

01 GETTING READY PREPARE FOR THE CONVERSATIONS REQUIRED TO COMPLETE A PROCESS MAP.



Identify What to Map

Use baseline measures or survey data to determine what to improve on.



Discuss and Agree

What is your project aim and who should be on the team



Communicate

To anyone who may be impacted. Talk, listen, and answer questions as best you can.



REMEMBER - Organize Logistics: Book space and gather needed supplies.

02 MAP CURRENT STATE MAP HOW THE PROCESS IS BEING DONE TODAY (FROM ALL ANGLES).

1. Determine the Boundaries

Where does the process begin and end?

3. Sequence the Steps

Agree on the order and arrange appropriately.

Wait to draw arrows unless indicating a looped process.

5. Check Completeness

Include pertinent information, titles, and dates.

Include the names of team members who created the map.

STEPS TO PROCESS MAPPING

2. Identify the Steps

Write down each step using a verb.

Capture things that aren't going well.

4. Categorize Information

Bucket your steps (e.g., inputs, outputs, tasks, decisions, etc.).

Add arrows to show direction, flow, and feedback loops.

6. Finalize the Map

Are people following the process as mapped?

Do any changes need to be made?