of a large sheet of paper.
3. Discuss the tasks, information flows, decisions and actions at each point.
4. One person writes down each point onto a post-it® and positions these in the right place from left to right on the paper.
5. Continue until the process is mapped from start to finish.
6. As a group identify the areas of non value adding activities, unnecessary steps and/or duplication.
7. Re-map the process taking account of the group discussion.
8. A formal record of the process could also be made using the standard symbols shown.

Standard Symbols	
	Operations
	Move
	Delay
	Store
	Inspect
	Decision

In a process map all these are Non Value Adding

Tips and guidelines

- Don't make guesses about what happens – check with those who actually carry out the tasks.
- Include people who supply inputs to the process and those on the receiving end of the outputs.
- Move the post-it® notes around to reflect reality.
- If a step is duplicated, duplicate the post-it®.
- Note any gaps in the process.
- Use only one large sheet of paper to map out the whole process.
- Challenge and question throughout the process – ask 'Why?'

