Process Workflow Samples by Kirti Kote

## A showcase of optimized workflows and professional mapping techniques

Scenario 1: Online Order Fulfillment Process

- This workflow demonstrates an online order fulfillment process, detailing steps from order reception to successful delivery.

  Key Insights:

- - Manual payment verification increases processing time.

- - Suggested Improvement: Automate the payment verification process.

This process flow showcases a simple end-to-end workflow for order fulfillment.
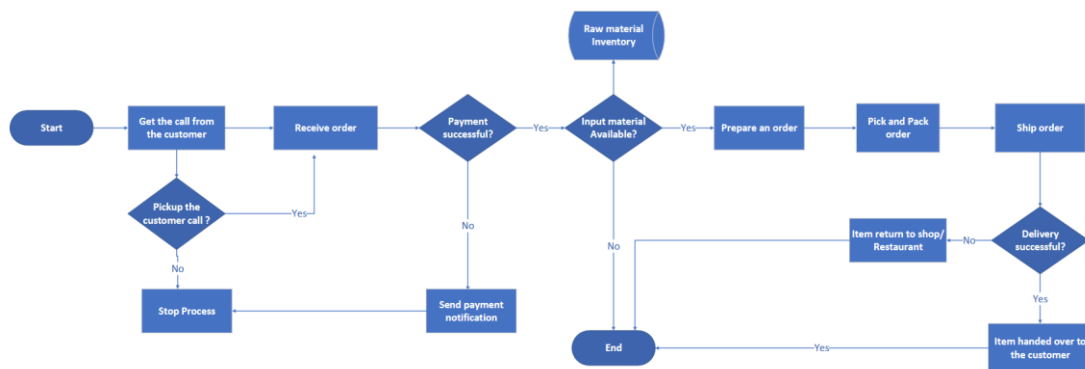
Scenario 2: Role-Based Swimlane Process Flow

- This workflow uses swimlanes to clarify responsibilities across teams like Customer Support, Warehouse, and Shipping.

   Key Benefits:

- - Improved accountability and role clarity.

- - Enhanced collaboration between departments.

The swimlane diagram emphasizes team-specific tasks to streamline coordination and minimize overlaps.
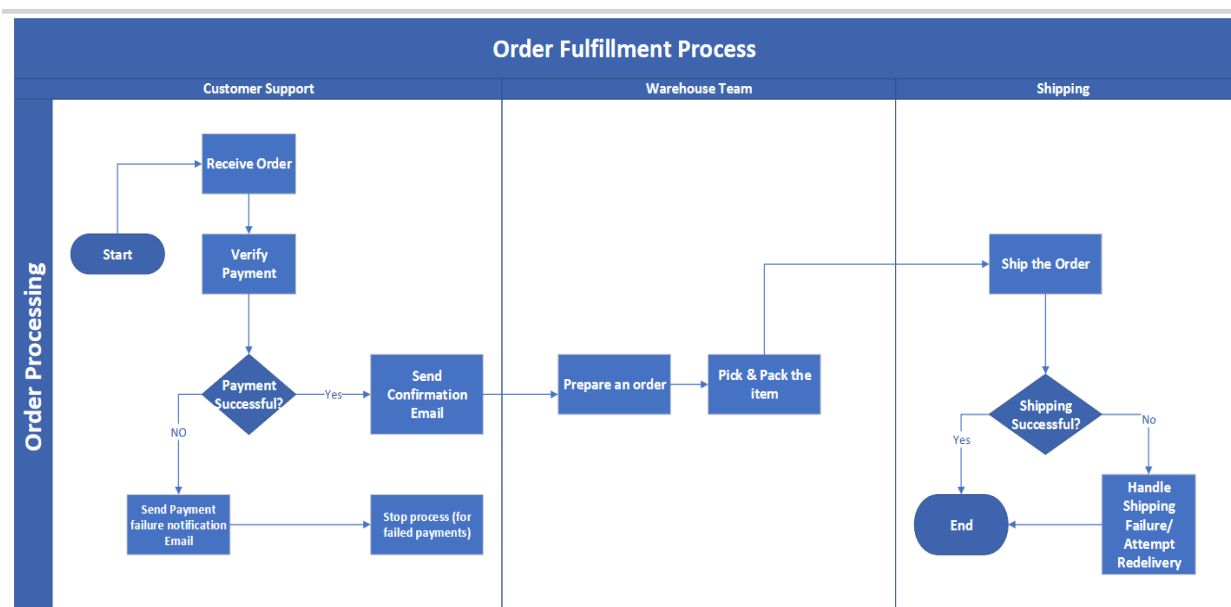
Key Takeaways:

- - Improved operational clarity and accountability.

- - Potential to drive efficiency and stakeholder satisfaction.

Scenario 3: Improving NPS and CSAT Ratings + Process Mapping

Sample Process Map by Visio:

(I've included comments in the necessary sections and streamlined the map for brevity, please consider)

<u>**Explanation of Concepts: NPS and CSAT Calculation**</u>

Net Promoter Score (NPS):

NPS measures customer loyalty by categorizing responses into **Promoters (9-10)**, **Passives (7-8)**, and **Detractors (0-6)**.
The formula is:

NPS = Promoters (%) − Detractors (%)

Customer Satisfaction Score (CSAT):

CSAT measures immediate customer satisfaction by calculating the percentage of positive responses (e.g., scores of 4 or 5 on a 5-point scale).
The formula is:

CSAT (%) = (no. of satisfied responses/Total no. of responses) * 100

Both metrics are vital for evaluating customer experiences and identifying areas of improvement.

To improve NPS and CSAT scores, consider these key actions: (Improvement Strategy)

1. **Improve Customer Support**: Streamline communication and response times. Use a ticketing system for faster resolutions and follow up to ensure satisfaction.

2. **Personalize Experiences**: Leverage customer data to tailor solutions and enhance interactions, increasing satisfaction.

3. **Act on Feedback**: Regularly collect and analyze NPS/CSAT feedback to identify pain points. Use process mapping to improve workflows and address concerns.

4. **Train Employees**: Empower teams with the skills to resolve issues quickly and exceed expectations.

5. **Track Progress**: Set clear goals for NPS/CSAT and review regularly to adjust strategies and drive improvement.

These steps focus on boosting customer satisfaction and delivering measurable results.

NPS and CSAT Sample Process Flow - Saved

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Comments   Editing   Share

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Shapes

Search for shapes

Basic Shapes

Rectangle	Square	Circle
Ellipse	Right Triangle	Triangle
Rotated	Pentagon	Hexagon

Start

Reach out to companies

Feedback Collection

NPS and CSAT Calculation

Feedback Analysis

Monitoring and Evaluation

Implement Feedback Loop

Develop Action Plans

End

Comments   ✕

New

Kirti Kote
Including Survey Design and distribution

@mention or reply

Kirti Kote
Including QA integration, communication and recognition

@mention or reply

Page-1

41%   Give Feedback to Microsoft