STANDARD OPERATIONS

Workflow and Process Mapping

Having a visual representation of how a business or process works and what people's roles are within that business or process, including the responsibilities and standards of that business or process is crucial for several reasons.

The steps to supporting these goals from business process mapping are as follows.

Process Identification: Identify the objectives, scope, personnel and work areas to focus on. This can be done on several levels:

- Reactive, when addressing a process that failed or underperformed.
- Strategic, as in high-level overhaul; customer-focused, such as seeking better customer satisfaction.

Assemble a Team: Get a group of people who work with the process, though it helps to have a senior management person on board, too, as they can help with approvals when changes are requested.

Information Gathering: Once you have identified the process, then you must gather the facts, such as the who, what, where and when. This is completed by gathering information and conducting interviews with the people who do the work you are mapping.

Process Mapping: Take all the information you have collected and turn it into a process map. This will likely include the process or overall workflow. This includes tasks, or each step of the workflow; flows, which are the connections between the tasks indicating how the tasks flow; events, these are triggers or gateways that begin, redirect or end a process; and participants, or those who are involved in the process.

Analysis: Study the map and challenge each of the steps by questioning the why of each.

Develop and Install New Methods: After analysis has identified unnecessary work, see how steps might be combined, rearranged or new steps added to improve efficiency.

Manage Process: Now the process must be maintained and stored, but also reviewed routinely as well as monitoring the process for changes.

Business process mapping can be done in several ways. There are advantages and disadvantages to each.

Process Flowchart

The process flowchart is the most common. They can be hand drawn or created in software. The ease of use and familiarity are an advantage, but the disadvantage is that these types of business process mapping lack the flexibility to adapt and change the flowchart

- **Swimlane Diagram**

  A swim lane diagram acts like a classic flowchart, except in a swim lane diagram each step is divided between different teams or individuals who are responsible for them. Thus the name swim lane, as the diagram looks like lanes in a pool for swimming laps. The advantages and disadvantages are about the same as with a flowchart.

- **Value Stream Map**

  A value stream map is often used in lean six sigma applications. It's not as easy to analyze at a glance. Therefore, this is more of a benefit to those looking for a more in-depth view of process. It is not recommended for giving people an easy-to-read summary of the processes.

- **SIPOC Diagram**

  A Supplier Inputs Process Outputs Customer, or SIPOC, is a simplified process map. It removes most of the information and focuses solely on the essentials of the process and the people involved. Naturally, this is going to provide a overview that can be quickly understood, but it's not going to offer any deep understanding of process and how processes interact.

This workshop is suitable for employees at all levels within an organisation.

Course duration: Workshop - 4 to 5 Hours.

Maximum number of delegates: Eight (8) per session.

Delegates will be expected to participate in a process mapping exercise.