

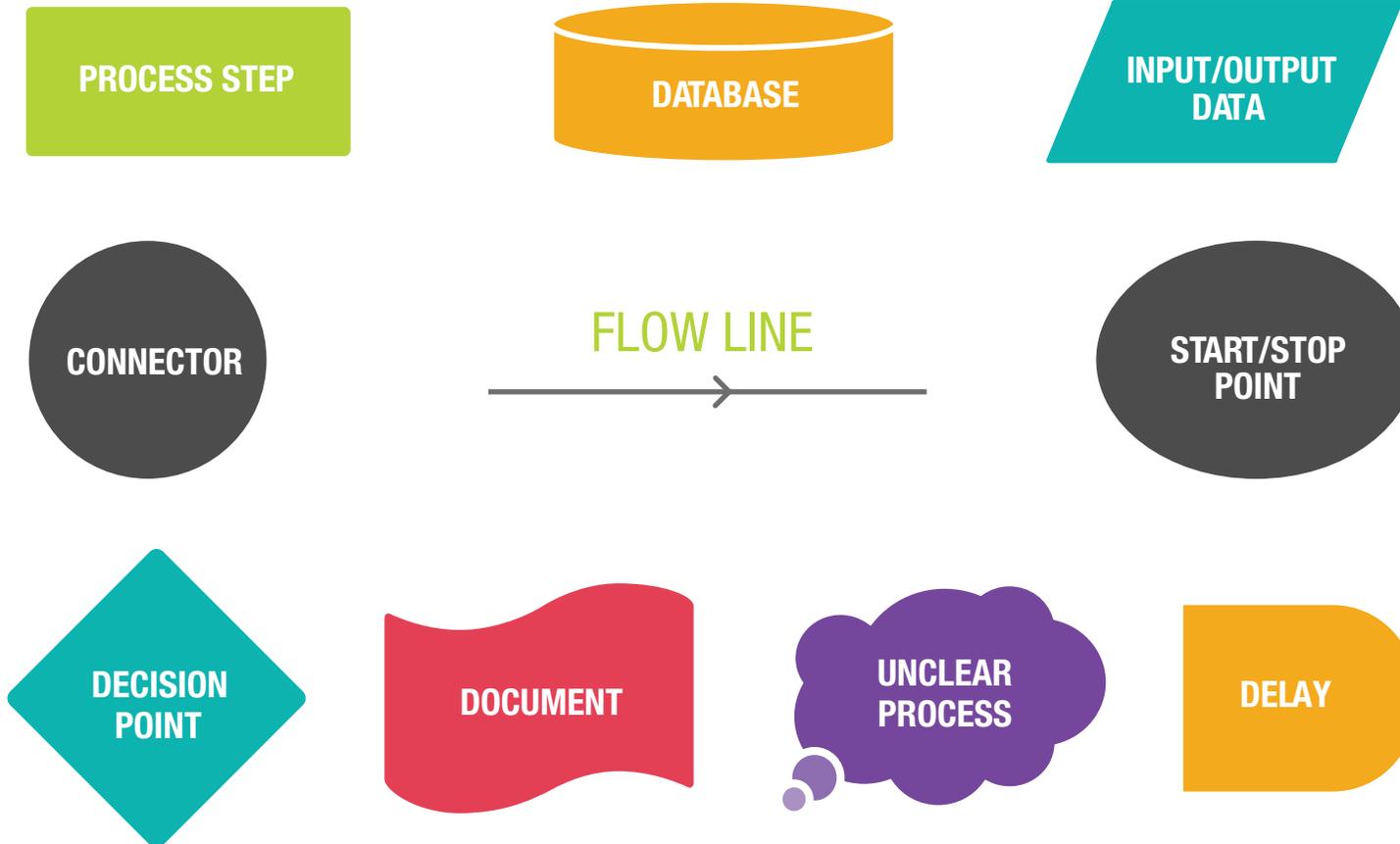
# PROCESS MAP

Process Maps use a standardized set of symbols to represent different aspects of the process. Here are some of the most common:



QI TOOLS + RESOURCES

TEMPLATE





# HOW TO MAKE A PROCESS MAP

**STEP ONE:** Involve those closest to the process you are trying to improve or determine a way to solicit their input.

**STEP TWO:** Determine the boundaries or frame of the process (e.g. *Where does it start and stop and what level of detail do you need?*).

**STEP THREE:** Determine the high-level steps in the process from beginning to end.

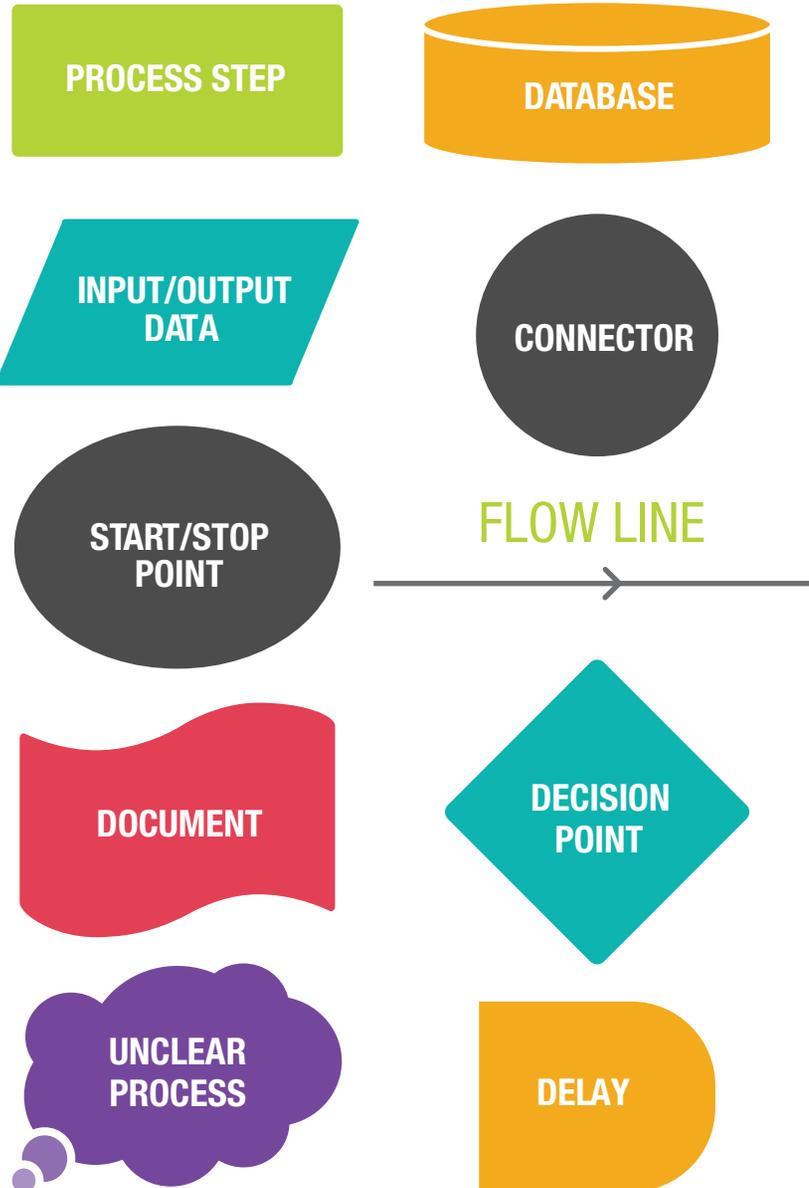
**STEP FOUR:** Sequence the steps by arranging them in the order they are carried out. Using sticky notes makes it easy to move the steps around!

**STEP FIVE:** Brainstorm a list of all the activities and decision points under each of the high-level steps.

**STEP SIX:** Draw your Process Map using the appropriate symbols. Here it will be important to include enough detail so that anyone within your organization can read and understand your Process Map.

**STEP SEVEN:** Test your Process Map for completeness. Be sure to check that all of the steps in the process are clearly identified, all feedback loops are closed and all the steps lead to an end point.

**STEP EIGHT:** Finalize your Process Map by gathering input from colleagues, clients and key stakeholders. If possible, post your Process Map in a common area and encourage others to write their comments on it.



QI TOOLS + RESOURCES

TEMPLATE