

Exercise: Identifying Your Company's Business Processes and Your Role

Part 1: Understanding Your Company's Value Creation

1. Identify your company's main product or service:

- Write down the primary offering your company provides to customers.

2. List the key process steps:

- Break down the journey from raw materials or initial concept to the final product or service.
- For each step, briefly describe how it adds value to the final offering.

3. Create a simple flowchart:

- Visualize the process steps in order.
- Use boxes for each step and arrows to show the flow.

Part 2: Analyzing Your Role in the Value Chain

1. Assess your impact:

- Explain how your work contributes to the final product or service quality.
- Identify any indirect contributions (e.g., supporting other teams, improving efficiency).