

PROCESS MAPPING. SIMPLIFIED.

Bringing It All Together

Here's What You Need To Do

If you've completed the first two steps, you're already well on your way. Let's keep going!

- 1 Include the name of the process, goal and objective at the top of the page.
- 2 Every process follows a flow, regardless of how formally or informally. You start with an idea, do some planning, do the work, then wrap up (in some way or another). Create four copies of the following page for each phase: initiation, planning, implementation and closure.
Based on how things are done today, brainstorm the key people that work on the process and enter them on the left column (create your own template and add more "lanes" if needed).
Go through, step by step, and write down what happens today in the "swim lane" next to the name of the person who does the work. Connect the flow of activities with arrows.
- 3 Once this is complete for each phase, look critically at what you could improve: hand off to a lower cost person, reduce the number of steps, automate in some way or add in quality checks.
- 4 Re-map the process, incorporating the improvements you have identified.
Add timeframes to the top. Keep it simple and repeatable by calling the launch date "x" and then count days before and after by indicating "x minus/plus the number of days", e.g. "x -14d".
- 5 Once it is complete, review the information with every person named and listen to any additional thoughts or comments they suggest.

When it is finalized, try it out. Tweak it! You'll soon be in your groove!

Process:

Goal:

Phase:

Objective:
