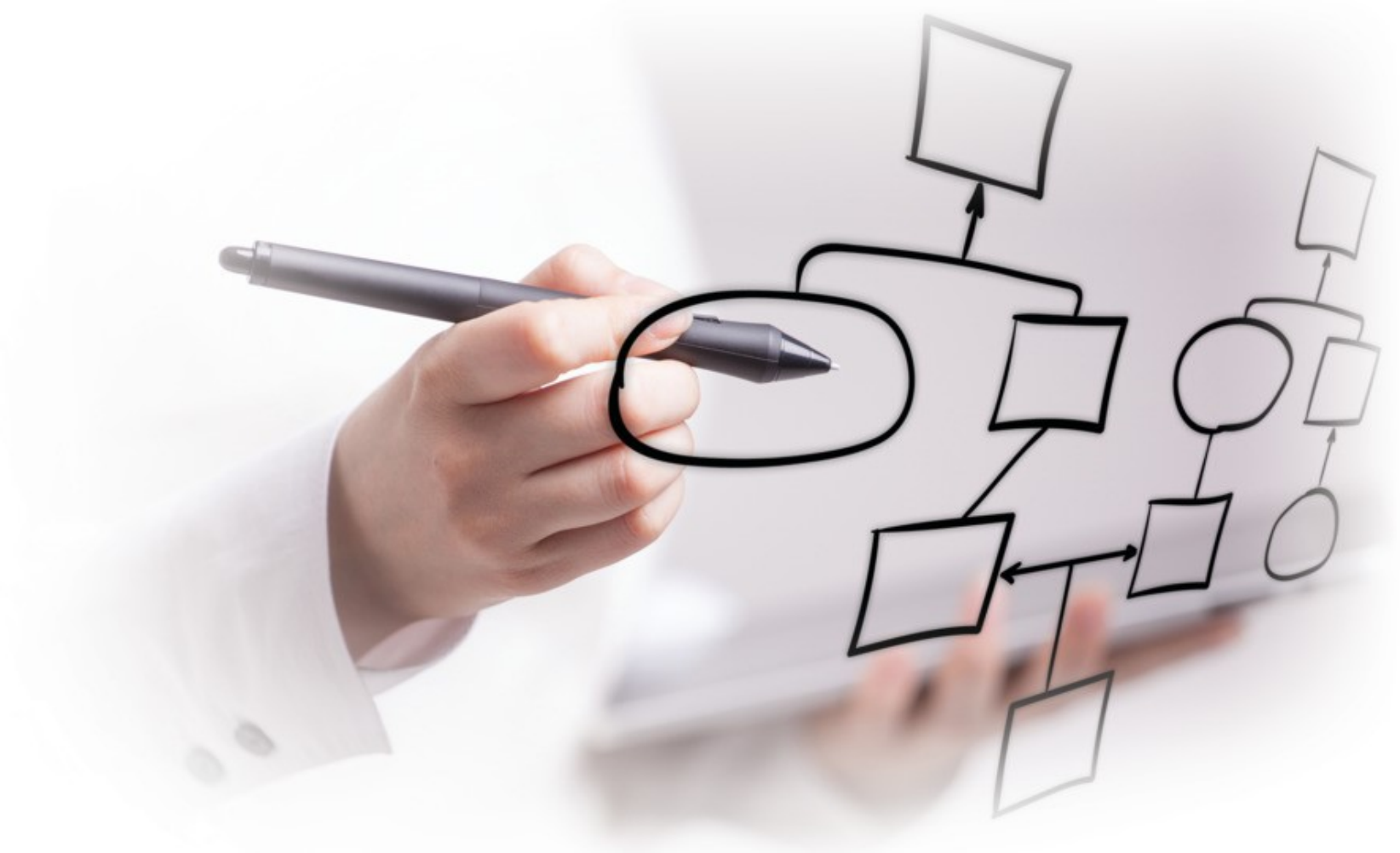


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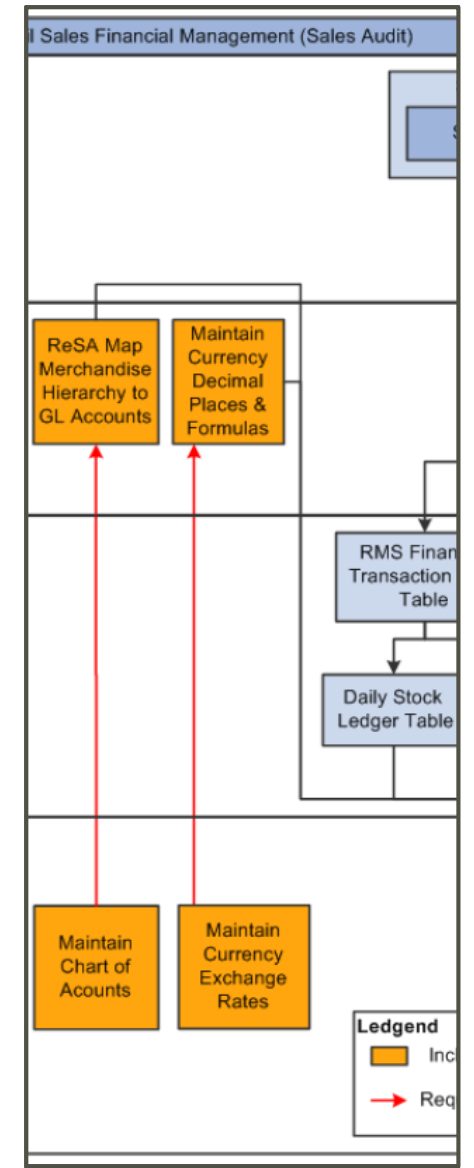
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Process Mapping

Agenda

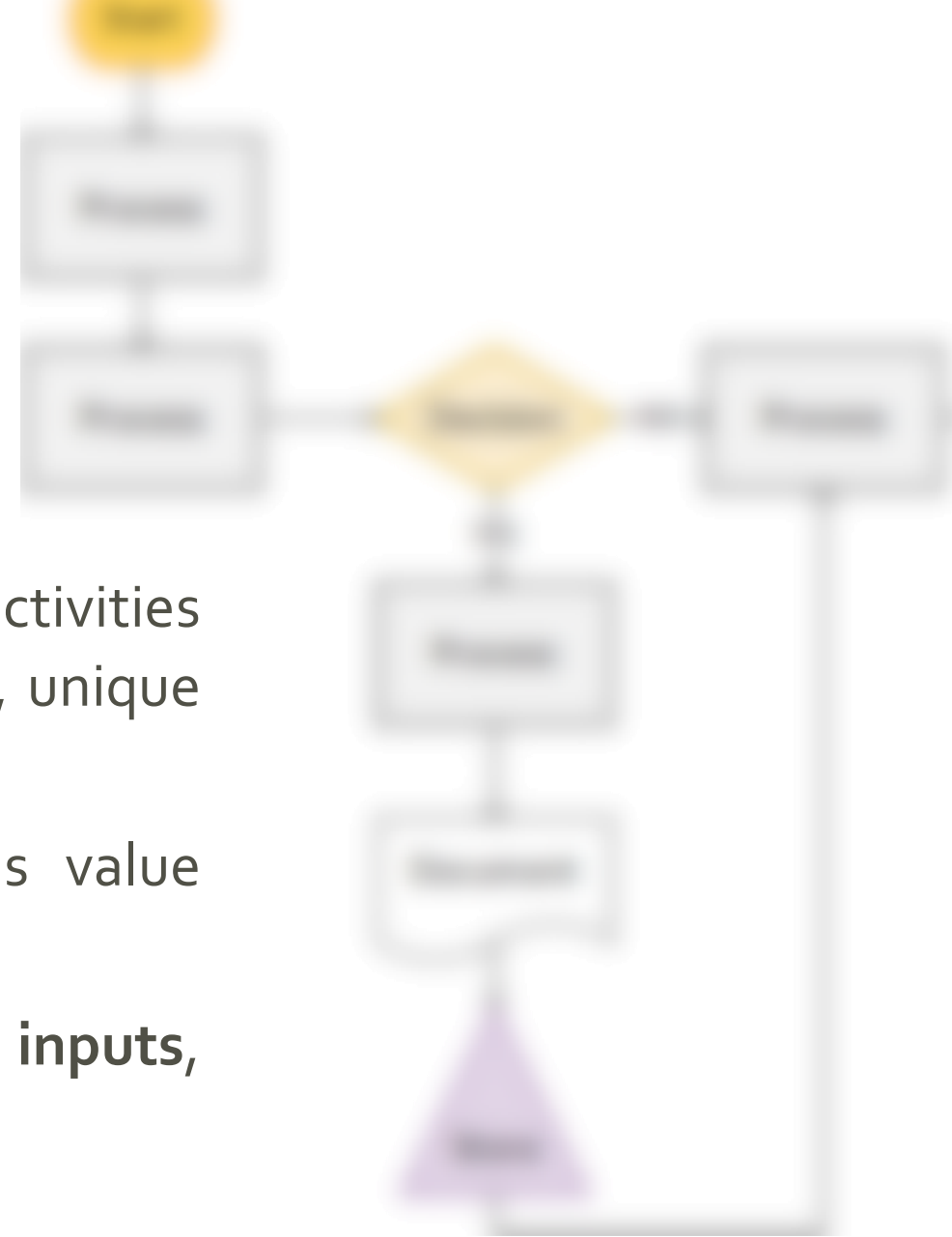
1. Process Mapping: What is it ?
2. Process Mapping purpose and benefits ?
3. Types of Process Maps
4. The Framework of Process Mapping
5. Business Process Types and Process Mapping
6. Takeaways



Introduction

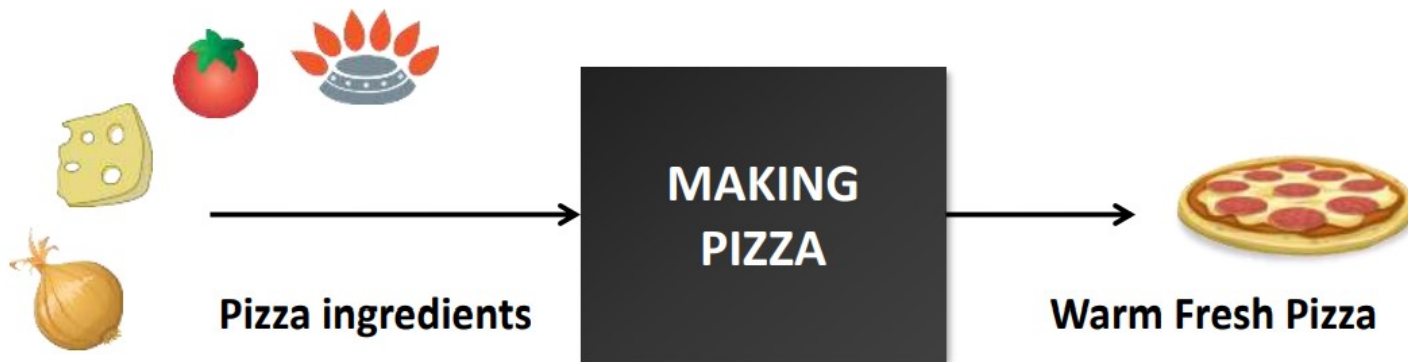
What is it ?

- A **Graphic representation** of the **sequence** of work activities used to create, produce, or provide a single specific, unique output.
- It may be used to categorize **work activities** as value creating or non-value creating.
- The major components of a process map include the **inputs**, **outputs**, and the **steps** in the process.



Introduction

What is it ?



Process Mapping

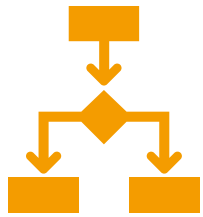
Purpose and Benefits:

- Enhances the **understanding** of any process and how it operates.
- Bring **clarity** to complex processes to **simplify**, streamline and optimize them.
- Identify **opportunities** for improvement.
- Identify bottleneck, “**wastes**” and overall inefficiencies
- Serves as a mean to **document** and **communicate** operations and procedures.
- Use for **training**, maintenance, and quality SOPs.



Process Mapping

Types of Process Maps:



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.



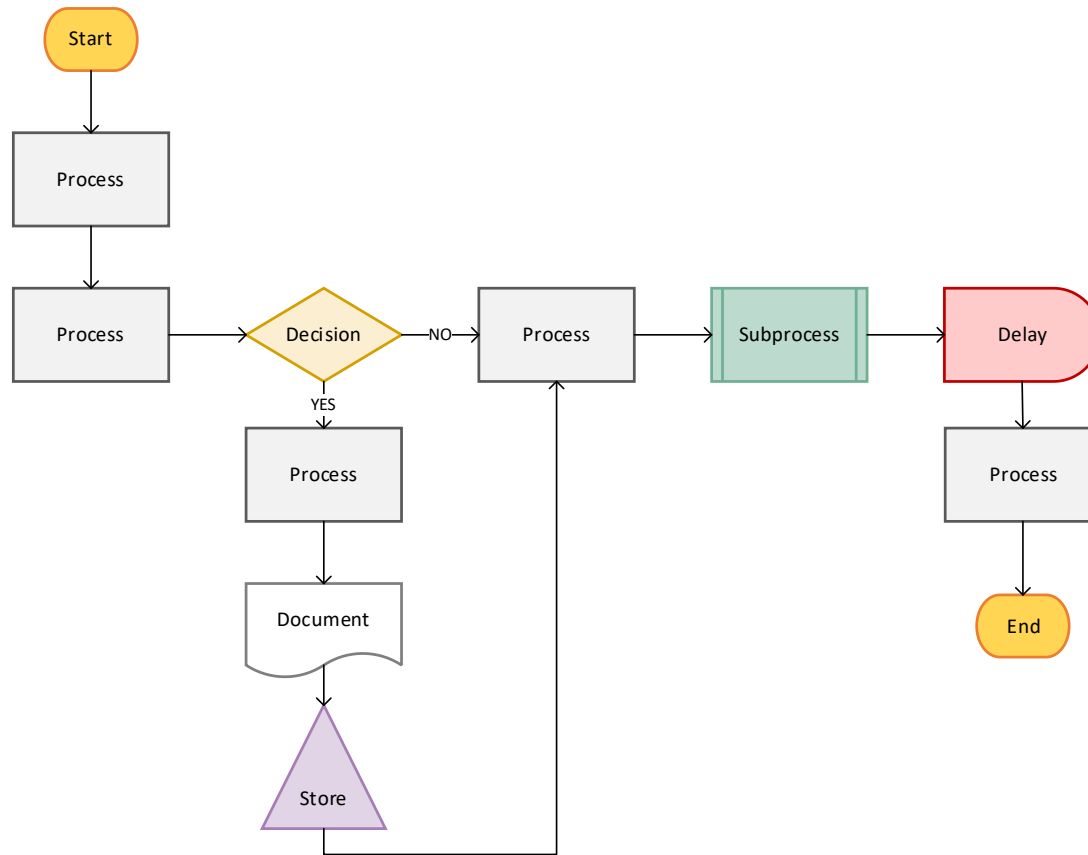
VA & NVA Process Flowchart




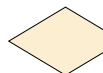








This flowchart is valuable to identify “waste”, long **delays**, **lead times** and other **non-value-added** activities. This process map is used mostly for “to-be” mapping.

Process Mapping

Process Flow Map (flowchart)

Types of Process Maps:

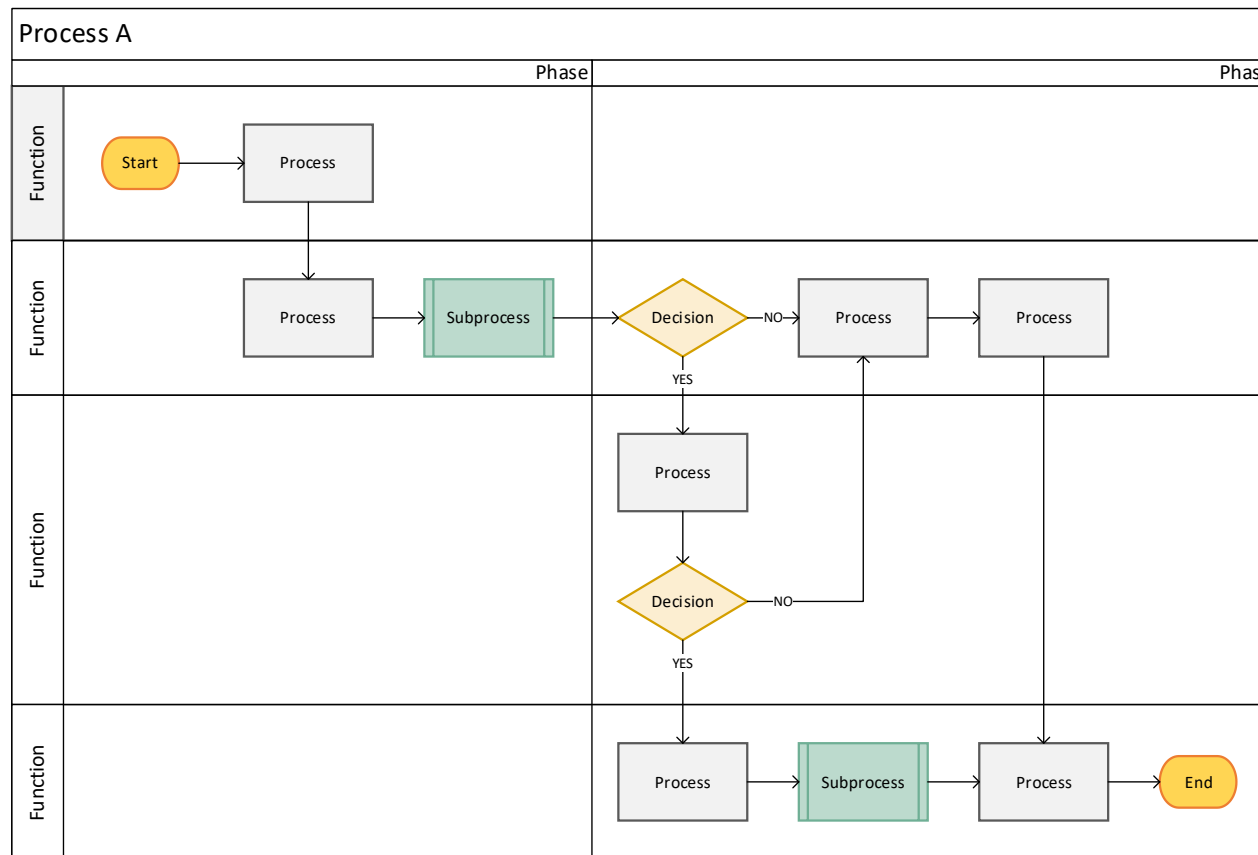
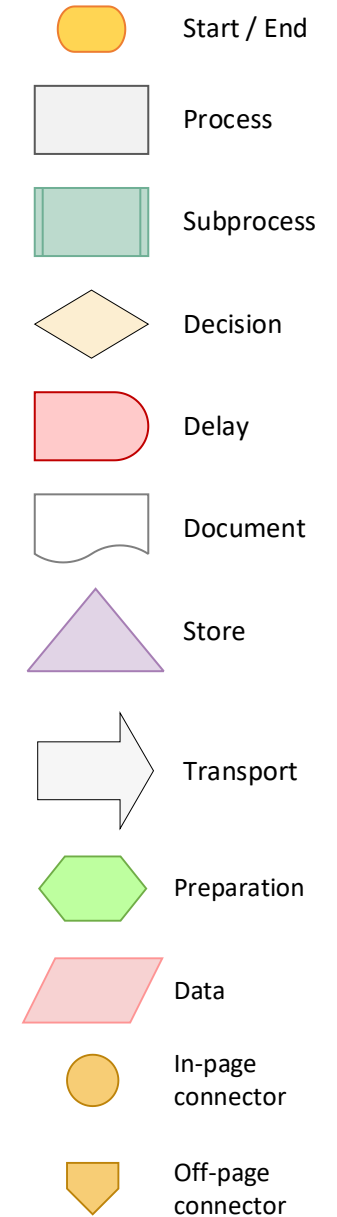


-  Start / End
-  Process
-  Subprocess
-  Decision
-  Delay
-  Document
-  Store
-  Transport
-  Preparation
-  Data
-  In-page connector
-  Off-page connector

Process Mapping

Cross-Functional Process Map (Swim-lane flowchart)




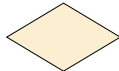








Types of Process Maps:

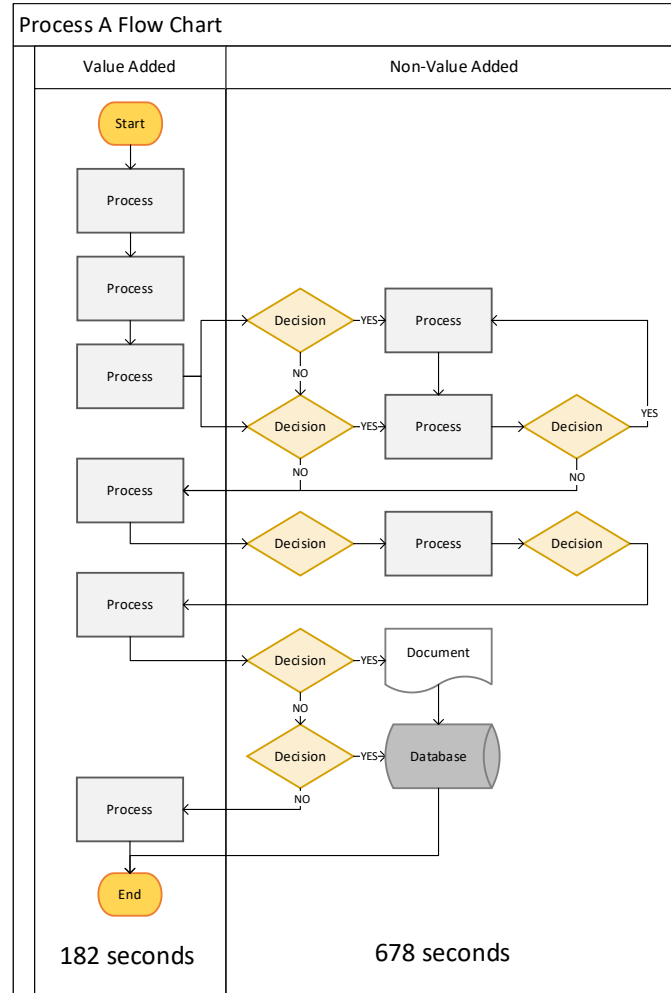


Process Mapping

Value & Non-Value-added Process Map

Types of Process Maps:

-  Start / End
-  Process
-  Subprocess
-  Decision
-  Delay
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-  Data
-  In-page connector
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Process Mapping

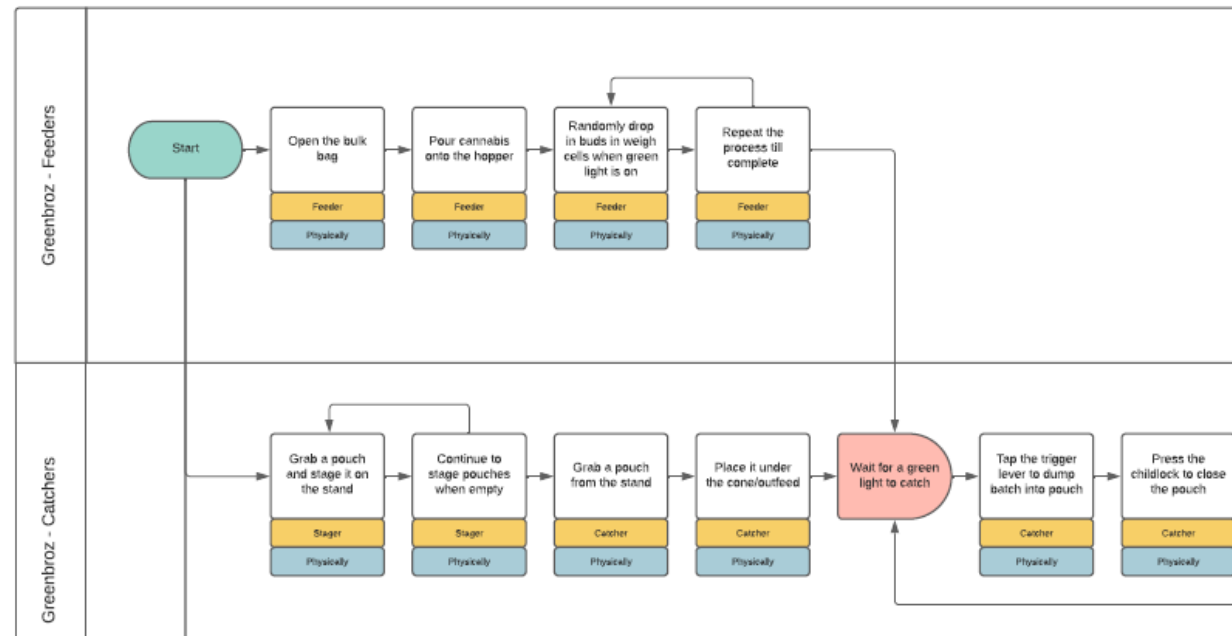
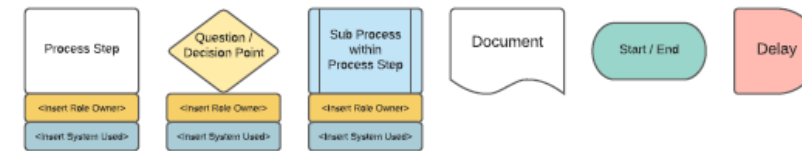
The Framework of Process Mapping:

1. As-is in process design:

- **Establish** the systems, roles, and time involved (optional)
- **Interview** the contributors for the roles they play in the process, looking at every duty and decision point.

Pack 5: Current Pre-Packaging Process Flow

March 10th, 2022



Process Mapping

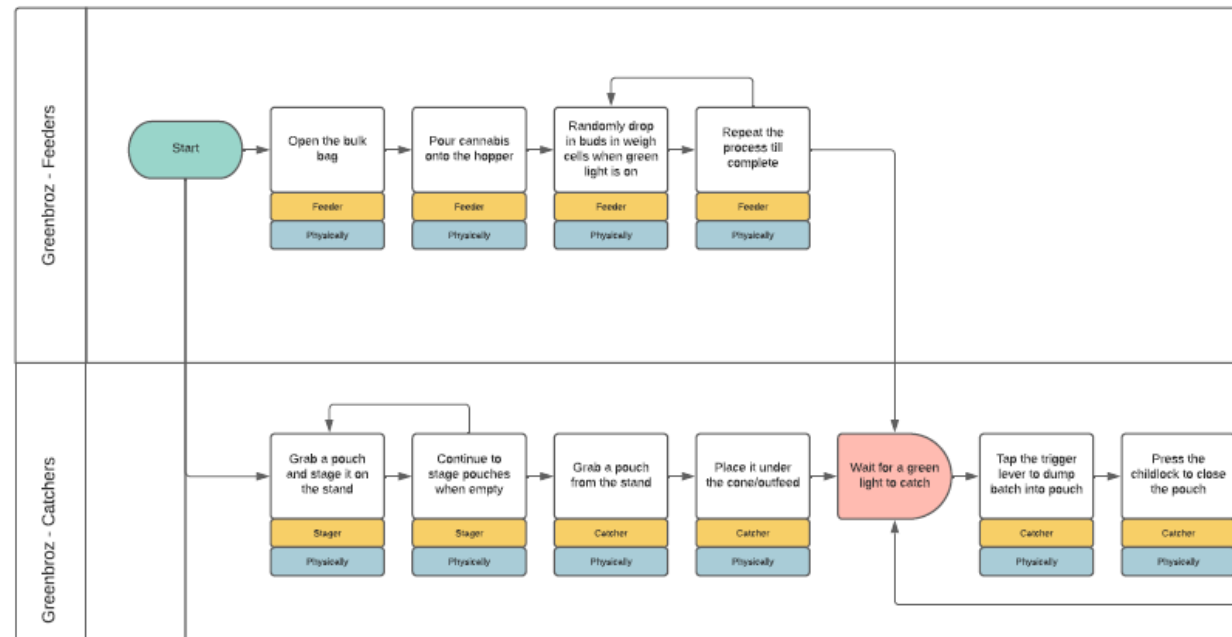
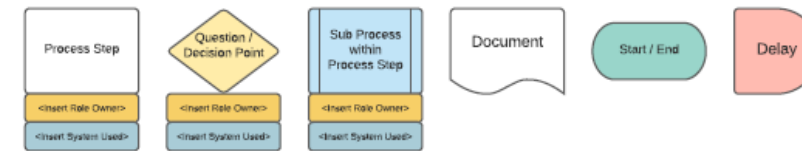
The Framework of Process Mapping:

1. As-is in process design:

- Define the **purpose** of mapping the process.
- Ask where the process **starts** and **ends** and determine what the opportunity of fixing it could become.
- After selecting a process, determine all the steps, **inputs** and **outputs**.

Pack 5: Current Pre-Packaging Process Flow

March 10th, 2022



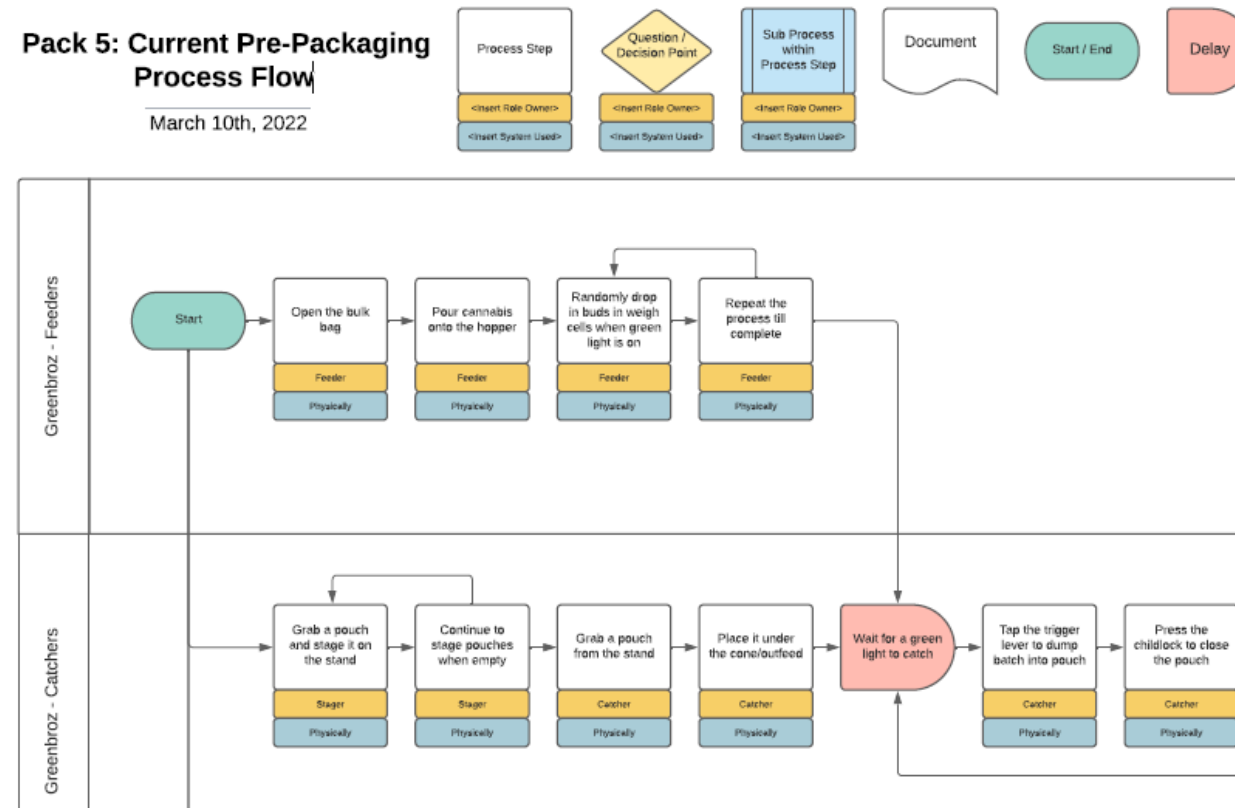
Process Mapping

The Framework of Process Mapping:

- Responsibilities
- Objectives
- Activities
- Inputs
- Outputs
- Customers
- Risks and controls
- Key performance indicators

Pack 5: Current Pre-Packaging Process Flow

March 10th, 2022



Process Mapping

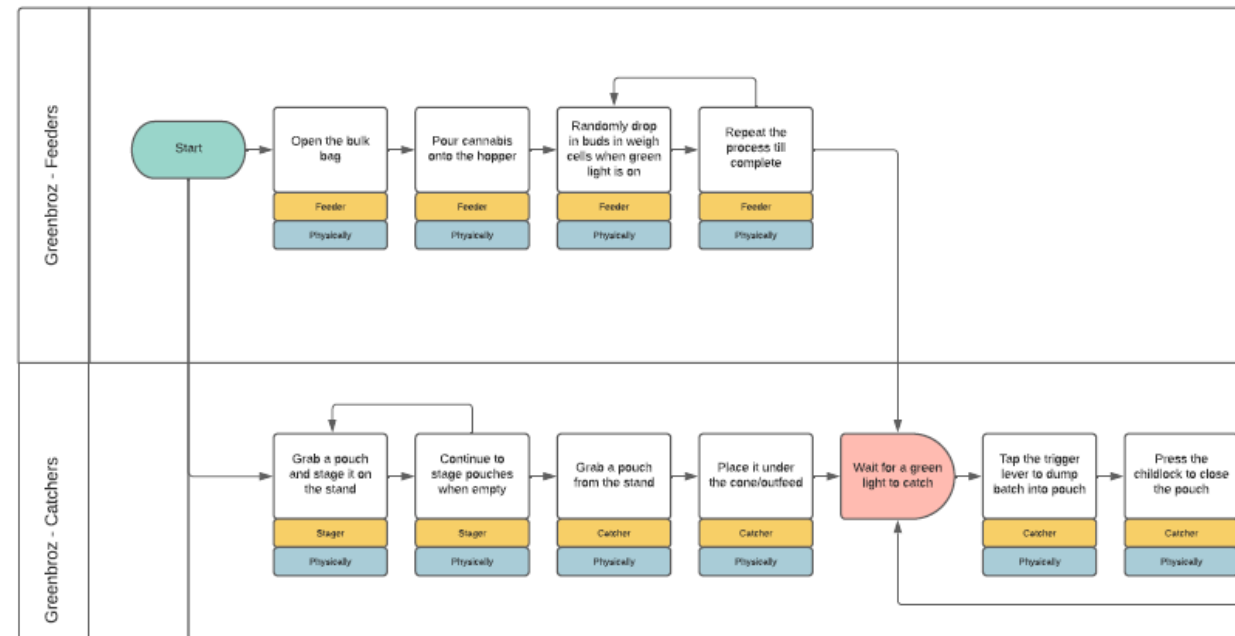
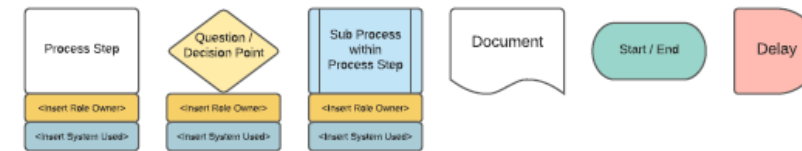
The Framework of Process Mapping:

2. Analyze and evaluate:

- Review the process map.
- We are looking for processes that are redundant, delays and unnecessary steps, vagueness, bottlenecks, points of rework, and flows that continually pass back and forth between certain people.

Pack 5: Current Pre-Packaging Process Flow

March 10th, 2022



Process Mapping

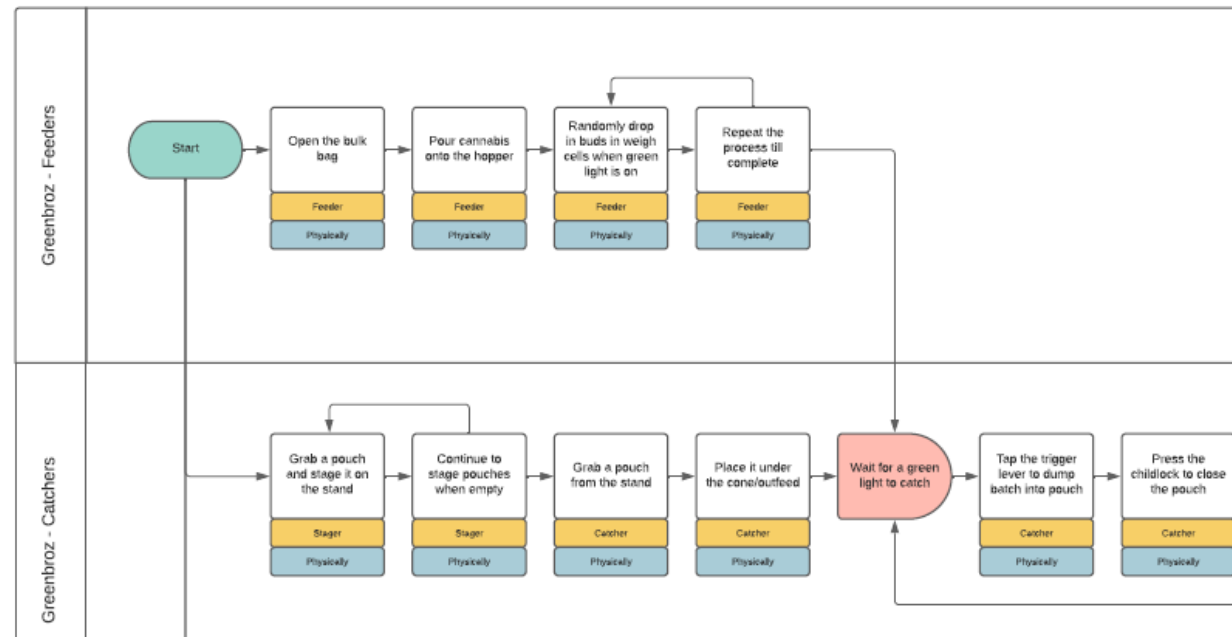
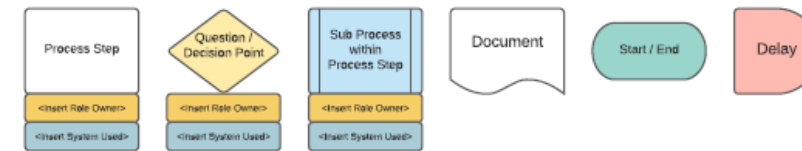
The Framework of Process Mapping:

2. Analyze and evaluate:

- Determine a measure for each segment, and where exactly to implement it.
- Identify the people to review the map. Select a process improvement plan.

Pack 5: Current Pre-Packaging Process Flow

March 10th, 2022



Process Mapping

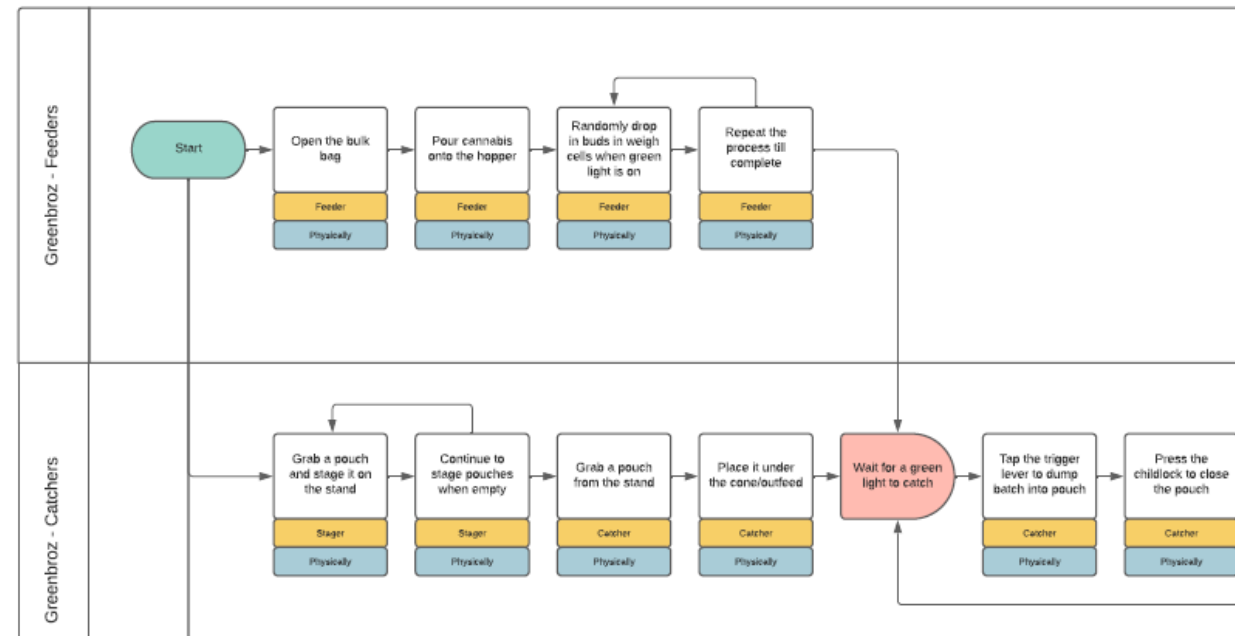
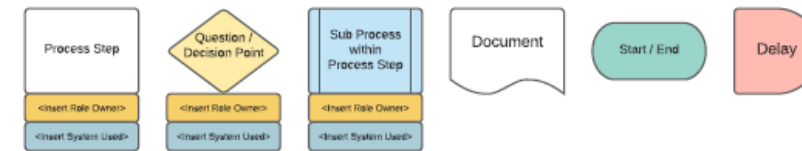
The Framework of Process Mapping:

3. To-be in process design:

- Document the process, emphasizing any problem areas.
- Using the best practices developed in Step 1, document the differences in the existing and new processes.
- Use a root cause analysis to ferret out potential problems.

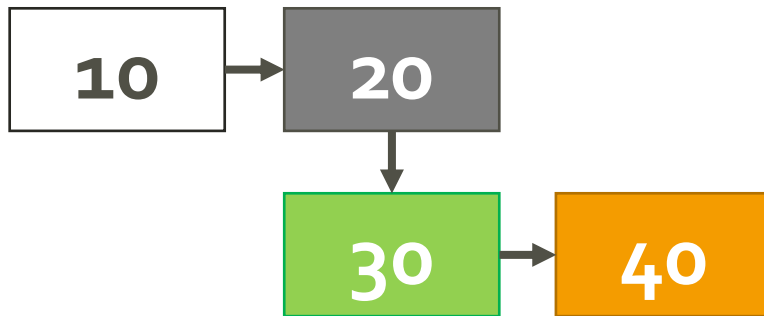
Pack 5: Current Pre-Packaging Process Flow

March 10th, 2022

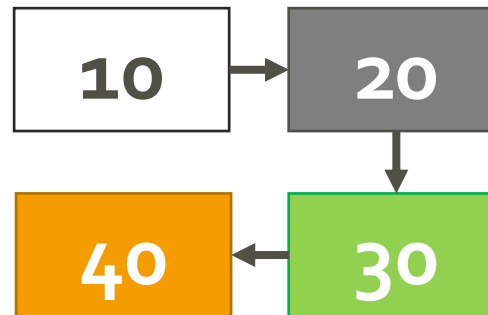


Process Mapping

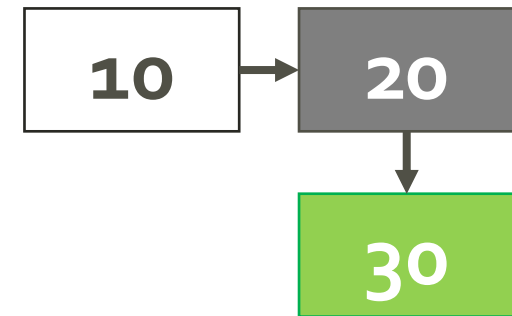
The Framework of Process Mapping:



What we think
the process is



What the process is



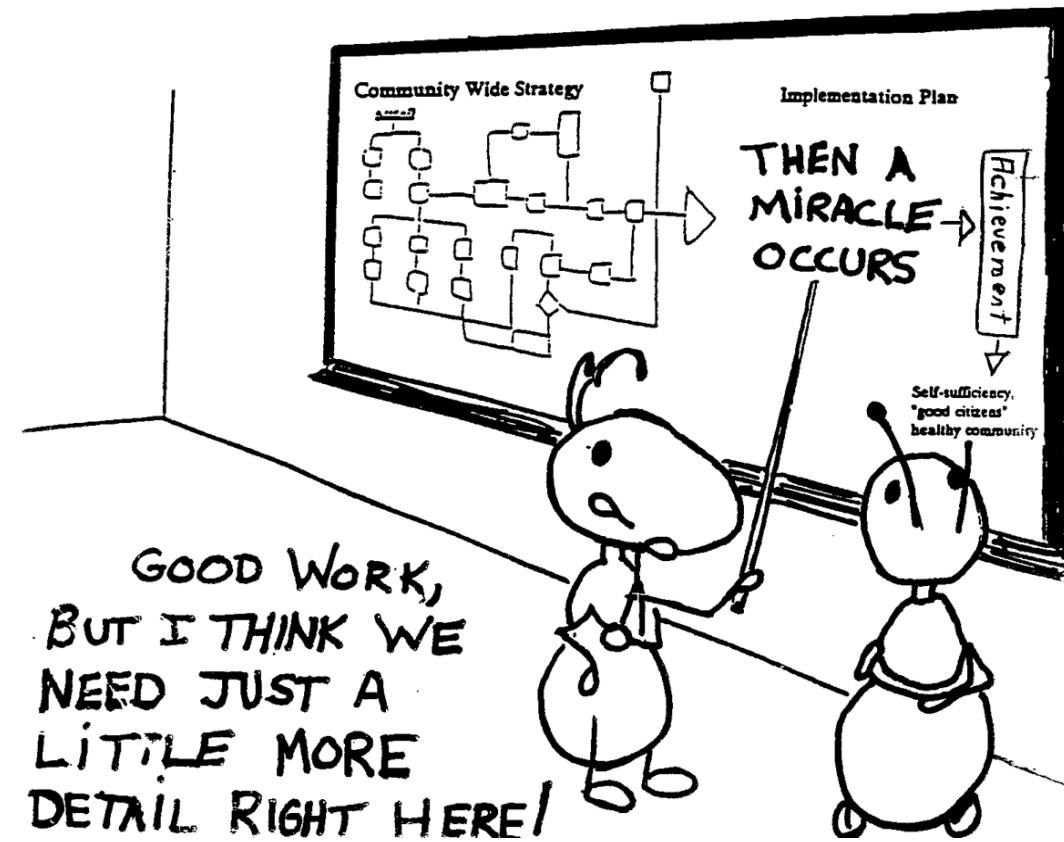
What the process
should be

Process Mapping

Business Process Types and Process Maps:

Transactional process refers to the process where several inputs interact with each other to produce specific outcomes.

Some instances of transactional business process involve sales activities and call center support functions.

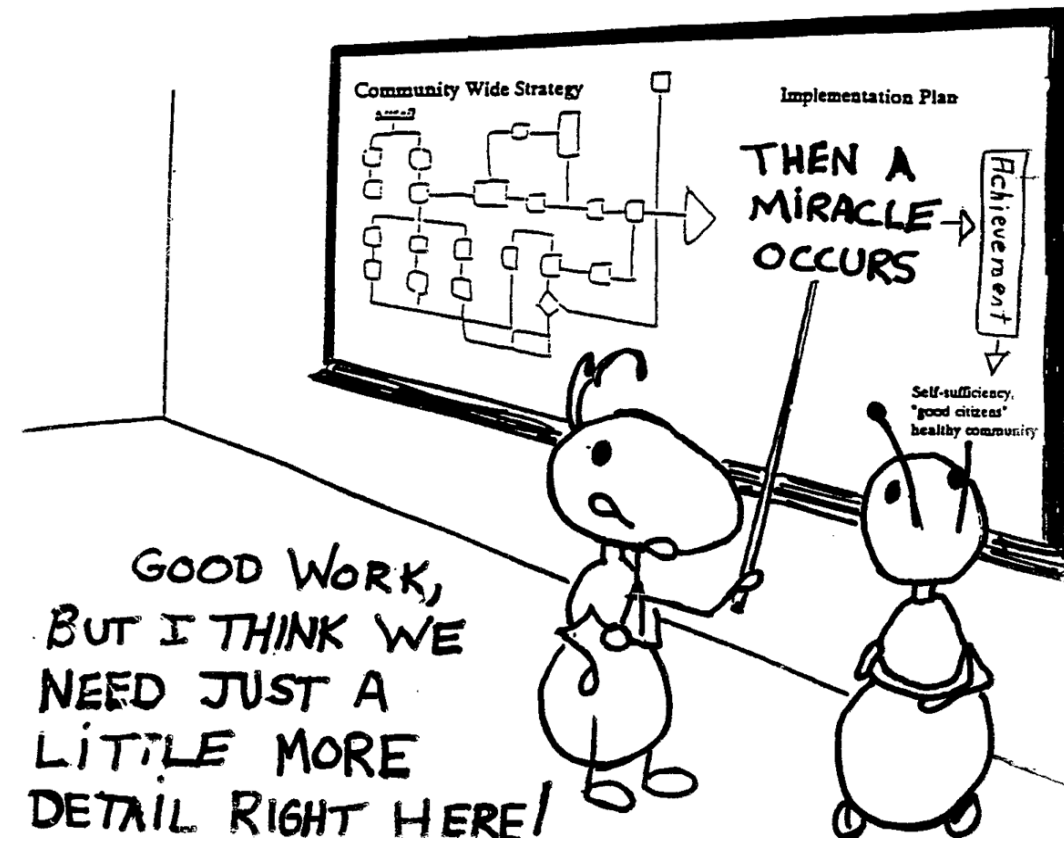


Process Mapping

Business Process Types and Process Maps:

Transformational processes refer to the change in inputs in their physical or virtual form to produce the outputs.

Manufacturing process and developments in systems are typical examples of transformational processes.

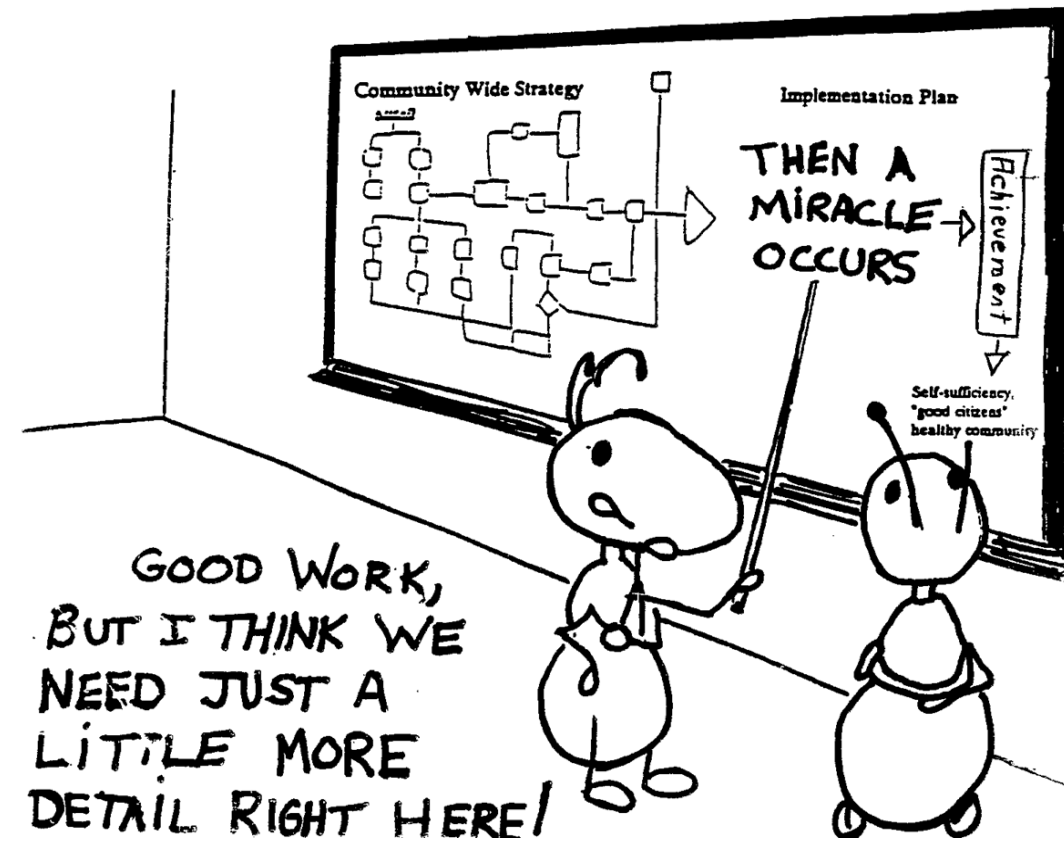


Process Mapping

Business Process Types and Process Maps:

Decision-making processes refer to those processes whereby the various input parties interact to reach any decision.

Some instances of decision-making processes are inventory management, forecast decisions, pricing decisions, etc.

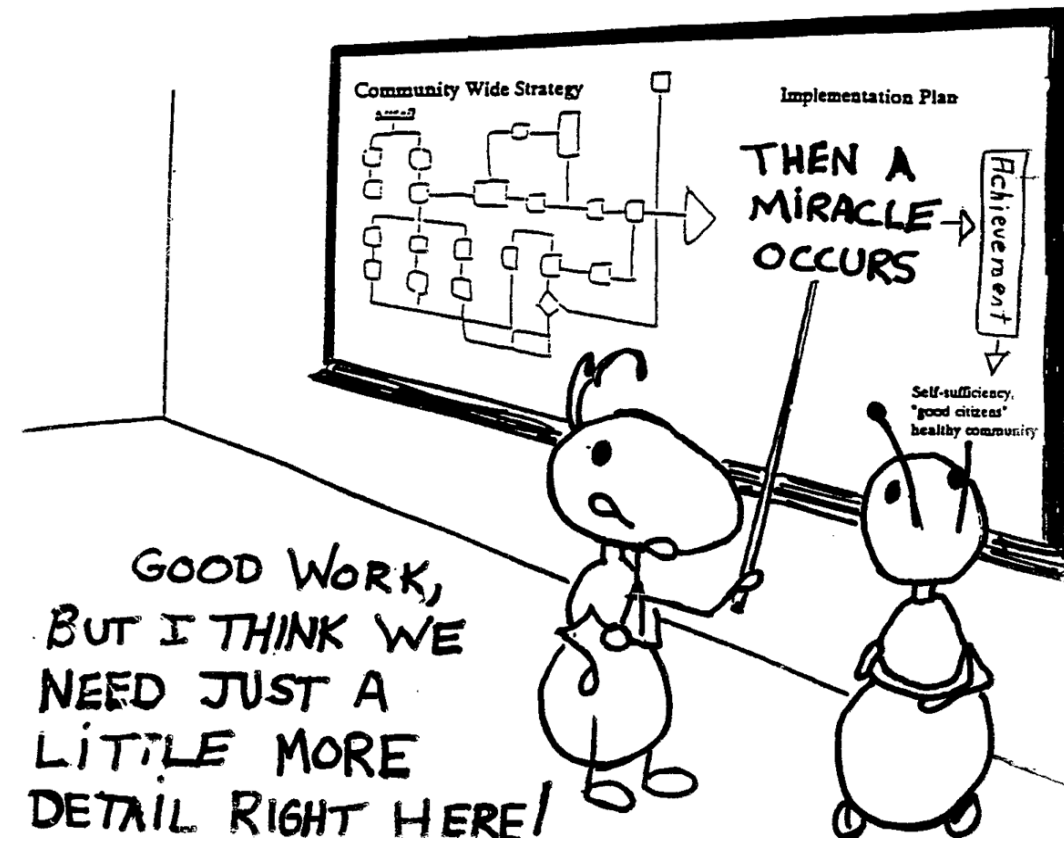


Process Mapping

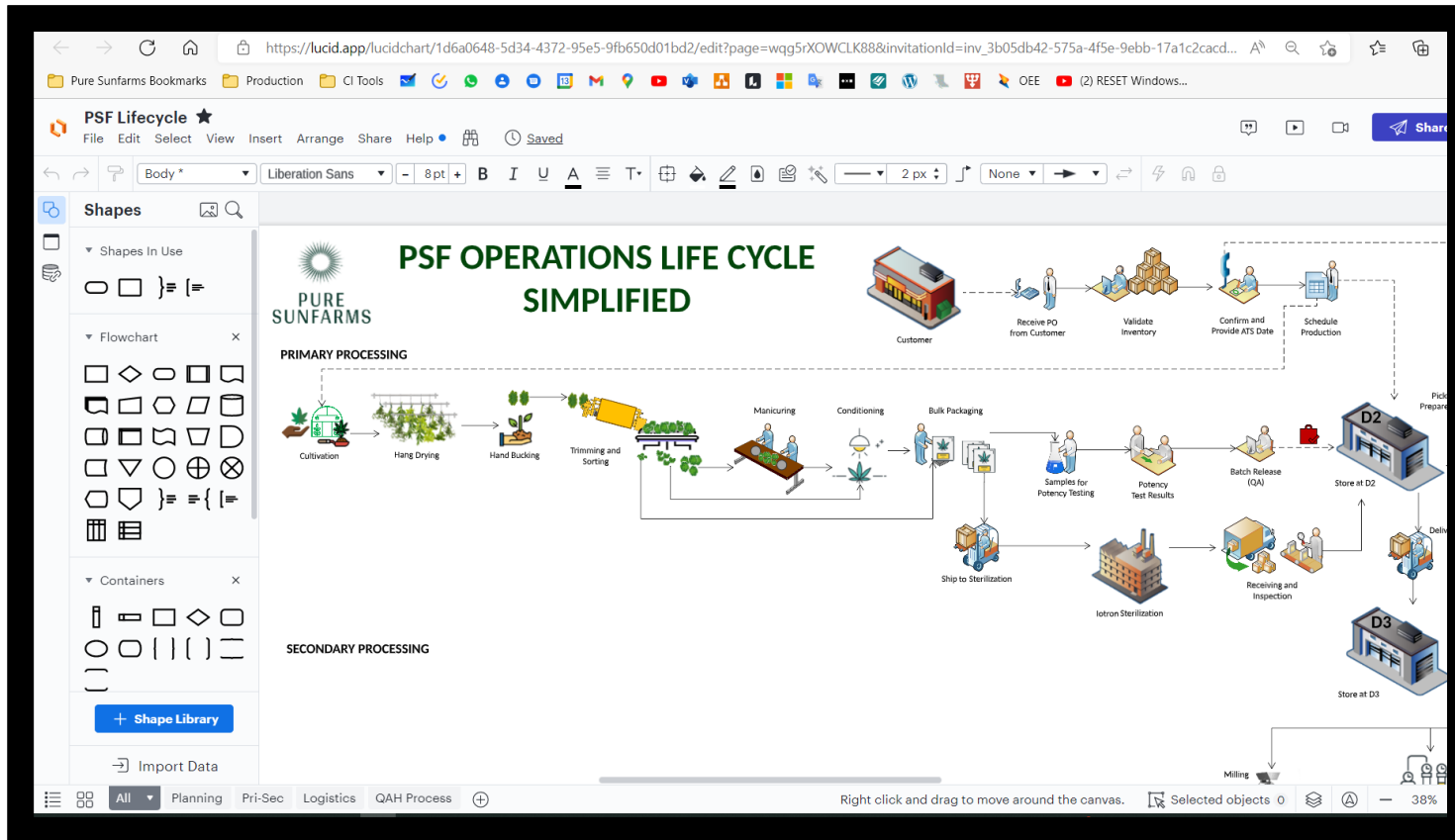
Business Process Types and Process Maps:

Transactional process refers to the process where several inputs interact with each other to produce specific outcomes.

Some instances of transactional business process involve sales activities and call center support functions.



Process Mapping



Process Mapping



EXCEL

Process Map for Basic Flowchart1 - Excel

File Home Insert Draw Page Layout Formulas Data Review Automate Excel View Developer Mining Tools Help Power Pivot

Shapes SmartArt

Recently Used Shapes

Lines

Rectangles

Basic Shapes

Block Arrows

Equation Shapes

Flowchart

Stars and Banners

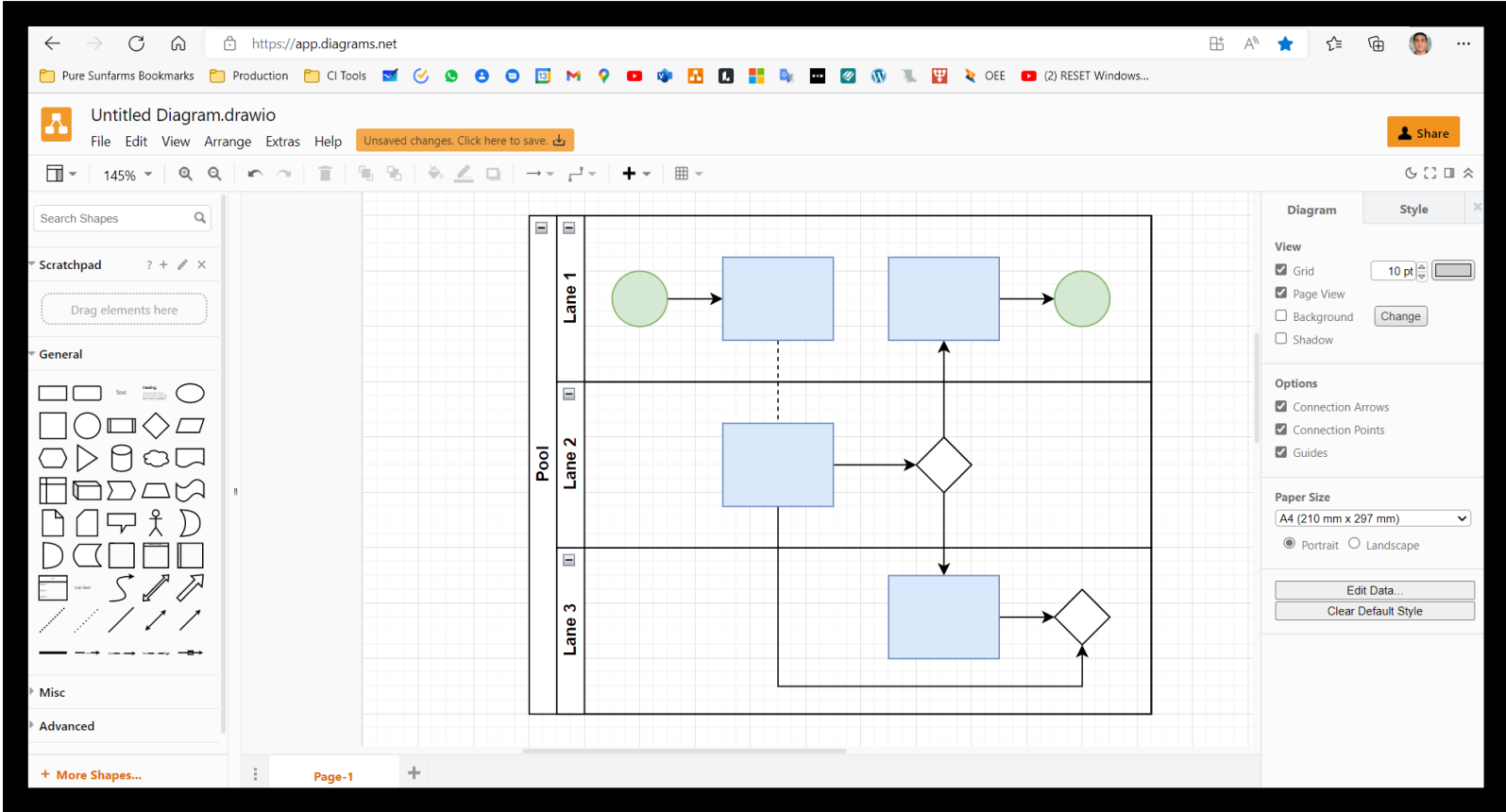
Callouts

Process Step ID	Process Step Description	Next Step ID	Connector Label	Shape Type	Owner
P100	Start	P200		Start	
P200	Define course requirements	P300		Process	Bill Kirby
P300	Develop module	P400		Document	Rayna Hristova
P400	Pass review?	P500,P600	Yes, No	Decision	Lindsay Duncan
P500	Publish course	P700		Process	Anda Abele
P600	Review module	P300		Subprocess	Harsha Rao
P700	End			End	

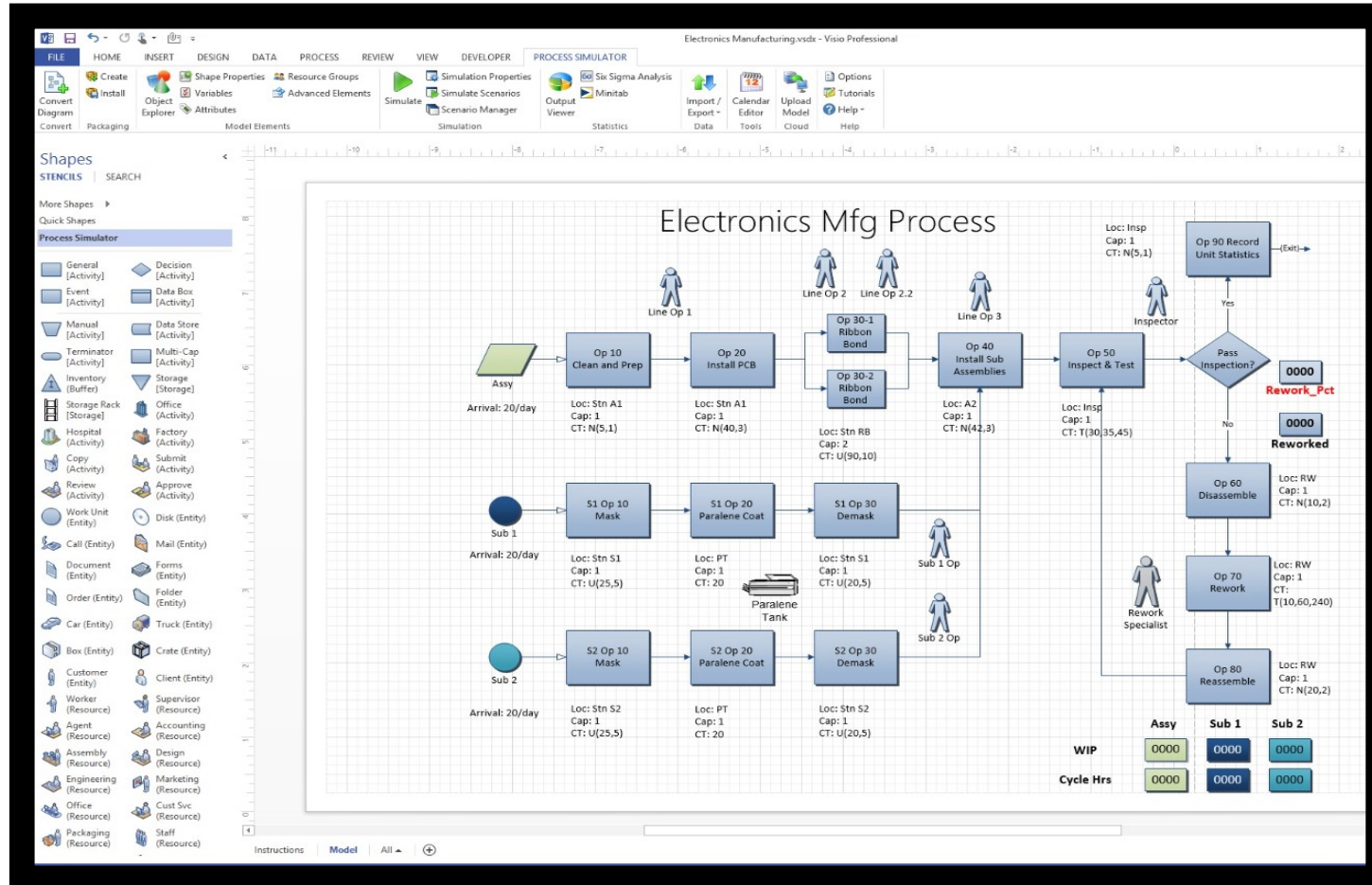
```

graph LR
    Start([Start]) --> Define[Define course requirements]
    Define --> Develop[Develop module]
    Develop --> Review{Pass review?}
    Review -- No --> ReviewModule[Review module]
    ReviewModule --> Develop
    Review -- Yes --> Publish[Publish course]
    Publish --> End([End])
  
```

Process Mapping



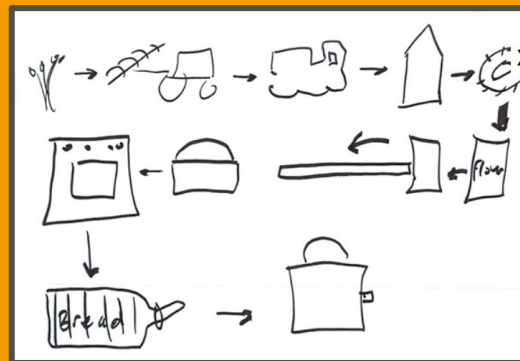
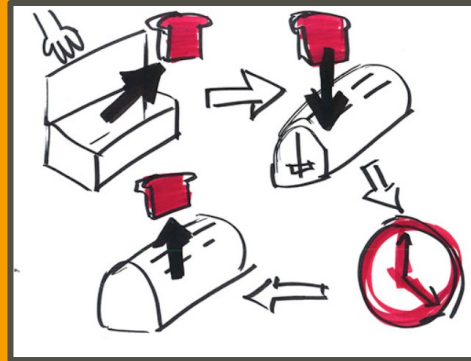
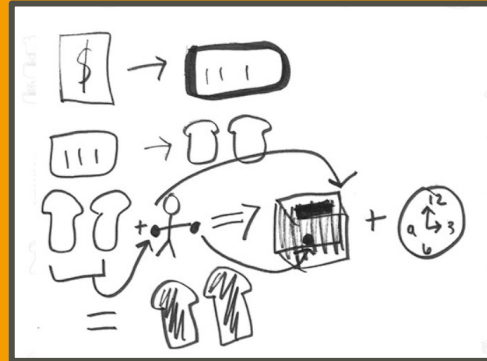
Process Mapping



LEARNING HUB



Process Mapping:
How to Make Toast



How to Make Toast



Takeaways

- Process Mapping is a powerful tool to **understand what we thought we knew well; it may surprise us.**
- There may be a possibility that the actual cause of the **problem lies outside the process.** In such cases, the process mapping does not reap effective results.
- **Keep it simple.** We become so obsessed with designing perfect process maps such that they lose the focus and goal of developing the process map.
- Take advantage of the “**Subprocess**” block to keep the process map focused and easy to understand.
- **Avoid the temptation** to combine the AS-IS with a TO-BE flow.



Thank You



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Process Mapping

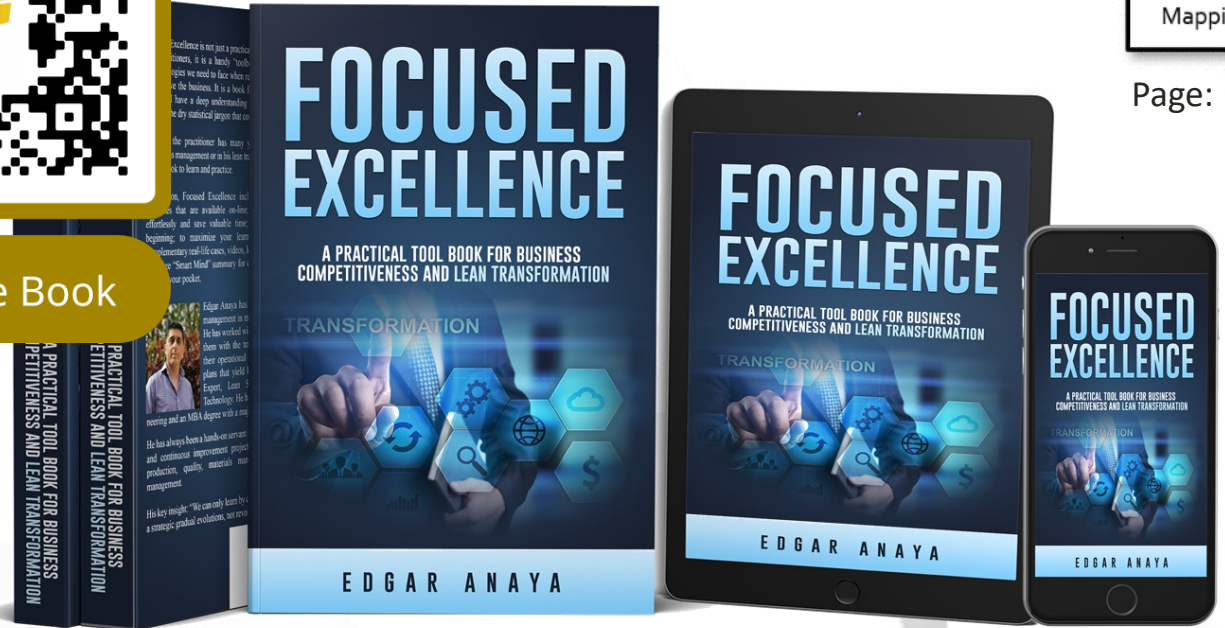
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TOPIC



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A Practical Tool Book for
**Business Competitiveness and
Lean Transformation**