

Process Mapping

Mini Training Session



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Process Mapping Mini Training

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Welcome!

Training Objectives

- Learn a tool that can be used right away for individual or team process improvement

Class Overview

- Introductions
- Hands-on practice the process mapping tool that can be used right away in your work!

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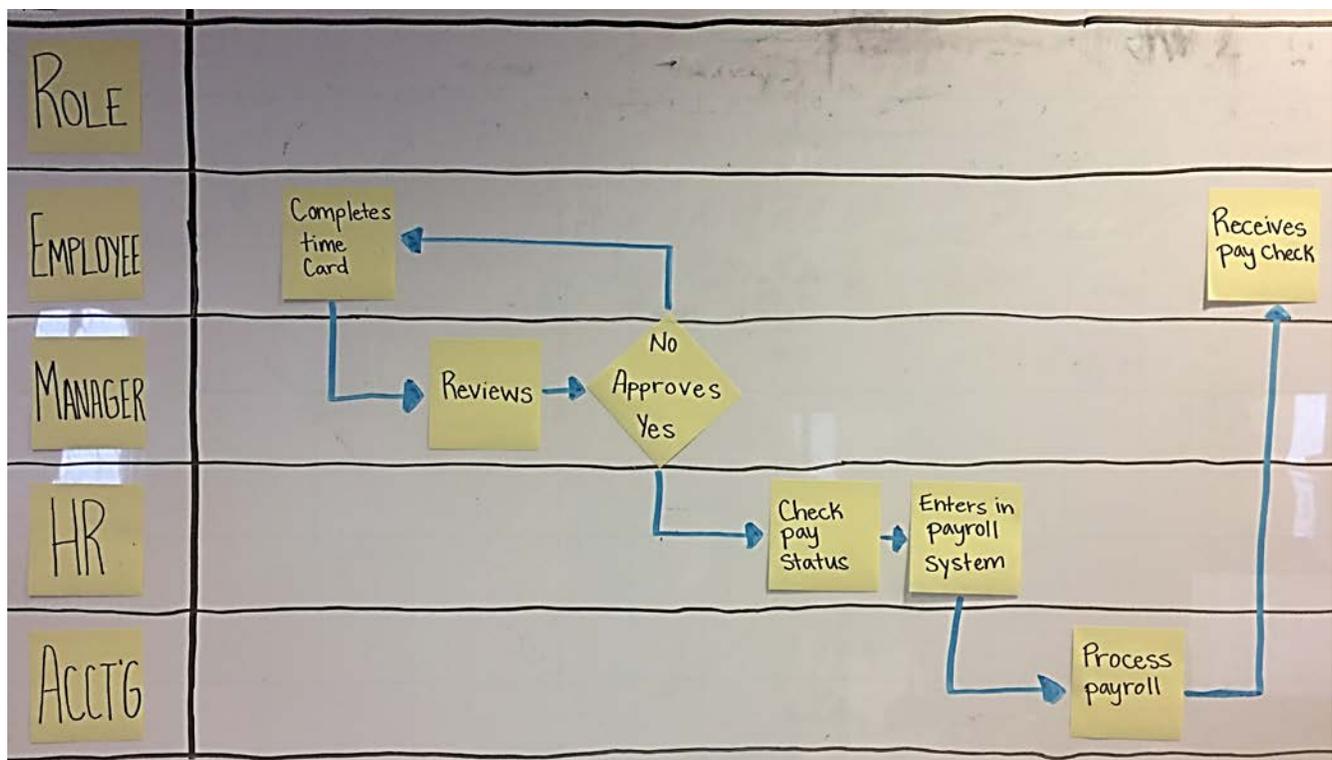
Tool: Process Mapping

Process mapping is a tool that allows you to create a visual representation of a process. It displays the tasks and people/areas involved in a process.

Benefits of creating a process map:

- Visually displays how a current process is happening
- Displays the flow of a work process (helpful when explaining a process to a new employee)
- Identifies how many people/areas are a part of a single process
- Helps to identify where there are unnecessary steps, rework, or confusion in a process.

Here is an example of a workplace process (processing payroll):



For this example, the process begins with an employee completing their time card. The next task is for their manager to review their timecard and make a decision to either approve it or not. If not approved, it would go back to the employee to update as needed. If approved, the next task is for human resources to check their pay status and then enter it into their payroll system. Next, the accounting area would process their payroll, and end with the employee getting paid.

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What is your process?

Brainstorm: What is your current process for going grocery shopping?

As a team, use the following steps to construct a process map:

1. Define the process boundaries. Identify where the process starts and stops.
2. Determine what roles (people/department/area) are part of the process. Write each of them down on individual post-it notes (its fine to add more as you come across them).
3. Draw a column on the left side of the sheet, with a label of “role” at the top. Place each of the roles in that column.
4. Separate each role with their own row (lane). The actions taken by each role will be placed within their specific lane.
5. What is the first step? Write it down on its own post-it note, and place in the appropriate lane.
6. For the process, go through the sequence of steps (giving them each their own post-it) from start to ending point. Place the step in the appropriate role’s lane, moving from left to right across your page. If any additional roles gets added to the process, write them down and give them their own lane.
7. Wait to draw arrows until all pieces have been written down and placed accordingly.
8. If you come to a point where a decision needs to be made, create a post-it with a “yes” and a “no” and place in the role’s lane of who would make the decision. Display with arrows, what the decision would lead to (refer to photo above for example).
9. Study the flow chart. Ask yourself: is there a step or person missing? Are there redundant or confusing activities? Is every step necessary? Is rework happening? If a person didn’t know anything about the process, would they be able to pick up your process map and understand what is happening and why?

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Process Mapping Reflection

What current process do you have at work that could benefit from being mapped?

What positive and negative outcomes could come about from doing a process map?

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Additional information on CI methodologies:

Lean

- <http://www.lean.org>
- <http://theleanstartup.com/principles>
- <https://deming.org/management-system/pdsacycle>

Six Sigma

- <https://www.isixsigma.com/>
- <https://www.isixsigma.com/dictionary/dmaic>

Design Thinking

- <http://dschool.stanford.edu>
- <https://www.interaction-design.org/literature/article/5-stages-in-the-design-thinking-process>
- <http://ideo.org>

For More Continuous Improvement Training, Resources, and Newsletter:

- CI Homepage:
<http://mn.gov/admin/government/continuous-improvement/>
- Additional Resources:
<http://mn.gov/admin/continuous-improvement/resources/>
- Additional Training Available:
<http://mn.gov/admin/continuous-improvement/skills-development/>
- Sign-up for our CI Newsletter:
<http://mn.gov/admin/continuous-improvement/resources/newsletter/>

We offer three standard courses: Introduction to CI, Problem Solving, and Process Improvement Measurement. Our training programs equip Minnesota's state government workforce with the tools of continuous improvement. Courses are offered for public sector employees only and are **free** of charge. Sign-up through the Employee Self-Service website.

For state agencies, we also offer direct CI training to your project teams and work units. Contact us at ci@state.mn.us for details!