

What is Process Mapping?

Process mapping is a workflow diagram that can bring forth a clearer understanding of a **process** or series of parallel **processes**.

What is a Process Map?

A **Process Map** is a diagram that visually displays a series of events or steps that occur within a given process. There are **several types of process maps**, and at Peak Academy, we believe there is no wrong way to do a map. Maps are great visual aids that enable members of a team to understand and achieve standard work and continuous improvement. You will want to create a current state map first and use **the 8 Wastes (DOWNTIME)** to help with the future state.



Include the following in every type of Process Map you create:

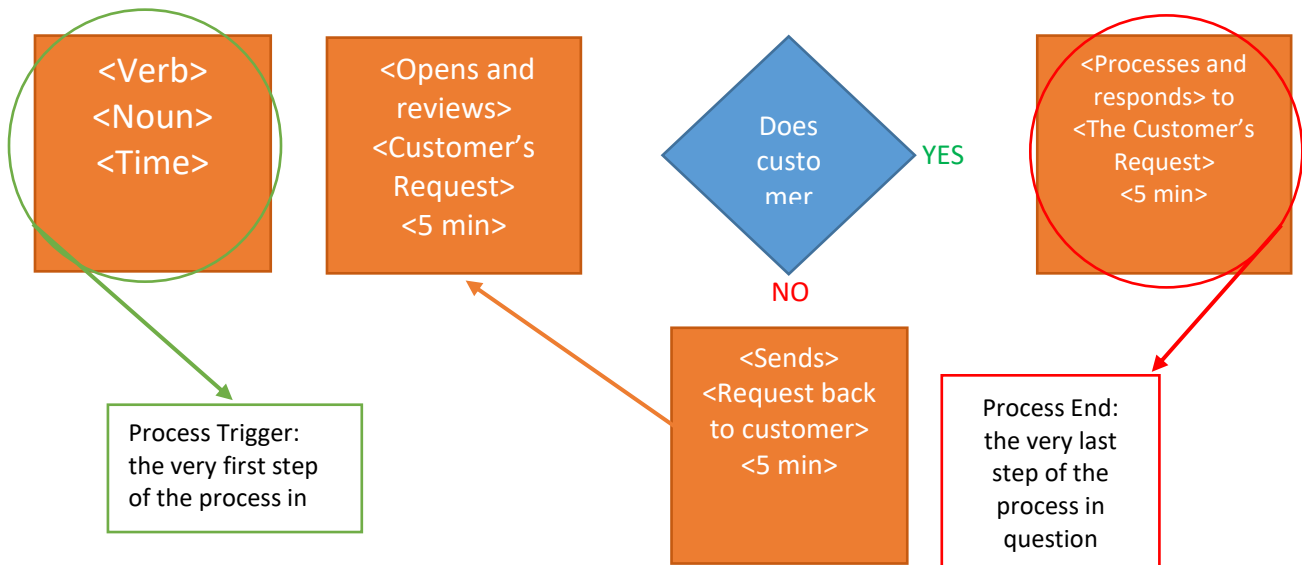
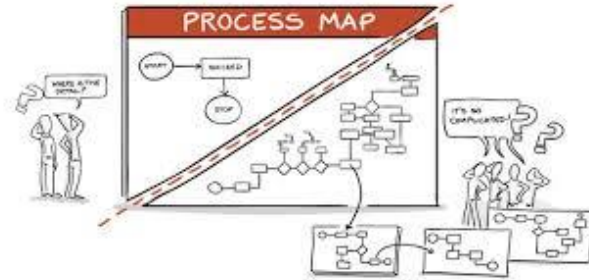
- Put the **title** of the process, current or future state, and the **date** at the top of the process map
- Define the **start** and **end** points
- Identify who the **customer** of the process is
- Use square sticky-notes for steps & rotate them 45 degrees into diamonds for decision points
- Label the **time** it takes for each step as well as for the process as a whole
- Identify **value added**, **non-value added**, and **business necessary non-value added steps**

In the box below, list the benefits of using a **“Process Map”** and **“Process Mapping”**:

Notes:

Easy “How to” Using Sticky Notes:

Create a map by using post-it notes on a large roll of paper. Use different color post-it notes for action steps vs. decisions. Use a post-it note as a square for **action steps** and a diamond for **decisions points**. Each post-it note should represent a different step in the process. **Note example:**



Using the example above, “*map out a process*” (at a high-level: 5-7 steps) that you control or work on:

Notes:

General rules of thumb

- Map from left to right
- Mark milestones and/or time to deliver value to your customer
- Document volumes of “widgets” that go through the process
- **Boxes = Steps in a process (label “who” and use verbs)**
- **Diamonds = Decision points in the process (Yes/No, If/Then...)**
- Use pink ‘stickies’ to represent waste/issues
- An assortment of colors can be used for different work groups or individuals in the process
- Processes can occur at the same time, with one process shown above or below the other (known as ‘swim lanes’)

Remember

You’re not going to break anything! Strive to ensure the process map is accurate and reflects the work that’s actually done!

Q: How many touch points/action steps are there in your process?

Notes: