

### What is process mapping?

 process mapping is the task of defining what exactly a business does, who is responsible, and what is the standard by which the success of a business process can be judged.

http://www.appian.com/about-bpm/process-mapping-versus-process-modeling,



### Why is process mapping important?

 Onboarding new employees. Having a set of documented processes for new employees to follow can shorten training time, put less strain on other staff members, and help to ensure consistency and continuity of output.



### Why is process mapping important?

• Communicating processes to others. At times it is necessary to be able to show a process to others. The visual structure of a business process map makes it easier to understand the process without having to read (and try to comprehend) a long, narrative description.



Why is process mapping important?

• **Process improvement and re-engineering.** Once a process is documented and understood, it can be analyzed to improve efficiency.



### **Steps Involved in Business Process Mapping**

- Identify the process you want to document
- Gather information from process participants via interviews or observations
- Identify the start and end points of your process
- Break the process into distinct tasks and decision points

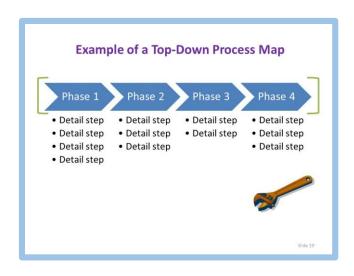


### **Basic Components of Business Process Mapping**

- Process. The overall workflow from a starting point to its successful completion.
- Tasks or Activities. Something performed by a person or a system.
- Flows. This is indicated on the process map by connecting lines and arrows.
- Events. These are triggers that cause a process to begin, end, or may redirect a process to a different path.
- Gateways. Decisions that can change the path of the process depending on conditions or events.
- Participants. Specifically naming the people or systems that perform the tasks or activities.

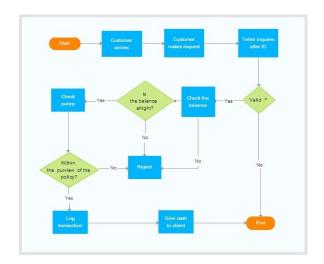


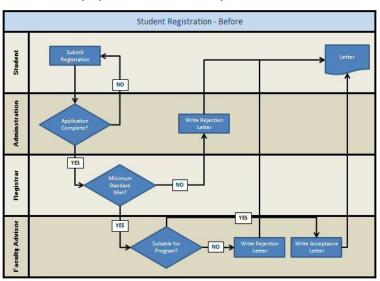
Primary Objective of Process Mapping: Visually display what happens in a process.



Top Down Flow Chart

#### Simple Process Flowchart

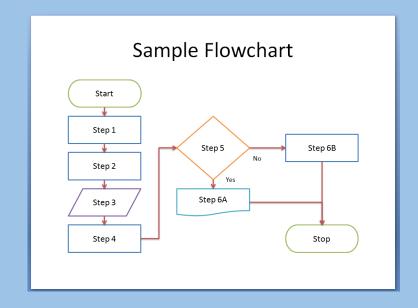


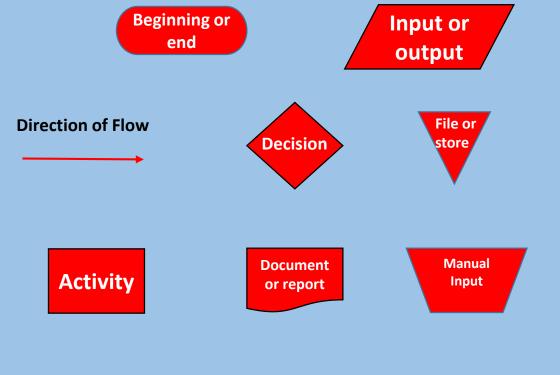


Swim Lane Flow Chart



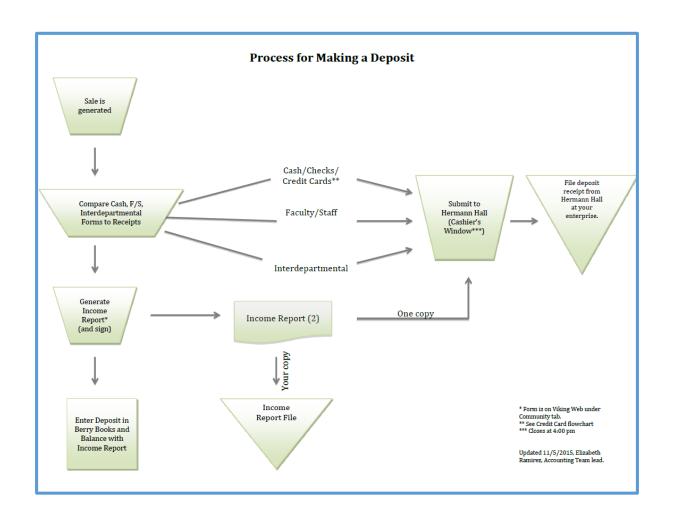
Graphic symbols represent the nature and the flow of the steps in a process:







Enterprise Process Map for making a deposit using graphic symbols:





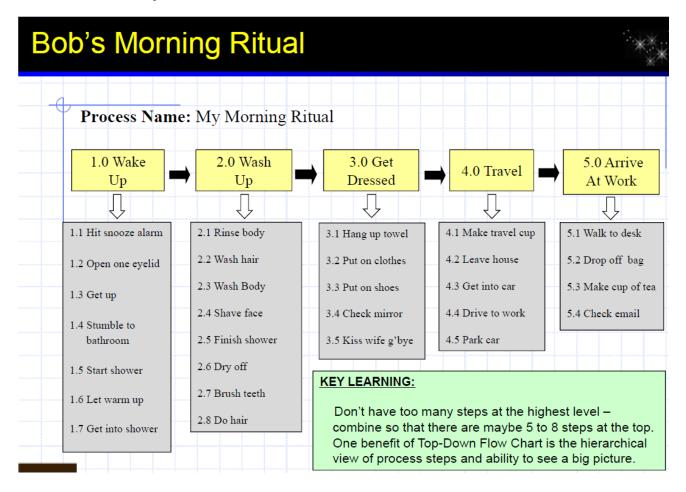
**Top Down** mapping generally does not use graphic symbols and is defined by starting and stopping points, milestones and the how to of the process.

#### Procedure:

- 1st: Define your starting and stopping points.
- 2nd: Define the milestones (the what's)
- 3rd: Complete your drill down (the how's)



#### **Example of a Top Down Process Map:**



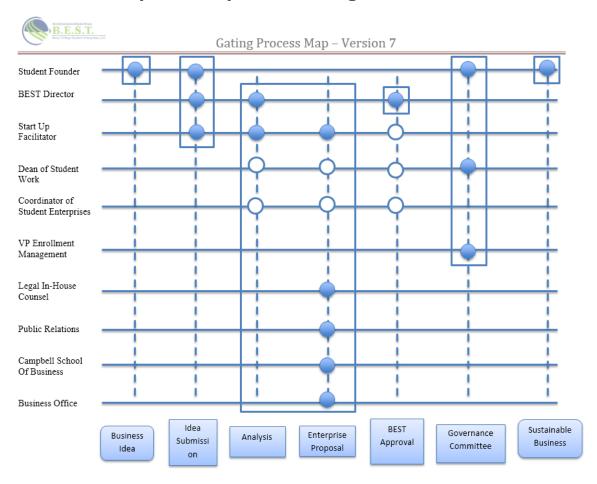


### **Top Down Mapping does not:**

- Show who does what when.
- Does not show activity processing time.
- · Does not answer what if's.



#### **Example of Swim Lane Process Map- Enterprise Gating Process**





A swim lane process map sometimes called a cross-functional diagram, is a process flowchart that provides more information on who does what than a top down. It can also be expanded to show times—when tasks are done and how long they take.

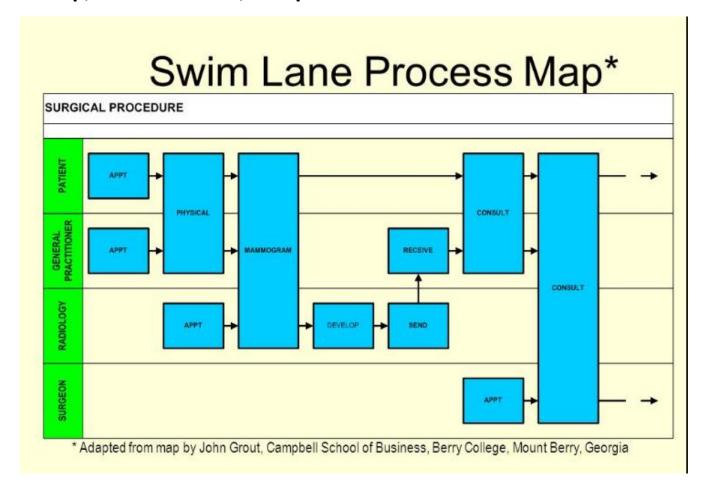


In a **Swim Lane** processes are grouped by placing them in lanes.

- 1. Lanes can be either horizontal or vertical, depending on the process flow diagram.
- 2. Each lane is allocated to an actor or group of actors.
- 3. Process steps which are performed by one an actor or group are drawn in that person's lane.
- 4. Arrows provide directions for hand off from lane to lane.



**Example of Swim Lane Map, Dr. John Grout, Campbell School of Business** 





### **Swim lane maps** take more time to develop.

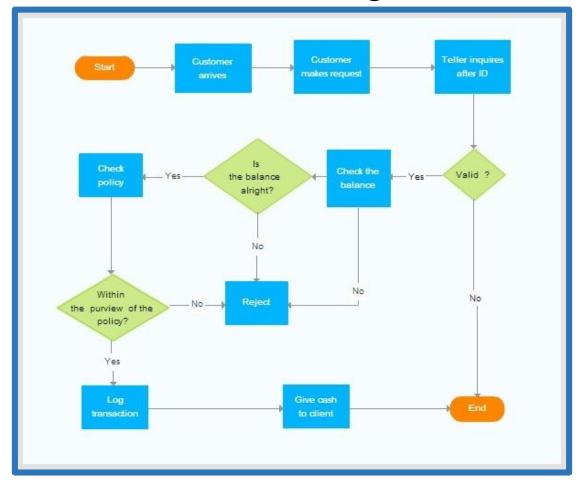
- Help identify time traps—which processes take the longest—as well as capacity constraints, or which resources get bogged down because of work.
- Ideally, after identifying the current process, teams should try to map out a better process, based on the information provided in the diagram.



- A simple process flowchart is probably the most versatile of the commonly used flowchart types and can be applied to virtually anything.
- A simple process flowchart shows inputs, activities, decisions and outputs of a process, partial process, or even a single process step.
  These are shown in a successive manner without denoting all the different functions within the concerned process.



**Example of a Simple Process Flowchart: Cashing a Check** 





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