

## **Process mapping**

Use process mapping to visualize the steps and decisions in a particular process. A process map or flowchart displays the tasks linked with a process, shows the decision-making along the chain and the essential relationships between the process steps. This process helps the team understand the process better and find areas for improvement.

Draw a process map by hand or in software such as Microsoft Word, Microsoft Excel or Microsoft Visio.

### **Steps**

- 1) Identify the process
- 2) Figure out the start and end points of the process
- 3) Brainstorm the tasks involved.
- 4) Sequence the activities. Walk through the process if possible. May add to or remove from the brainstormed activities
- 5) Draw chart with standard symbols
- 6) Complete chart by reviewing steps and consulting stakeholders.

## Process Mapping Symbols



Process



Predefined process



Alternate process



Delay



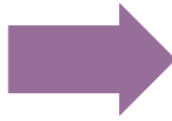
Decision



Manual operation



Inspection



Material handling



Preparation



Start



Stop



Storage of raw materials



Storage of finished goods



Logical OR



Input / Output



Document



Multi-Document



Display



Stored data



Manual input



Database



Flow line