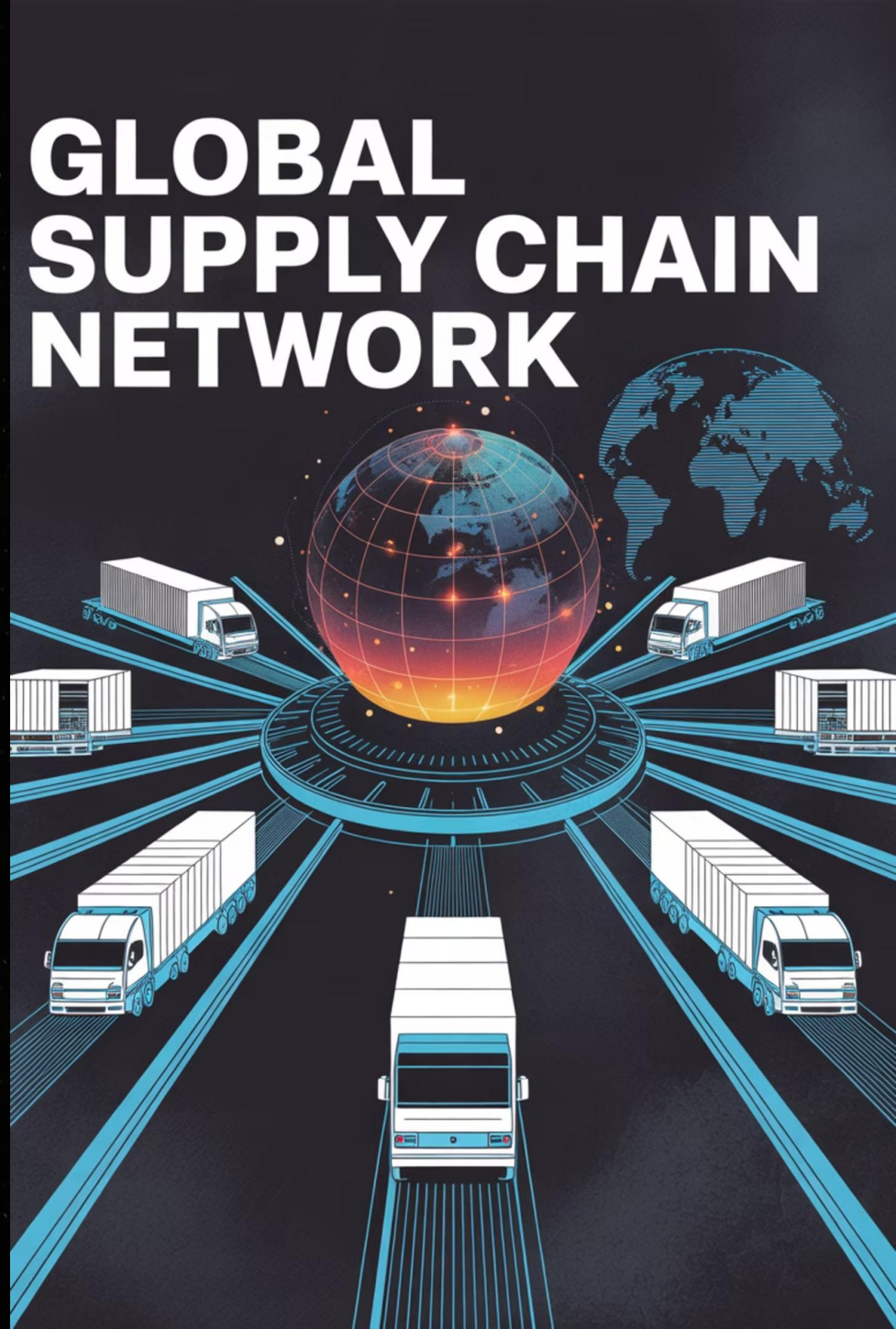
Process Mapping from the Supply Chain Perspective

A structured approach to visualizing supply chain operations, identifying bottlenecks, and driving cross-functional alignment for operational excellence.

Explore Process Map

View Benefit



Why Process Mapping Matters in Supply Chain

Process mapping is a structured way to visualize how activities, decisions, and responsibilities flow across different functions. It helps stakeholders understand the "as-is" state of operations, identify bottlenecks, and align on improvements.

From a supply chain perspective, process mapping is especially critical because it:

End-to-End Visibility

Provides end-to-end visibility of how materials, information, and finances move.

Common Language

Creates a common language for cross-functional teams (finance, procurement, customer service, supply chain).

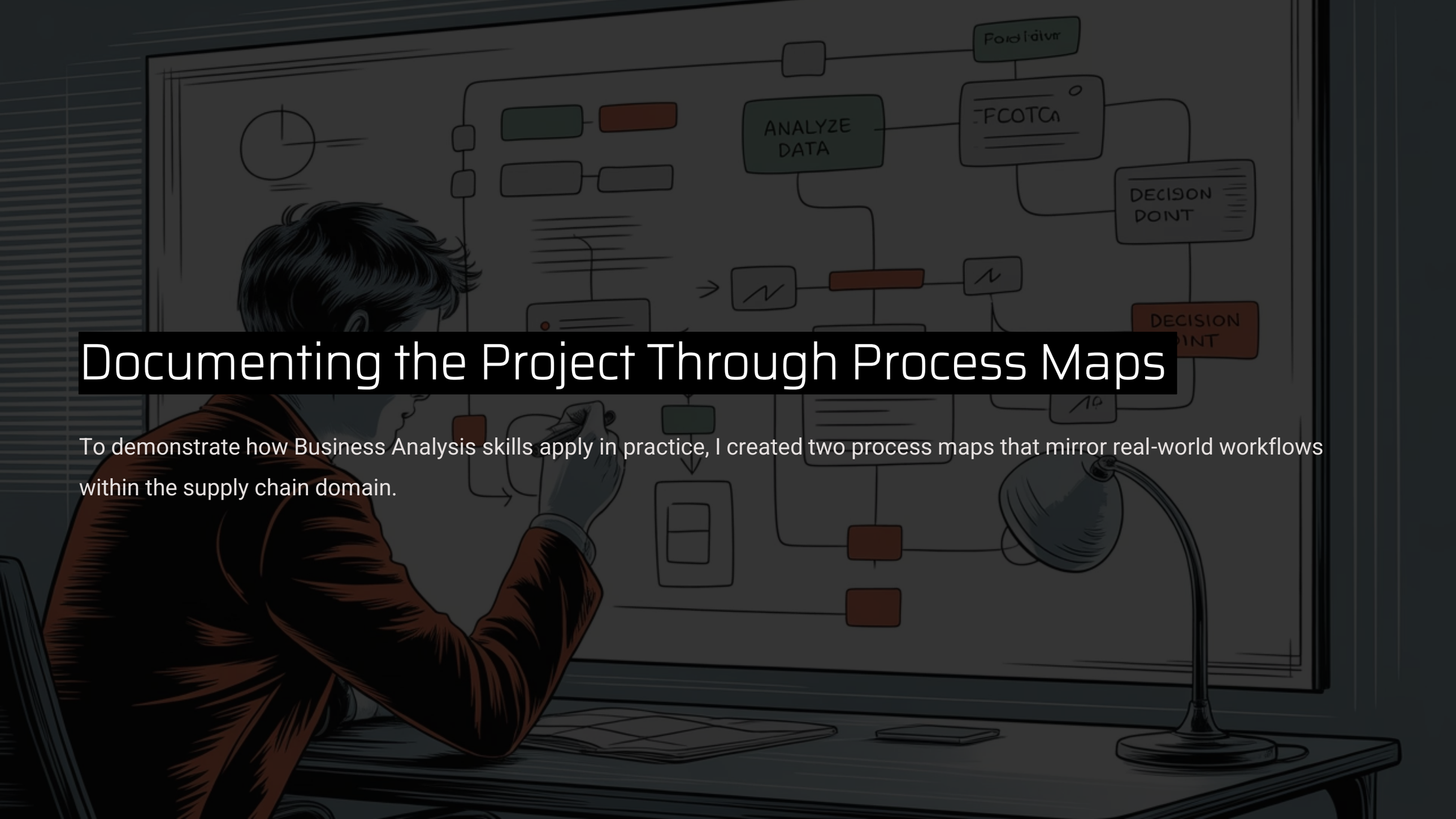
Risk Identification

Surfaces risks and inefficiencies that can be eliminated through better design.

Better Decisions

Improves decision-making by highlighting dependencies and approval thresholds.

Reference: The approach here mirrors frameworks outlined in "How to Create a Simple Process Map (With Examples)" on YouTube, which emphasizes starting with clear boundaries, identifying stakeholders, and then visualizing flows in a way that stakeholders can quickly grasp.



Documenting the Project Through Process Maps

To demonstrate how Business Analysis skills apply in practice, I created two process maps that mirror real-world workflows within the supply chain domain.

Request for Proposal (RFP) Process – Mid-Level

End-to-End Journey Mapping

Mapped the journey from identifying the need to engage a vendor through issuing RFPs, evaluating proposals, and finalizing contracts.

Cost Threshold Impact

Showed how cost thresholds (< $100K vs. ≥ $100K) impact approval paths.

Cross-Functional Coordination

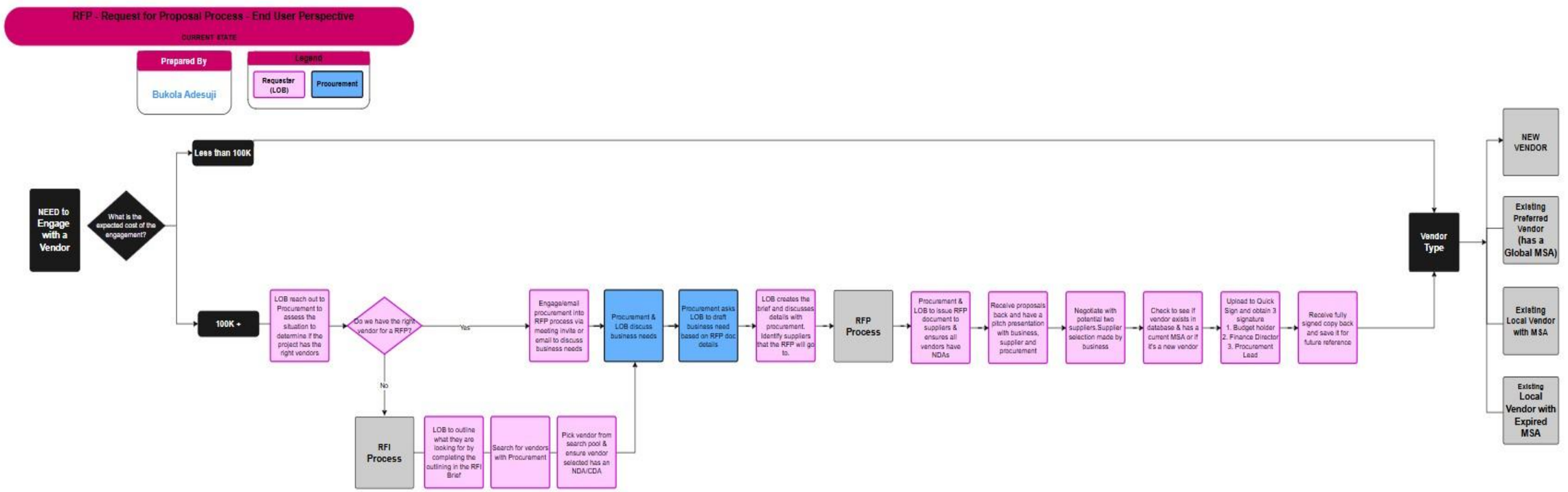
Illustrated cross-functional steps between business requesters (Line of Business/LOB) and procurement.

Vendor Compliance Requirements

Captured multiple vendor types (new, preferred, local) with distinct compliance requirements.

This map acts as both a storytelling tool and a decision-making aid, aligning stakeholders on responsibilities and providing clarity at every step. From a supply chain perspective, it ensures the right suppliers are sourced, compliance is maintained, and negotiations drive cost efficiency.

Request for Proposal (RFP) Process – Mid-Level



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Order-to-Cash (O2C) Process – High-Level

Customer Journey Mapping

Captured the journey from customer order submission to invoice completion.

Cross-Team Interactions

Showed interactions across customer service, finance, and supply chain teams.

Multiple Entry Points

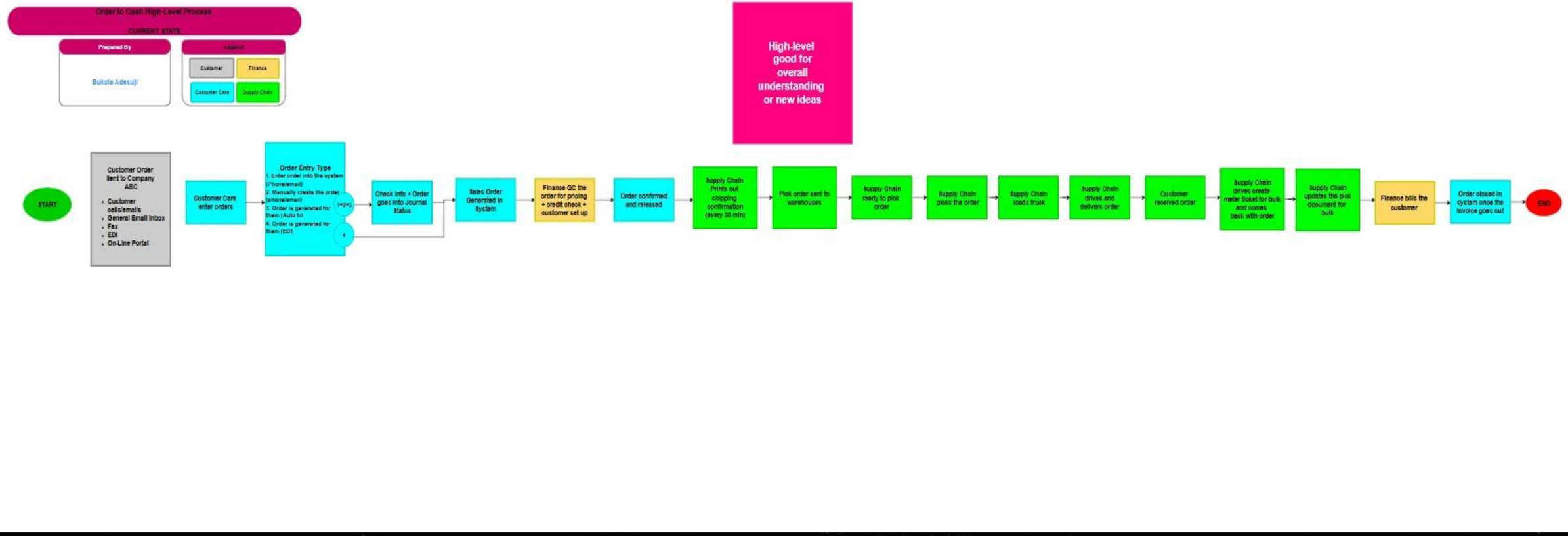
Included multiple order entry points (portal, email, EDI, fax).

Complete Order Flow

Mapped how orders flow through pricing, picking, delivery, billing, and closure.

This high-level perspective highlights the big picture of customer fulfillment, while surfacing opportunities for process improvement such as automating manual entries, integrating ERP with logistics, or tightening credit-check turnaround times.

Order-to-Cash (O2C) Process – High-Level



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Supply Chain Perspective on Both Maps

Order-to-Cash (Downstream Focus)

- Ensures operational efficiency in warehouse management and delivery.
- Provides real-time order visibility to finance and customers.
- Links customer satisfaction directly to supply chain reliability.

RFP (Upstream Focus)

- Ensures supplier reliability and qualification before customer orders are fulfilled.
- Balances cost, quality, and compliance through structured vendor evaluation.
- Reduces risk by ensuring contracts and NDAs are in place before execution.

> Together, these maps form a closed-loop view: RFP decisions impact the reliability of the O2C process, while O2C outcomes validate whether upstream sourcing strategies were successful.

Benefits for Stakeholders

Finance

Fewer disputes, better forecasting of revenue and cost.

Customers

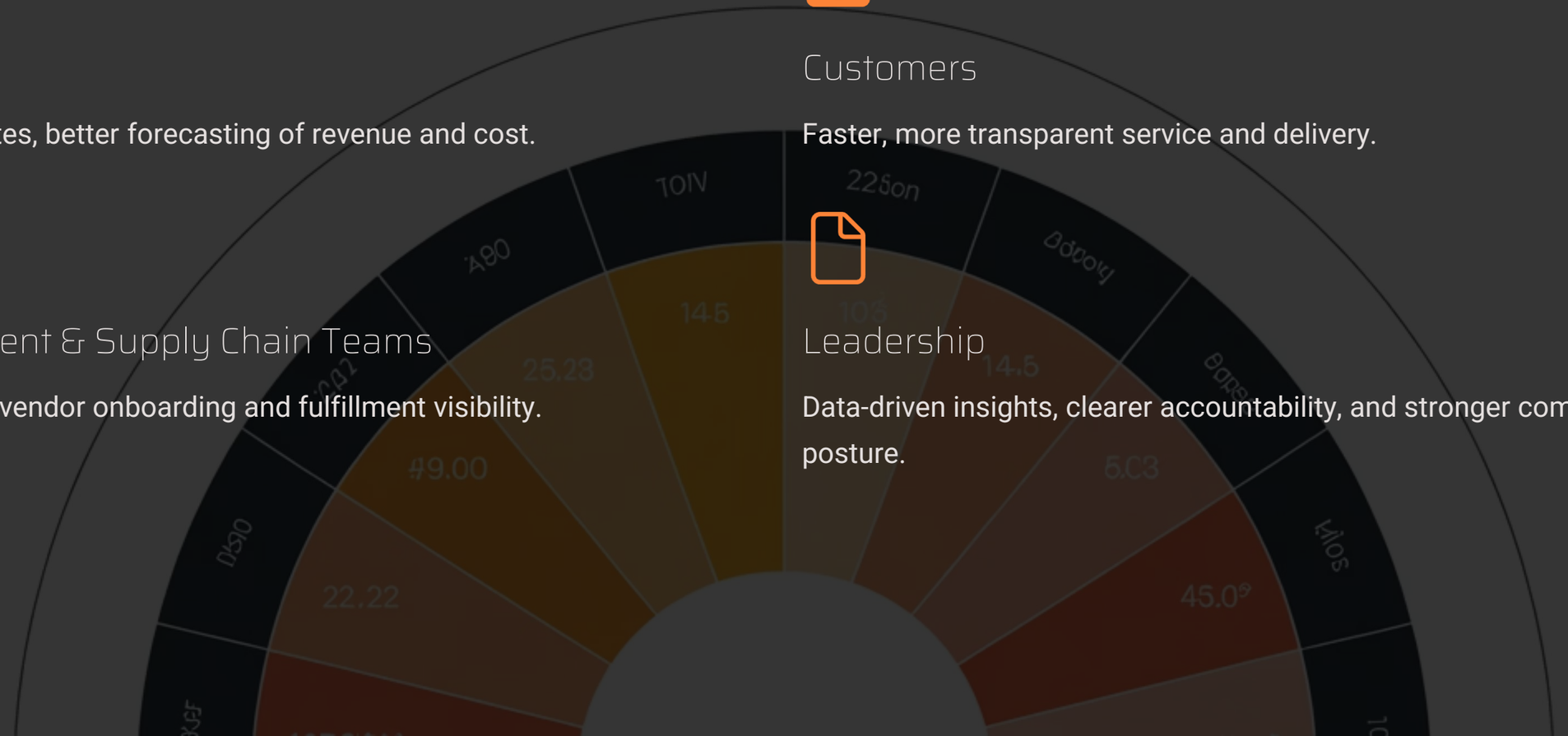
Faster, more transparent service and delivery.

Procurement & Supply Chain Teams

Streamlined vendor onboarding and fulfillment visibility.

Leadership

Data-driven insights, clearer accountability, and stronger compliance posture.



Conclusion

By combining structured mapping techniques (inspired by "How to Create a Simple Process Map (With Examples)" on YouTube) with applied Business Analysis skills, these two process maps demonstrate how supply chain excellence is achieved both upstream (vendor sourcing) and downstream (customer fulfillment).

They provide a holistic view that helps stakeholders not only understand current operations but also identify areas for transformation—from contract compliance to order delivery.