

Attributes

Provides step-by-step outline of activities to complete a process or task

Built by process owners and users by walking through the workflow

Point of decisions are identified and outcomes are mapped

Process step owners and decision-makers are highlighted

Step or decision processing time or cost can be added

Creating the map enhances teamwork, communication and process buy-in

Application

Standardize processes and workflow

Assure each step or decision has an owner

Identify rework loops, hand-offs and bottlenecks

Identify potential waste or non-value activity

Used as a training tool, increases understanding, ownership and provides a big picture view

PROCESS MAP

A Process Map is a diagram that visually describes the flow of work.

