



Process Mapping

? What is It

A **Graphic representation** of the **sequence** of work activities used to create, produce, or provide a single specific, unique output. The major components of a process map include the **inputs, outputs,** and the **steps** in the process.

🕒 When

- To **enhance understand** of a process.
- To build the **AS-IS (current)** and design the **TO-BE (ideal)** process flow.
- Used in the **Design** and **Analyze** phase of the **DMAIC**.

🎯 Goals

- Brings **clarity** and **simplification** for complex processes.
- Serves to **identify “waste”, opportunities** and **communicate** the process.

📊 How



Process flowchart

A process flowchart is a simple process map that provides the **visual** representation of the **sequence** of activities along with their points of decisions.



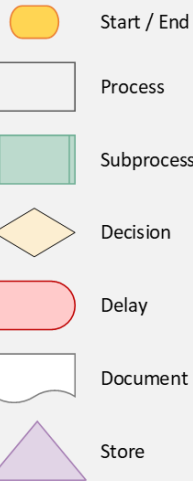
Cross-Functional process map (Swim-lane flowchart)

These process maps provide the **interactions** between different departments and the **roles** performed by different people or department.



VA & NVA Process Flowchart

This flowchart is valuable to identify “waste”, long **delays, lead times** and other **non-value-added** activities. This process map is used mostly for “to-be” mapping.



🎯 Hints

- ✓ Process Mapping is a **powerful tool** to **understand** what we thought we knew well; it may surprise us.
- ✓ **Keep it simple.** We become so obsessed with designing perfect process maps.
- ✓ **Avoid the temptation** to combine the AS-IS with a TO-BE flow.

📄 Example

Pack 5: Current Pre-Packaging Process Flow
March 10th, 2022

