



✓ **Congratulations! You passed!**
TO PASS 80% or higher

Keep Learning

GRADE
100%

Process Mapping Assessment

LATEST SUBMISSION GRADE

100%

1. You are speaking to your organization's process improvement team. You know that everyone is eager to look to the future and determine where the company wants to be in five years. Which of the following statements reflect(s) the importance of first creating a current state map?

1 / 1 point

- ☒ The current state process map is an important communication tool that we will use to ensure internal and external stakeholders can visualize our material and information flows.

✓ **Correct**

Correct! Visually seeing the flows and data collection points can help an organization accurately determine what information gathering practices are/are not meeting their needs.

- ☒ The current state process map will help us to understand how our processes currently link to one another. This will allow us to identify gaps when compared with our desired future state.

✓ **Correct**

Correct! The current state map has an important role in helping us to identify gaps.

- ☐ This is an important ice-breaker exercise. Although we will not use the current state map in any significant way, it will help us to get thinking and talking as a group.

2. Which of the following statements regarding current state process mapping are true?

1 / 1 point

- ☐ To conserve time, only well-crafted yes/no questions should be asked on a gemba walk.
- ☐ The mapping team should only include those people who do the work in question.
- ☐ Issues and ideas should be added to the process map as it is being developed.
- ☐ Connecting lines should be added during mapping.
- ☒ When documenting the process with sticky notes, process and material flows go in one direction, while information flows go in the other.

✓ **Correct**

Correct! Process/material flows are typically shown moving from left to right, while information flows from the customer to the supplier are shown from right to left.

3. Based on information provided in the scenario reading, what additional customer service data is needed?

1 / 1 point

- ☐ IP address
- ☐ Number of new customers
- ☒ Resolution data for 'Combustion Branch' devices
- ☐ Data on the problem

✓ **Correct**

Correct! This data is not currently being collected.

4. Based on information provided in the scenario reading, what data collection points should be eliminated?

1 / 1 point

- ☐ Number of new customers
- ☐ None
- ☐ Resolution data
- ☒ Data on the problem
- ☐ IP address

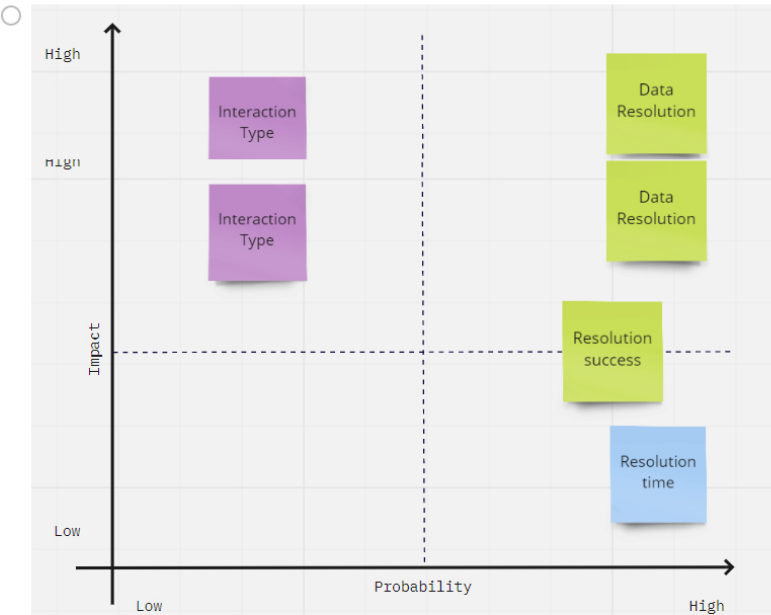
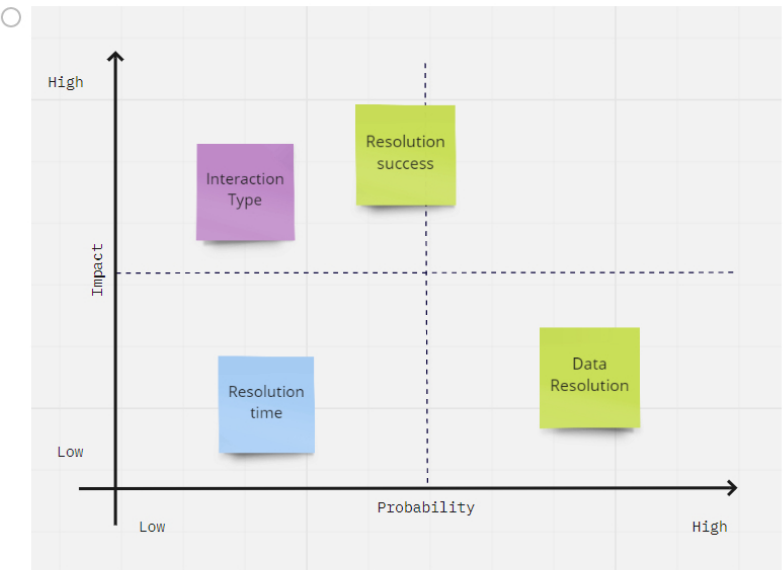
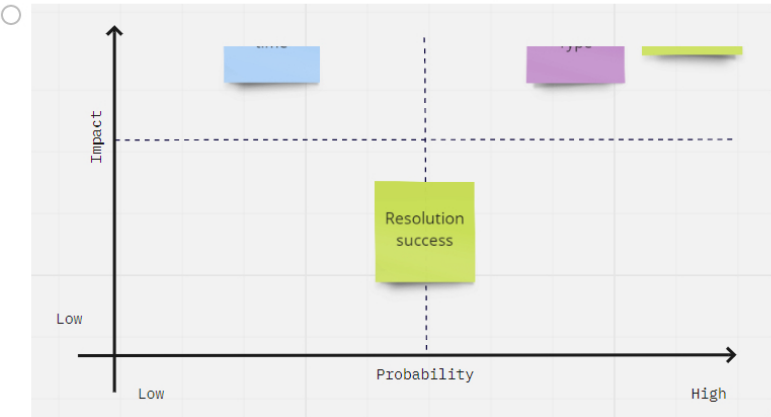
✓ **Correct**

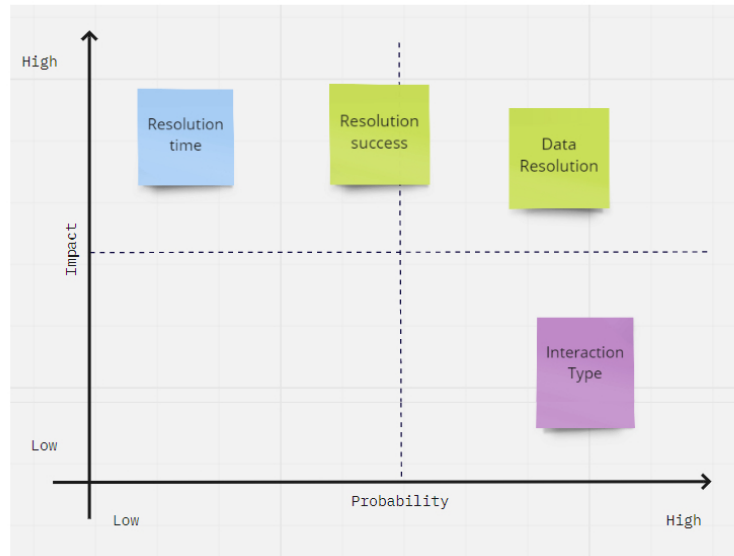
Correct! The same data is being collected at two different points in the process.

5. Using the process map and through 'catchball' with various team members, you have a list of data collection gaps that need to be addressed. The impact and cost is shown for each. Using the information table below, you construct a priority matrix.
- 1 / 1 point

Data	Probability	Impact
Resolution data	High	High
Type of interaction	High	Low
Resolution success	Med	High
Time to resolution	Low	High

Which of the following maps best represents the data provided?





✓ Correct
Correct!

6. Every single gap identified when reviewing the current state map should be included in the new future state map.

1 / 1 point

- ☐ True
☒ False

✓ Correct

Correct! Include only those gaps that ranked in high enough in your probability/impact matrix.

7. Your priority matrix reveals the following:

1 / 1 point

Data	Probability	Impact
Resolution data	High	High
Type of interaction	High	Low
Resolution success	Med	High
Time to resolution	Low	High

Using the information from this table, which prioritization best matches from most important to least important?

- ☐ Interaction type, Resolution data, Resolution success, Resolution time
☒ Resolution data, Interaction type, Resolution success, Resolution time
☐ Resolution time, Resolution success, Interaction type, Resolution data
☐ Resolution success, Resolution time, Interaction type, Resolution data

✓ Correct
Correct!