

Process Mapping

Process Maps are used to:

- Capture current & new process information
- Identify flow of transaction
- Identify responsibility of different business functions
- Clearly show hand-off between functions
- Identify VA & NVA activities
- Train associates in new process

4 Steps to Create a Process Map

1. Create macro level flow of process
2. Determine functional areas
3. Detail the steps
4. Connect with arrows

Process Mapping Shapes



Function

Functional areas within a process.



Beginning & End Points

Beginning and end points of the process.



Task

Any task / activity where work is performed. Usually written as a noun and a verb.



Inspect & Decision

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



Delay

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



Store

When information / product is placed in inventory (i.e. a file cabinet, directory).

Process Mapping Arrows



Single straight arrow – used between tasks performed by same person or area, but no physical movement has occurred.



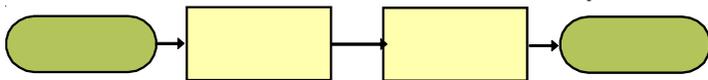
Box arrow – indicates physical movement of information / product from one person / function to another.



Jagged arrow – indicates electronic movement of information from one person / function to another.

Process Mapping Steps

1. Create macro level flow of process



2. Determine the functional areas

Process	
Function	
Function	
Function	
Function	

3. Detail the steps

Process	
Function	
Function	
Mail Extractor	
Lead	

4. Connect with arrows

Process	
Function	
Function	
Function	
Function	

Exercise

Directions: Working in table groups, use the Order Fulfillment narrative description below to develop both a macro flow chart and a process map.

First, an order is received via telephone or mail. If the order is received by telephone, the Customer Service Rep answering the call enters the order into the computer during the phone call. If the order is received by mail, the Mailroom delivers it to Order Entry where it is entered into the computer.

Once orders are entered into the computer, an Order Picker prints the order (packing list), picks the requested items and sets them in a bin with the packing list. The bin is then sent to the Shipping Department.

The Shipping Department checks the order against the items in the bin. If the order is incorrect, the bin is sent back to the Order Picking area for re-picking. If the order is correct, Shipping then chooses an appropriate sized box and packs the order. The box is then labeled, weighed, stamped and stacked for postal pick up.