**PROCESS MAP**

# Purpose

A process map is a tool that visually illustrates the flow of work. It is also called a flowchart or process chart. The process map helps the team gain a holistic view of all steps, and sometimes the people, involved in the process. It can also be used to identify bottlenecks, repetition, and delays in the process, and help increase process efficiency.

# How to Facilitate

**1. Invite the people who are involved in a process to the meeting**

**Process Map Title**

It is essential to complete the process map as a team to validate who is responsible for each task in the process. It may be useful to use sticky notes on a flip chart as steps of the process so they can be easily moved around.

**2. Identify the goal of process mapping**

* Identify the goal of the process mapping:
	+ How does this activity contribute to the team or organization’s goals?
	+ Quantify the goal if possible. For example: *To reduce the time spent on making reports from 1 to 0.5 hours.*
* Name the process that needs visualization
* Write the process title at the top of the flip chart (or another tool/document which captures the notes of the session) to align your team.

**3. Determine, name, and sequence the steps or actions that are involved in the process**

* List all steps/actions in the process. Start each action with a verb (e.g. *Extract the reports*)*.* Based on the goal of the process mapping, each step/action can be as detailed as possible.
* Note: There is only one way to start and one way to end a complete process.
* Utilize the basic symbols of the flowchart to demonstrate the type of each action:
	+ Rounded-edged rectangles show the beginning and end of a process.
	+ Rectangles show an operation or activity that needs to be performed (again, the action should start with a verb).
	+ Arrows represent the flow of direction.
	+ Diamonds show a point where a decision must be made. Arrows coming out of a diamond are usually labeled yes or no. Only one arrow comes out of an activity box. If more than one is needed, you should probably use a decision diamond.
	+ A parallelogram shows inputs or outputs.

**4. Finalize the process map and document**

* Review the process map with other stakeholders (team members, workers, supervisors, suppliers, customers, etc.) for consensus.
* Helpful questions to ask:
	+ Is any step missing?
	+ Is anything redundant?
	+ Is the process map easy for members to follow?
	+ Is everyone in agreement with the process map flow?
* Once everyone has agreed with the flowchart, the process map should be documented using PowerPoint, Word, or process mapping tools such as [*Lucidchart*](http://www.lucidchart.com)*.com*

**EXAMPLE PROCESS MAP – Baking a Cake**

