Process Map Symbols:

**Process Maps can be used to identify improvement opportunities by:**

**Examining your process map and asking:**

* Are there unnecessary steps?
* Where can you remove a step?
* Where are the “pain points”
* Can steps be combined?
* Done in different order?
* Done elsewhere?
* Done by someone else more effectively / efficiently?
* Done in parallel instead of sequentially?

**Looking at the handoffs for opportunities to:**

* Reduce Bottlenecks
* Reduce Delays
* Remove Duplication and/or unnecessary steps
* Link steps to remove gaps in flow

**Looking at how the work gets done to:**

* Eliminate rework
* Standardize practice to reduce variation in practice
* Improve steps that are prone to error