

For more information, see BMGI Course: *Mid-Level Process Maps*

Overview

A Process Map is a diagram that visually displays a series of events, or steps that occur within a given process. There are several types of process maps; however, at Peak Academy we believe there is no wrong way to do a map. Maps are great visual aids that enable members of the team to understand and achieve standard work and continuous improvement. You will want to create a current state map first and use the 8 Wastes to help with the future state.

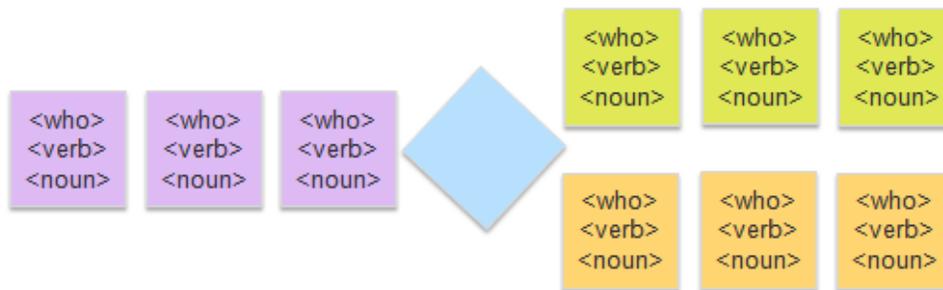
Try to include the following in every type of Process Map you create:

1. Put the title of the process, current or future state, and the date at the top of the process map
2. Define the start and end points
3. Identify who the customer of the process is
4. Use square sticky-notes for steps & turn them into diamonds for decisions
5. Label the time it takes for each step as well as for the process as a whole
6. Identify value added, non-value added, and business necessary non-value added steps

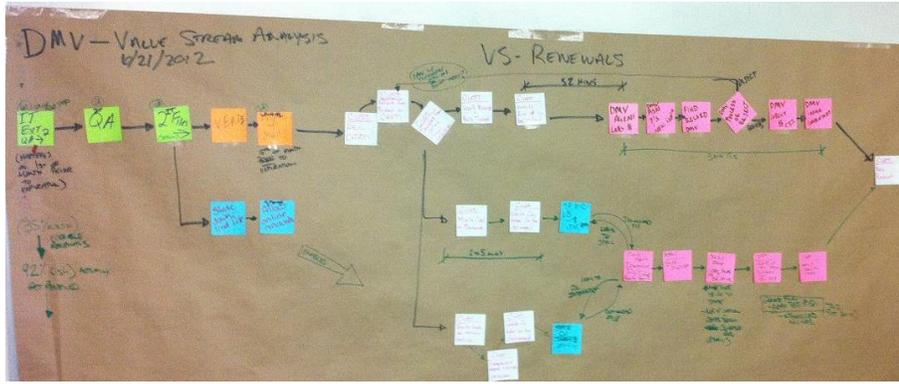
Easy “How To” Using Sticky Notes:

Create a map by using post-it notes on a large roll of paper. Use different color post-it notes for action steps vs. decisions. It may be helpful to use a post-it note as a square for action steps and a diamond for decisions points. Each post-it note should represent a different step in the process. Note the diagram below:

Sample Process Map – Current State – 11/10/14



A completed process map may look something like the following example.



When your team has documented your current process, review the map and look for the following:

- Duplication of steps
- The 8 Wastes or “DOWNTIME”
- Value Added vs. Non-Value Added steps. Remember: the *CUSTOMER* defines value, not you
- Where are the opportunities to improve the process?
 - Mark these opportunities to help create a future state

General rules of thumb:

- Left to right is notionally when steps take place
- Mark milestones and/or time to deliver value to your customer
- Document volumes of “widgets” that go through the process
- Boxes = Steps in a process (label “who” and use verbs)
- Diamonds = Decisions (Yes/No, If/Then...)
- Use pink stickies to represent waste/issues; other colors can be used for different work groups or individuals
- Processes can occur at the same time, with one process shown above or below the other (known as ‘swim lanes’)

Remember

You’re not going to break anything!

Strive to ensure it’s accurate and reflects the work that’s actually done!