

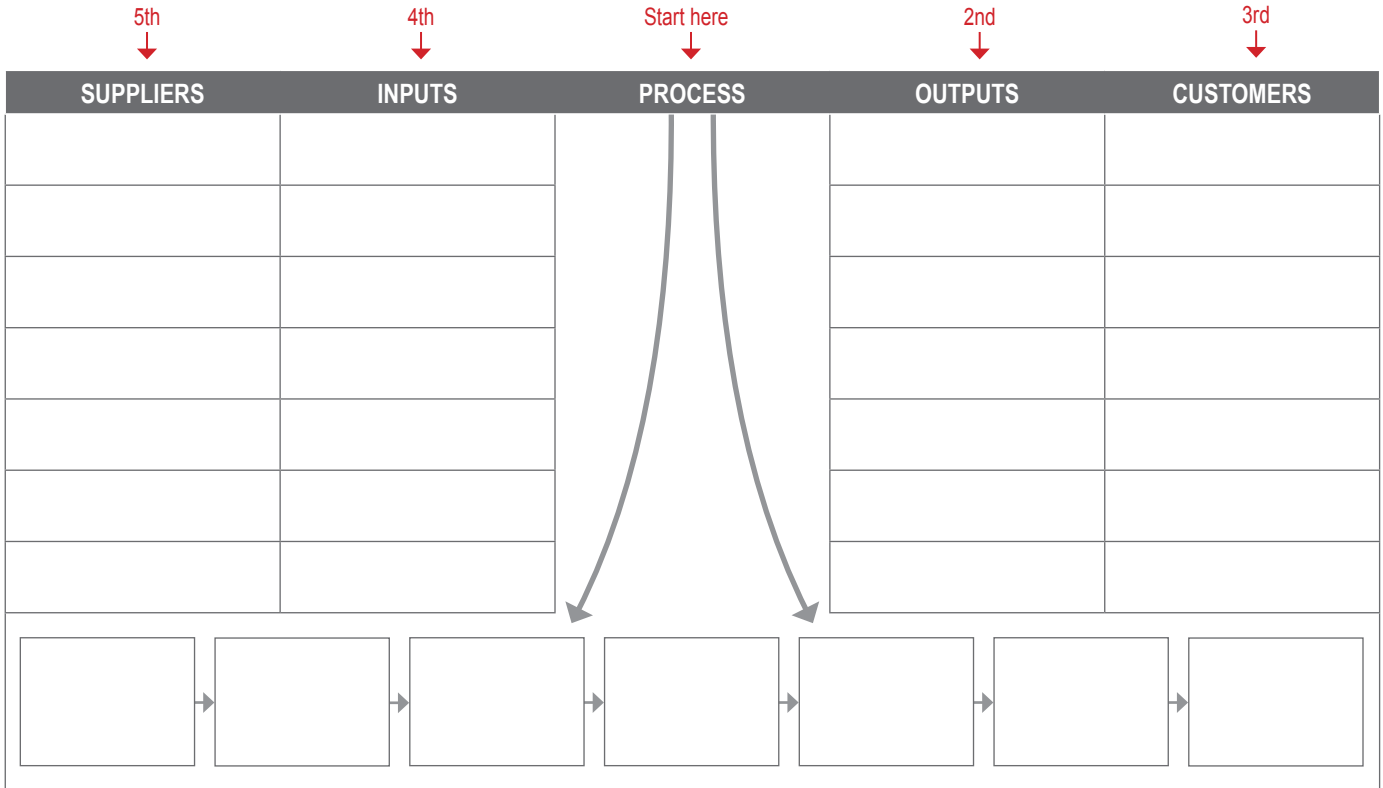
This page will help you begin making the invisible visible with a **process map**. A well-constructed process map makes the entire workflow visible. It shows inputs, work steps, decisions, work flows, outputs, and more. This allows people who work in one part of the process to see how their work fits into the larger system, and it gives people the visual they need to see occurrences of inefficiency.

• STEP 1: What process do you want to map?

You only need to write a few words (example: claim-checking process), but make sure you have a process in mind and not a general problem (example: bad communication) or a vague concern (example: morale).




• STEP 2: Create a SIPOC.



• STEP 3: Build your process-mapping team.

Who needs to be involved in this project? List possible participants below. Make sure that people from every major step of the process are included.



PARTICIPANTS
Possible project sponsor:

• STEP 4: Determine your next steps.

Take a few minutes to list what you will do during the next week or so to move beyond this worksheet and get the process-mapping effort under way.

ACTION	WHEN