

Solution Mapping



Steps in Business Process Mapping

The main high-level steps in crafting a process map include the following:

1. Identify the process
2. Gather the information
3. Develop the process map
4. Analyze the map
5. Develop new, better steps
6. Manage the process

Performing the Business Process Mapping

Three approaches

1.Group your processes based on their effect on your customer: These processes are core, enabling, and guiding processes. Core processes reflect the reason that the business exists, and have a direct effect on your clients. Enabling processes are those used in the management of the business. Guiding processes are those used in the planning and governance of the business. It is recommended in a process improvement project to start with either an enabling or guiding process so as you fine-tune your improvement method and do not impact your customers.

2.Link your overarching strategy with your process and tasks: This starts with identifying your organization's strategic goals. Once complete, you can form a process architecture based on it for your current processes. In this, you are determining what processes are most relevant to achieving your company's strategy, and in what order to improve them to most keep in line with it and create a future agenda of improvement

3.Forced improvement: Less about a planned approach, this is more about reacting by necessity. For example, a failed audit or a management mandate can force a process improvement initiative. In this case, the required processes are targeted and mapped

Business Process Management Life Cycle

