

Process Mapping

Process maps are used to:

- Make the invisible visible
- Show the process flow
- Understand the process in the same terms
- Reveals waste
- Becomes basis for SOP
- Identify areas for simple improvement
- Use as a training tool

Process Mapping Shapes



Start

Start & End points of the process
Use 3"x3" green post-its



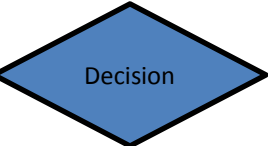
Function

Different functions of the process
Use 3"x3" orange post-its



Task

Task/activity where work is performed
Use 3"x5" yellow post-its



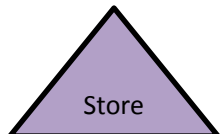
Decision

When a decision is made on what to do next
Use 3"x3" blue post-its
Orient as shown



Delay

Any time information is waiting before the next process or decision
Use 3"x3" pink post-its



Store

When information/product is placed in inventory
Use 3"x3" purple post-its

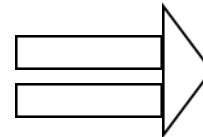
Basic	Swimlane	Detailed
No decisions or delays	Includes decisions and/or delays	Includes decisions and/or delays
30,000 ft level	< 10,000 ft level	< 150 ft level
7-10 steps	Unlimited steps	Unlimited steps
No swimlanes	Includes swimlanes	No swimlanes
High level of detail	Various levels of details	Various levels of details
Can be created by an individual or team	Ideally created by a team	Can be created by an individual or team

It's not about the person...
It's about the process.

Process Mapping Arrows



Single straight arrow – used between tasks performed by same person or area, but no physical movement has occurred.



Box arrow – indicates physical movement of information / product from one person / function to another.



Jagged arrow – indicates electronic movement of information from one person / function to another.