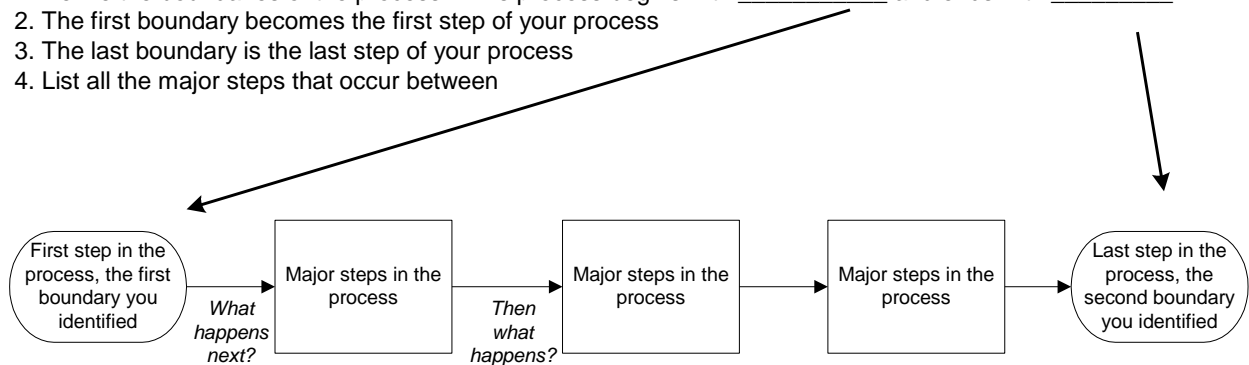


Process Mapping Tutorial

Steps for creating a process map:

1. Define the boundaries of the process. "This process begins with _____ and ends with _____"
2. The first boundary becomes the first step of your process
3. The last boundary is the last step of your process
4. List all the major steps that occur between





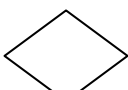

Some Reasons To Create a Process Map:

- √ Describe and document the process
- √ Generate with improvement ideas
- √ Determine best method
- √ Train others

Some Hints:

- √ Diagram the actual process -- not what the process "should" be
- √ If you use "sticky notes" you can easily rearrange and add steps until you have a final draft

A key to the shapes used in flowcharts:

Ovals are beginnings and endings	
Boxes are steps or activities	
Diamonds are questions or decision points	
Arrows show sequence and chronology	

Analyzing Process Maps:

- What is the goal of the process?
- Does the process work as it should?
- Are there obvious redundancies or complexities?
- How different is the current process from the ideal process?