

Basic Process Mapping



KEY LEARNINGS: BASIC PROCESS MAPPING

What is Process Mapping?

- A visual representation of every step in a process, from start to finish.
- Helps eliminate confusion, streamline workflows, and highlight inefficiencies.
- Works like a flowchart, showing actions, decisions, and outcomes.
- Clarifies responsibilities—who does what and when.
- Turns a complex, messy process into an easy-to-understand sequence.

Why Process Mapping Matters

- Reveals inefficiencies—reduces delays and unnecessary steps.
- Improves decision-making—helps teams spot bottlenecks and problem areas.
- Creates a blueprint for optimizing workflows.
- Prevents errors—ensures clarity in execution.
- Saves time and resources by eliminating wasteful activities.

Example: HR Hiring Process

Before Process Mapping:

- Resumes pile up in inboxes.
- Managers forget to schedule interviews.
- Feedback gets lost in email chains.
- Candidates wait too long and accept other jobs.

After Process Mapping:

- Each step is clearly defined.
- Responsibilities are assigned.
- Delays and bottlenecks are identified.
- The process runs smoothly and efficiently.

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Steps to Create a Process Map

1. Identify the Trigger – What starts the process? (e.g., an employee needs office supplies).
 - o List Each Step in Order:Employee submits a request.
 - o Manager reviews and approves.
 - o Purchasing team places the order.
 - o Supplier delivers supplies.
 - o Employee receives items.
2. Include Decision Points – What happens if a request is rejected? Does it go back for revisions or stop?
3. Draw the Process – Use:
 - o Rectangles for actions.
 - o Diamonds for decisions.
 - o Arrows to show the process flow.

Process Mapping in Action

- o Scenario: Office Supply Orders Problem: Orders take too long, and employees get frustrated.
 - Process Map Analysis: Is manager approval taking too long?
 - Are employees submitting incomplete requests?
 - Is the supplier causing delays?
- o Solution: Automate approvals for small orders, create a checklist for request submissions.
- o Result: Faster processing, reduced errors, and improved efficiency.

Why Process Mapping is Essential

- Processes don't fail because people don't try hard enough—they fail because they are unclear.
- Helps organizations move from confusion to clarity.
- Spot inefficiencies before they cause major problems.
- Ensures continuous improvement and better decision-making.

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What's Next?

- Now that we've mapped the process, how do we ensure quality at every step?
- What if small variations in a process lead to big failures?
- Up next: A structured approach to controlling variation and maintaining process consistency.