

Process Map Instructions



Some processes we inherit. Others we create. Over time, they are modified to meet changing conditions in our environment. Often we don't question the process. We just do it...until someone, usually a new employee asks "why?"

If we don't review processes we miss opportunities to increase our productivity and efficiency.

Every process contains 4 basic steps:

- Input – something initiates the process or data/material is added to the process
- Output – something created by the process. It may be the final product or an intermediate product such as a file or piece of data.
- Transfer – an input or output is moved from point A to B. It could be an email sent to another person, a piece of paper moved to another person's desk, or copy/paste or data entry by hand. The more something is handled the greater the opportunity for error.
- Decision – an exception needs to be handled. Over time a lot of exceptions add time, effort and opportunities for error to the process.

The objective of every process is to turn input(s) into value added output(s) as efficiently and effectively as possible. For most organizations, that means with a minimal number of errors. You don't have time to waste on reworking, redoing or repairing mistakes.

To use the map, list the steps of the process in order. Place an X in the column that represents the type of step. Some steps may be processes in and of themselves. That's ok. If you have multiple exceptions those represent multiple decisions. List all of them. If you have a step that you feel doesn't fit, there's a column at the far right.

When you are done, start at the top and connect the X's. Ideally you should be spending most of your time in input and output steps. Look at the transfer and decision steps for opportunities to redesign the process to be more efficient. Look at input and output steps to see where they might be combined.

This works for most processes.

Would your organization benefit from a facilitated process review? Do you have questions. If you would like to talk, schedule an appointment at www.ChatWithLeslie.com