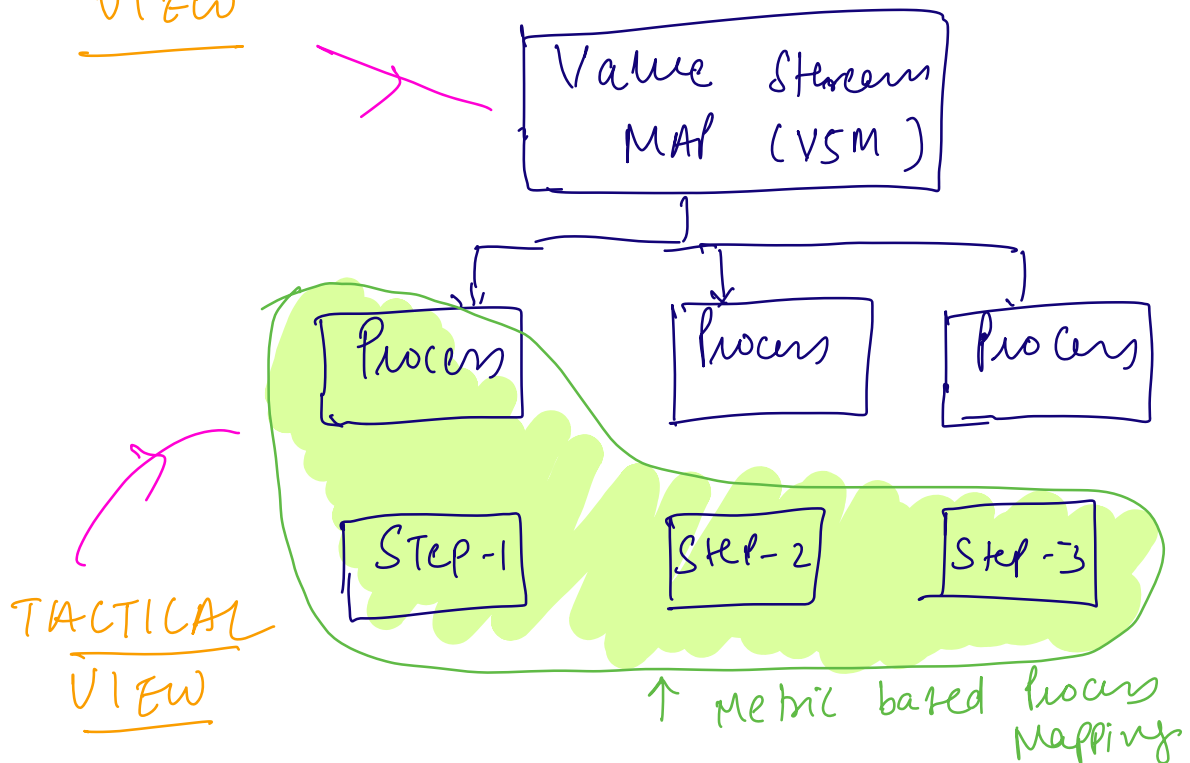


MAPPING → Sketching!

STRATEGIC
VIEW



PDCA - Plan Do STUDY Act

PROCESS MAPPING

<u>Level</u>	<u>MAP TO USE</u>	<u>VIEW</u>
ORGANIZATION	Relationship MAP	ORG View
PROCESS	Cross functional "Swim lane diagram"	work-flow
JOB/ Person	Flowchart	Activity (VA / NVA)

PROCESS OF PROCESS MAPPING

1. PROCESS Identification
2. DATA GATHERING
3. Interviewing / MAP Generation
4. Analyzing the Data

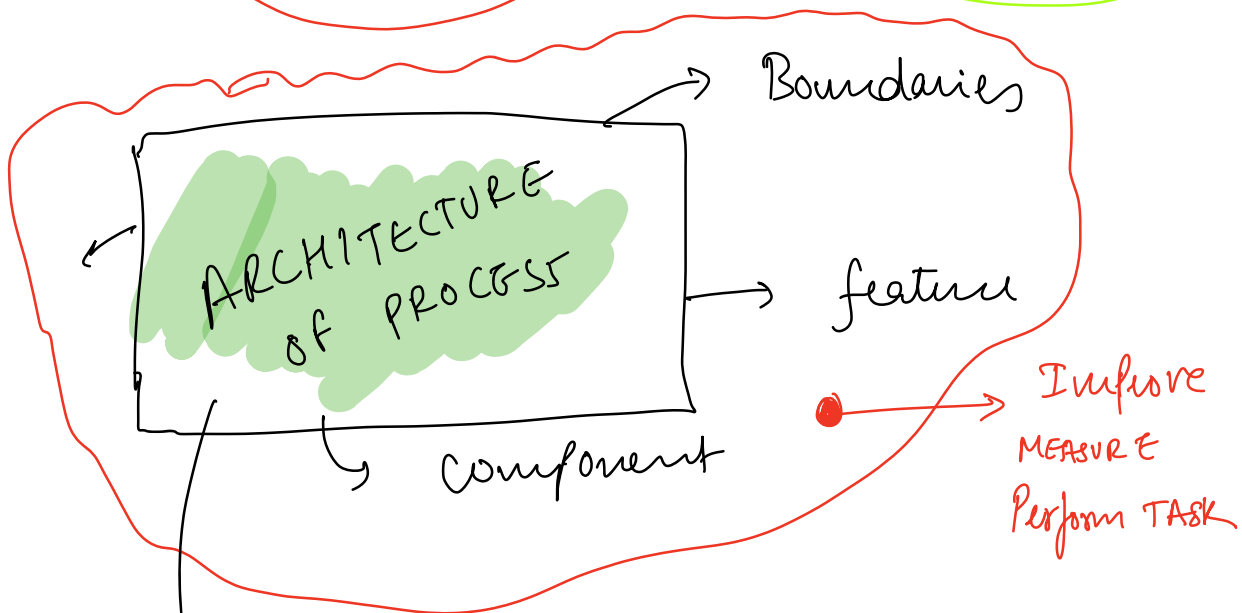
5. Presentation

DATA GATHERING

KPI

Productivity
MORALE
Customer Satisfaction
Overall Equipment
Effectiveness (OEE)

Process time
Lead time
% Complete and Accurate
Critical Path
Activity Ratio (AIR)
FTE Requirement



- TQM
- ERP
- CAPABILITY MATURITY Model
- Continuous Improvement (BPI / 6σ, Lean)
- Process Carding.

⑤ Basic Steps of Process Identification

1. Identify Trigger Events
2. Identify Customer Critical Process
3. Identify Supporting Process
4. "Name" the Process
5. Broad → Process Map

Information Gathering

Phase -1

- Process identification
- Process Description
- Process Owner

Phase -2

- Understand the Process
- Define - Business objective
- - Business Risk
- - Key Control

Phase -3

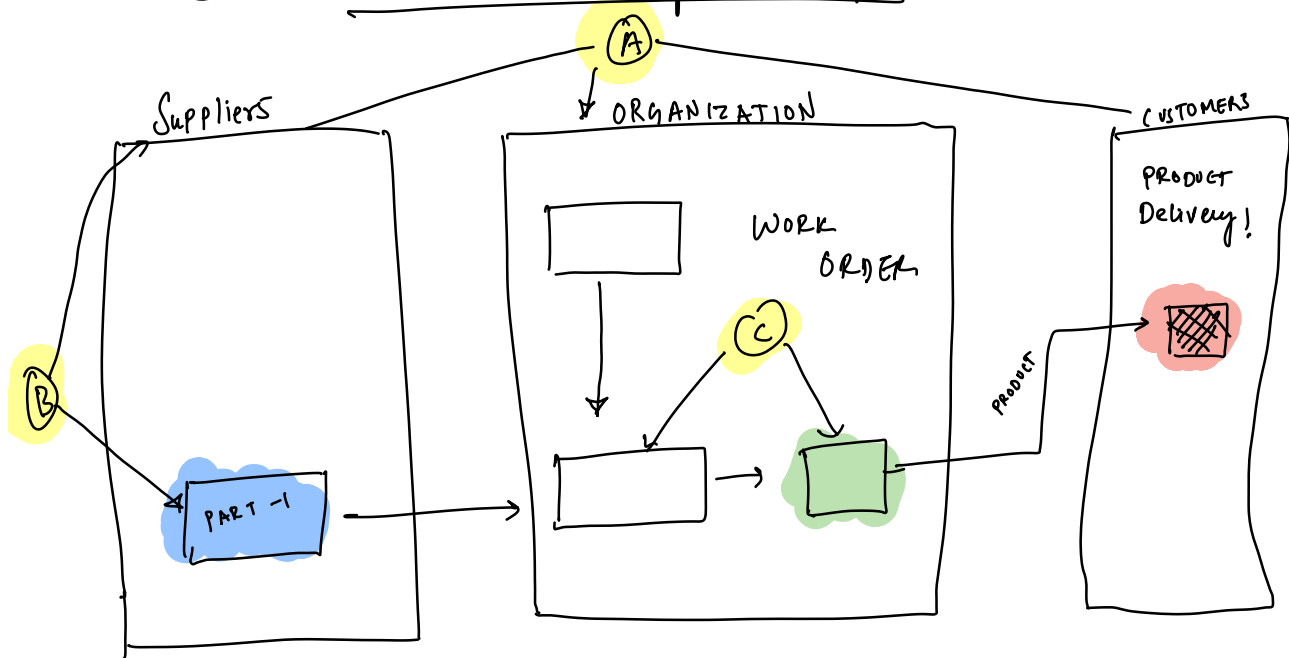
- Measure of Success

Key Business Risk

1. Conflicting Business objective
2. Unknown Business objective
3. Absence of Process Measure

MAPPING

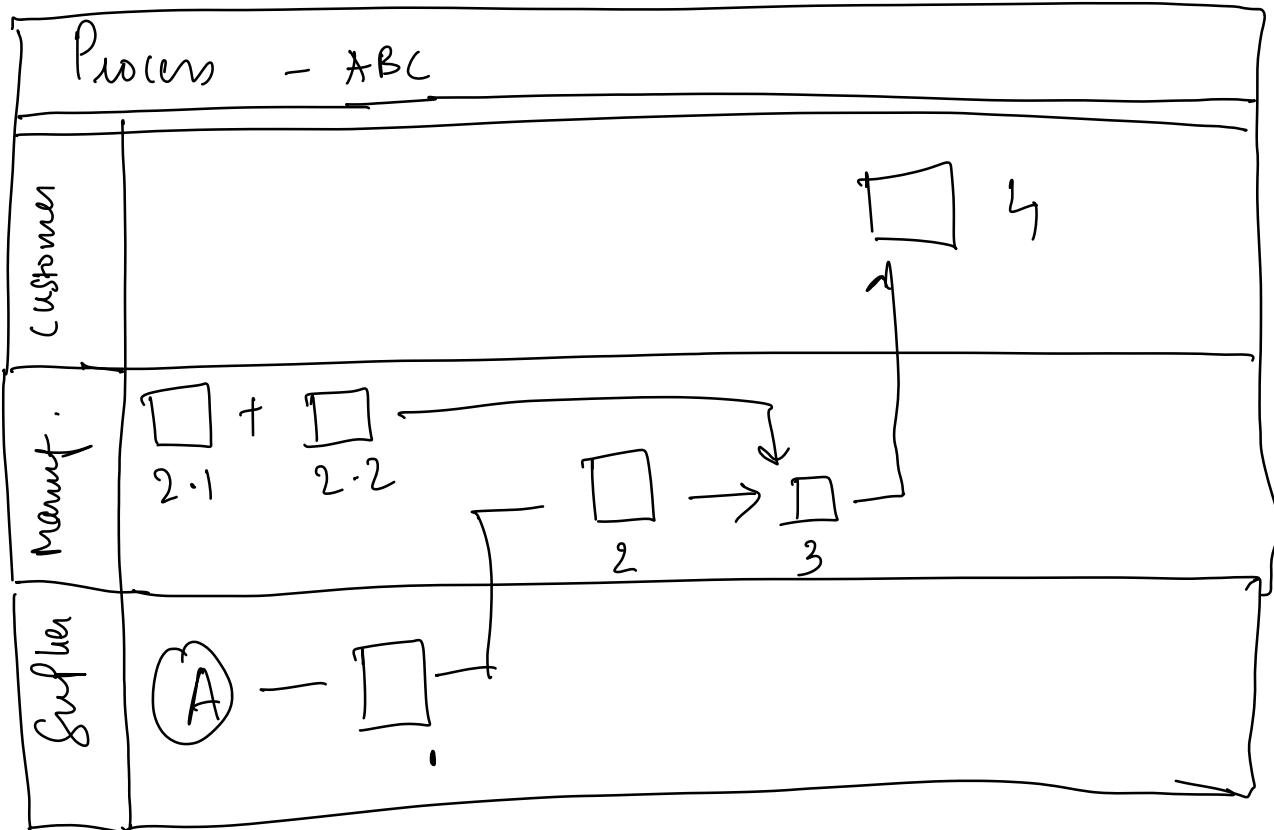
① Relationship Maps



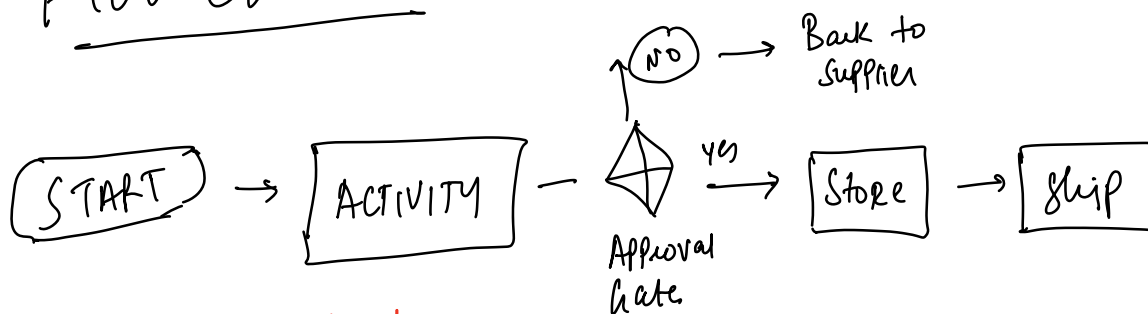
Relationship Map

- A. → Supplier - Organization - Customer
- B. → Supplier Wide relationship
- C. → Supplier Customer Relationship

CROSS Functional Process MAP — SWIM LANE



Flowchart




○ → INSPECTION



□ → DELAY

▽ → STORE

◇ → DECIDE


➡ → MOVE

 → Value Creating Activity

 → Non Value added activity


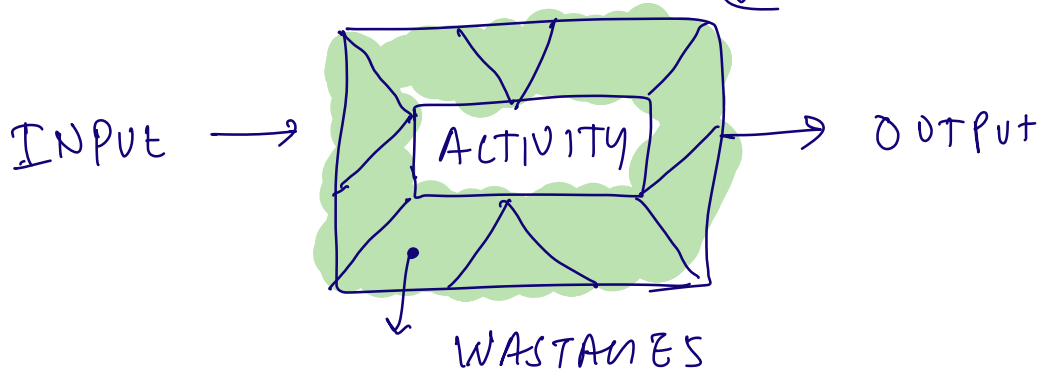
DOCUMENT
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STREAMLINING

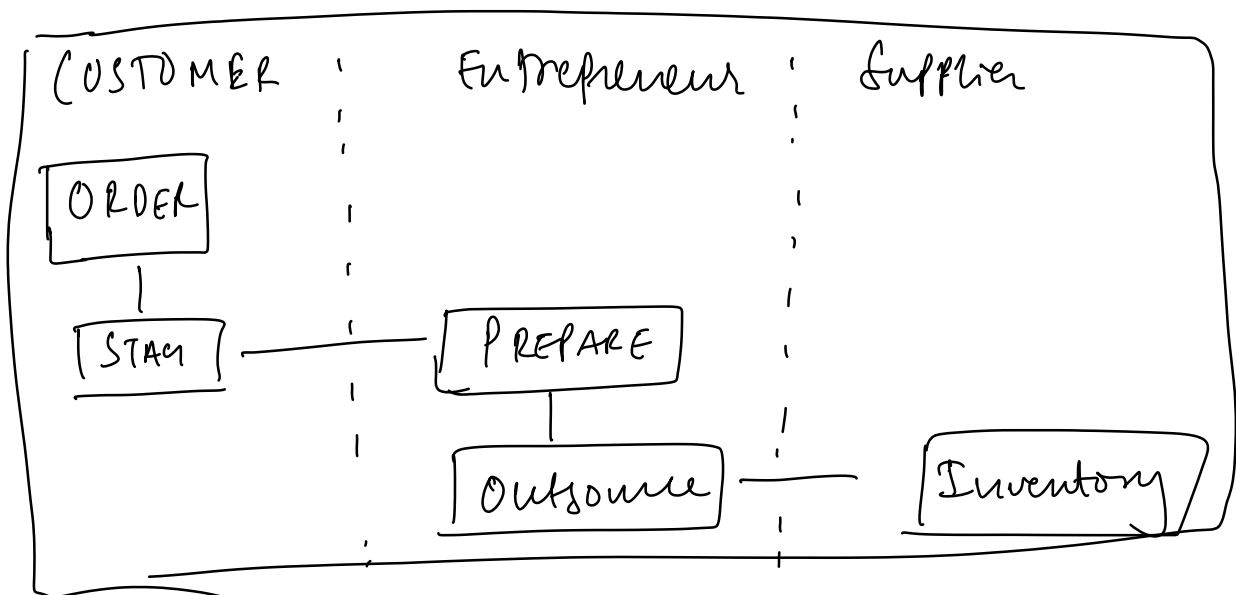
- ① WASTE
- ② Barriers to Flow
- ③ Counter measure



- | | |
|--------------------|------------------|
| ✗ OVER PRODUCING | ✗ Connection |
| ✗ Inventory | ✗ Excess Motion |
| ✗ Waiting | ✗ Transportation |
| ✗ Extra processing | |

CUSTOMER MAPPING

1. Define "job" [customer's Need]
2. Key Customer Task + Action Required
3. Input / Outputs
4. Measure of Success ←
5. Importance of 'MOS'
6. Build Customer MAP.



A5 - 15

V/5

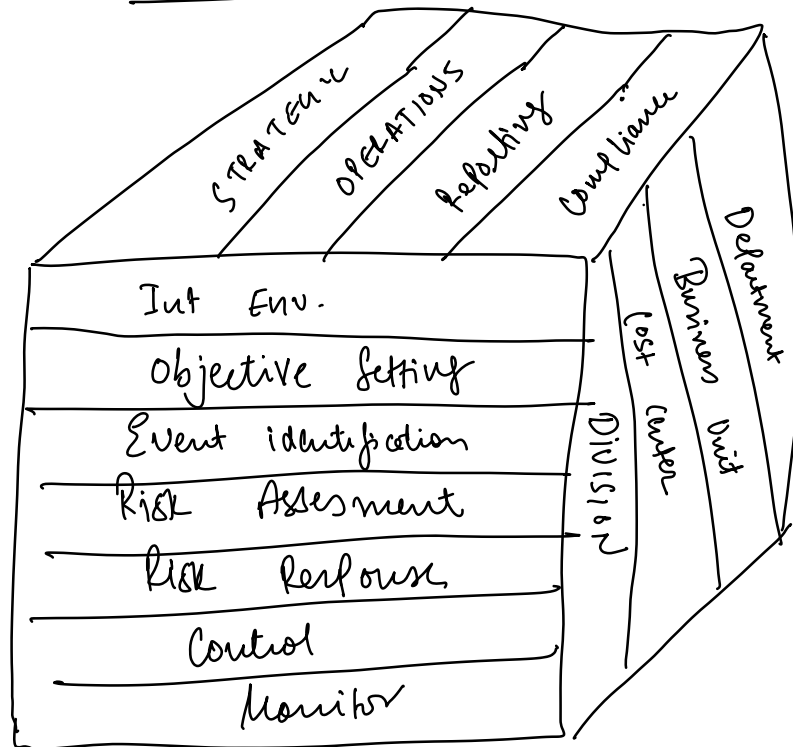
To - Be

↓ improved future state

RACI Matrix

R → Responsible
A → Accountable
C → Consult
I → Inform

ERM Framework



→ X