Process Mapping

Getting Started

Select a Process
- Product/Sevice Family

Select a Team
- Team Roster
- Task, Duties, Roles
- Customers, Vendors?
- Consultant (Expert, Facilitator)

Define the Process
- Hi-level SIPOC
- Boundaries
- Scope
- Define Measures

Mapping

Map Current State (as-is)
- SIPOC
- Collect Data
- Map Primary Process
- Map Secondary Processes
- Validate Map
  - Revist Gemba
  - Reach Agreement

Analyze Current State
- SCAMPER
- Chunk
- Determine Control Points

Map Future State
- Combine Steps
- Reduce Complexity
- Create Standards, Policies
- Adopt Proceed until Halted
- Develop Lead Indicators
- Create Future SIPOC

Implement

Leader Standrd Work
- Schedule Meetings, Reviews
  - Daily
  - weekly
  - Monthly
  - Quarterly
- Visualization
- Standard Work - Discipline

3 Cs
- Clarification
- Commitment
- Connection

Consider Kanban

Improve the Process
- Lessons Learned
- Keep Map Active & Visual

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