

LEANOhio

Process Mapping

Green Belt Wave VI

SIMPLER. FASTER. BETTER. LESS COSTLY.

Learning Objectives

- Understand the concept of process mapping
- Recognize when to utilize a process map
- Know how to create a process map

What is Process Mapping?

- A process map is a visual tool
- Illustrates functional areas, tasks, decisions, and delay in a process
- Makes the invisible visible
- Always map with the employees who conduct the tasks that need to be detailed in the process

Why Should You Process Map?

- Clear and detailed visual of what is occurring in the process
- Identify the flow of the process
- Detail all stakeholders involved in the process
- Identify process handoffs and loop backs
- Can help in the identification of waste (TIM U WOOD)

Process Mapping Materials

- Flip chart paper or butcher block paper
- Masking tape
- Washable markers
- Fine point Sharpie markers
- Pink, Yellow, Blue, Green, and Purple 4"x5" Post-it notes

Process Map Key



Different functions of the process



Beginning and end points of the process



Any task / activity where work is performed



Places where information is checked against established criteria (standards) & decision made on what to do next

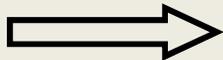


Any time information is waiting before the next process or decision (i.e. in-baskets, out-baskets, waiting to be batched)

Process Map Arrows



Used between tasks performed by the same person or area, but no physical movement has occurred



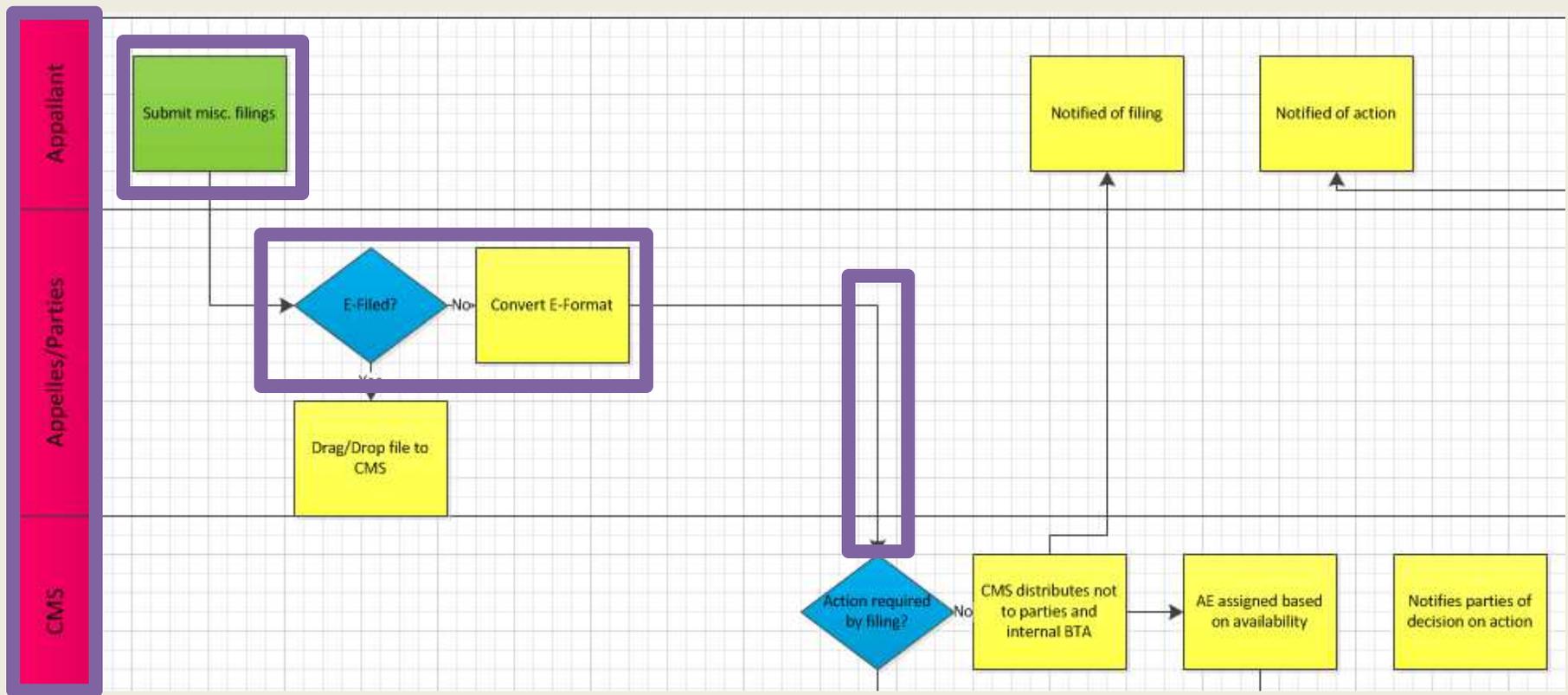
Indicates physical movement of information/product from one function to another



Demonstrates electronic movement of information from one person/function to another

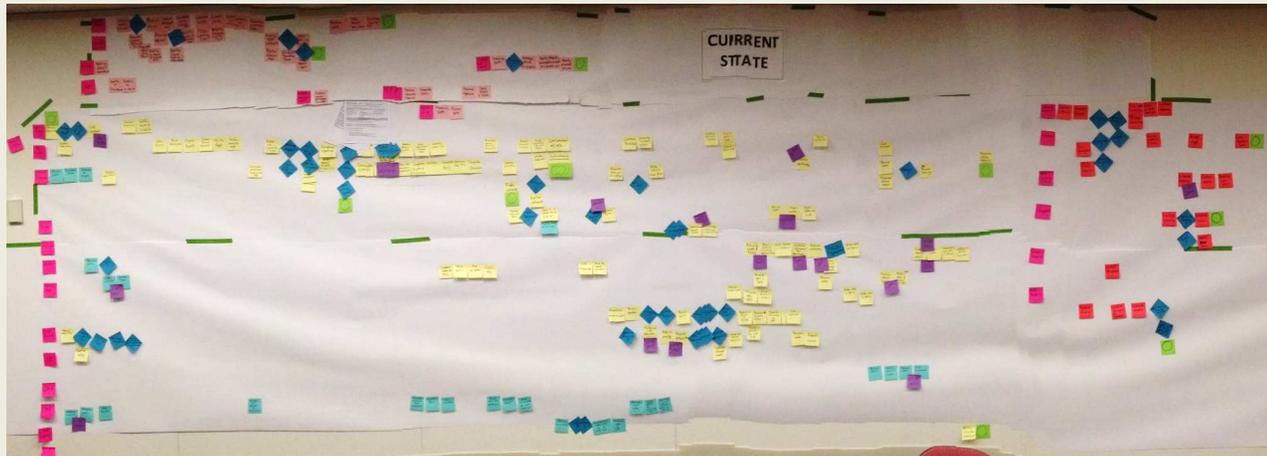
Process Mapping Fundamentals

- Use your agreed upon scope or SIPOC
- Develop and maintain the appropriate level while mapping
 1. Start by identifying the functional area that starts the process
 2. Detail the tasks, decisions, and delay in each functional area
 3. Follow a swim lane model
 4. Connect your steps with appropriate arrows
 5. Draw in your swim lane lines



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Process Mapping Tips

- Title and date your map
- Use your SIPOC or scope as the beginning and ending steps on the map
- Refer to the SIPOC or scope often to keep the group on track

Process Mapping Tips

- Avoid getting into the weeds
- Create a mapping key and go over before mapping
- Hang flip chart paper near the map for Parking Lot issues or Ah-Ha Moments

Process Mapping Tips

- Create group ground rules before mapping
- Assign roles to the team-involve them!
- The first 10 minutes are always painful
- Take the happy path first
- Focus on the process owners during the appropriate times

Process Mapping Tips

- Repeat tasks back to the group
- Never judge the group
- Do not let the group jump to solutions while mapping
- Only map what is currently happening

Process Mapping Tips

- Use the 80/20 Rule
- Use letters, numbers, or stickers to connect loopbacks
- Use different color Post-it notes when mapping multiple groups or use a different space on the map
- Read the group-watch for body language

Process Mapping Tips

- Draw lines in with a pencil first before using the marker
- Take breaks!
- Count the functional areas, tasks, decisions, delays, handoffs, and loop backs
- Be patient and stay engaged

Process Mapping Questions

- Who starts this process?
- How does the process start?
- And then what...?
- What happens next...?
- Are we in the weeds?
- If I am the customer I do...?

Process Mapping Activity

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