



Diagnose

Design & test

# Process Mapping

## What is it?

A **process** is a series of actions or steps taken in order to deliver a service or product to a customer.

**Process mapping** techniques are quick and simple methods that are used to show the links between actions or steps in the process.

**Process maps** are created at differing levels of detail:

- strategic 'big picture' system level maps
- an end-to-end process mapped out into current state maps
- detailed 'sub-process' or task maps.

Benefits at a glance....

A visual method of showing the relationships between the different parts of a process

Helps to identify and develop opportunities for improvement

Can be used to audit the 'customer experience' and identify value and wastes in the process

Creates a shared understanding of the 'current state' of the process and enables a co-created 'future state'

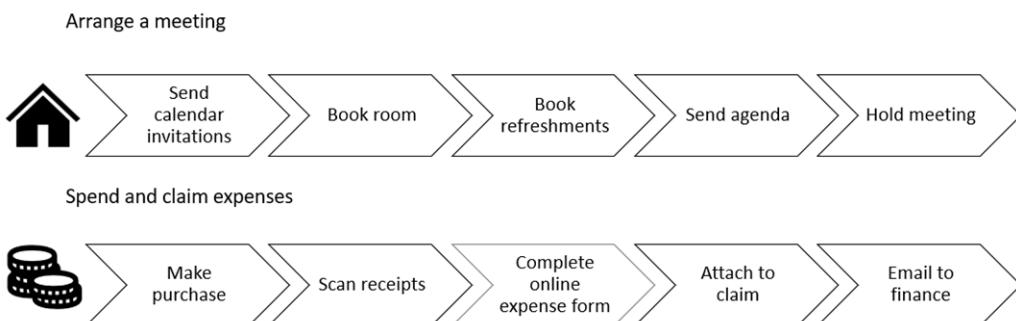


Figure 1: Two simple processes

## When to use it?

It is important to benchmark the 'current state' before looking to improve it. Whatever you *think* the process is can be very different to what it *really* is when you map each step, as illustrated in Figure 2. Physically mapping out the process can help to reveal bottlenecks and other interruptions to the flow of the process that negatively impact on the customer experience.

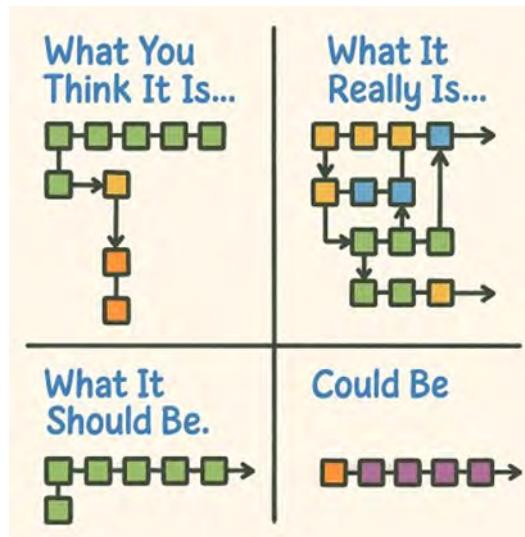


Figure 2: Process mapping from different perspectives

## How to use it?

### 1. Map the current state

To assist in mapping the 'current state' you may find it helpful to start by looking at the 'big picture'. By using SIPOC, the process is mapped out at a very high level with between 4 and 8 process steps, to determine who does what, with what and for whom.

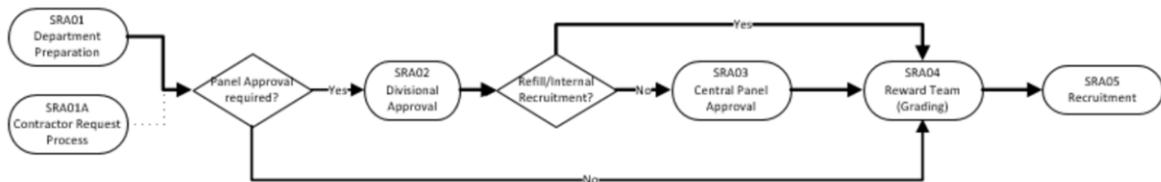


Figure 3: High level process map

Building on the SIPOC, more detailed process mapping can be used to scope an activity to understand the end-to-end process flow. This will help to ascertain what steps impact others and the impact changing one step in the process might have on the other interdependencies.

From a team perspective, 'current state' process mapping helps us to step back from what we are 'doing' and look closely at what we do. This is difficult to do when normally we are involved in the 'doing'.

### 2. Map the future state

Starting with the current state map, a variety of tools can be used to analyse the map to look for improvements, including Voice of the Customer and 8 Wastes.

The ultimate purpose of **process mapping** is to design the 'future state' and what it *should* be like in order to meet customer requirements. However, there will be constraints and interdependencies that need to be taken into consideration when co-creating what the process *could* be like in the future.



### 3. The mapping process

Whether you are mapping the current or future state, for optimal process mapping, construct your process map by involving the people who have hands-on experience of the process and with other key stakeholders. Workshops can be a useful way of doing this.



*Figure 4: Process mapping workshop*

- Show **WHAT** is being done and not **HOW**.
- Constructing a ‘swim lane’ process map, with a row for each team/role, can help to visualise interactions between departments and help everyone to see how they fit into the ‘bigger picture’.



*Figure 5: Process mapping exercise*

- Capturing the outputs in Visio or Miro (or other mapping tool) then enables the processes to be reviewed by everyone involved and updated to ensure they are correct for your particular purpose

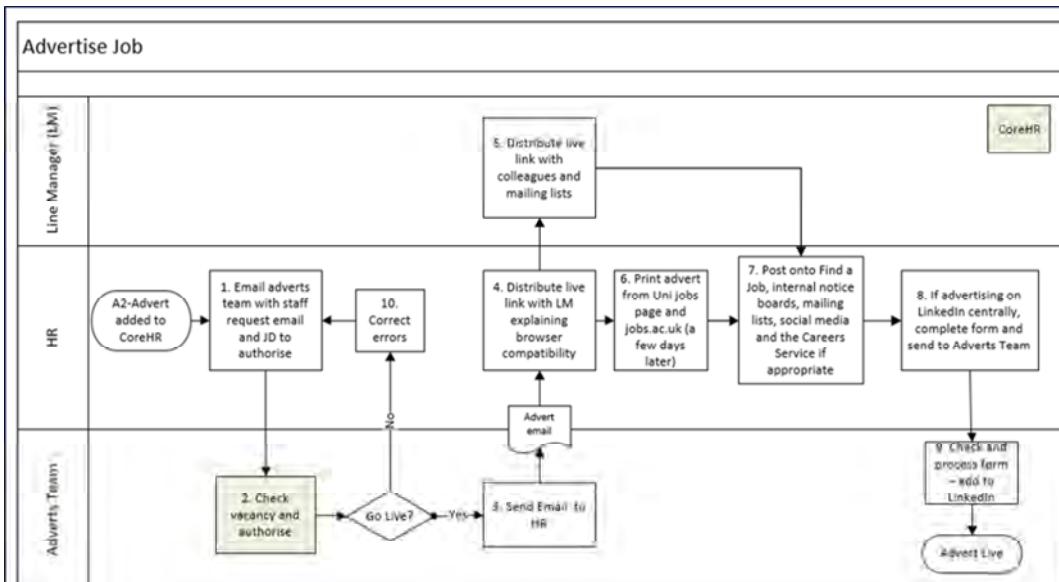


Figure 6: an example of a process map

Shared experience of what works well can help us to map out the ‘future state’ of what a process *could* be as, between us, we can look at how we can achieve consistency and agree upon how and what to standardise as Standard Work. This is particularly important when University departments have been doing similar things in very different ways.

You may find it helpful to take the issues identified when mapping the ‘current state’ and use the Creative Problem Solving (CPS) tools to help identify potential solutions.

Using the Plan-Do-Check-Act (PDCA) cycle, you can implement small-scale solutions by trialling changes in your process and checking to see if you can verify that you’ve improved the process before rolling changes out more widely. This is an iterative process which is at the heart of the continuous improvement.

## Also useful

It can be useful to use other Focus continuous improvement tools when mapping out the current state:

- don’t forget to use **SIPiOC** to determine the high-level process, who does what, with what and for whom
- capture the **Voice of the Customer (VOC)** to understand the real customer experience throughout a process and to discover, through their own words, the value they get from the process
- use **Go See**, where feasible, to have the best indication of what really happens as opposed to what we think should happen.

## Additional resources

Bicheno, J (2012). The Service Systems Toolbox. PICSIE Books. ISBN 978-0-9568307-0-8



*"If you can't describe what you are doing as a process,  
you don't know what you are doing"*

*WE Deming, Continuous Improvement pioneer*