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| Project: | |
| Conducted by: | Date: |

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| 1. What process state is required to be mapped? | |
|  | The ‘As-Is’ process or current state. |
|  | The ‘Should-Be’ process or future state. |
|  | Both. |

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| 2. What process mapping technique is the most appropriate for the situation or project? | |
|  | Basic process mapping (only boxes and arrows). |
|  | Flowcharts (include decision points). |
|  | Computer science flowcharts (difficult for normal people to understand). |

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| 3. What other information shall be added to the flowcharts? | |
|  | Responsible department. |
|  | The responsible person for each activity. |
|  | Responsible person for decisions / approvals. |
|  | The time it takes to perform each activity. |
|  | Value-added and non-value-added activities. |
|  | Performance indicators / operational definitions. |

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| 4. Is there any interest to include any of the following to the flowcharts? | |
|  | Process control and inspection points. |
|  | Measurement and data collection points. |
|  | Error proofing points. |
|  | Data storing and retrieving points. |
|  | Process inputs and outputs. |
|  | Defect and rework points. |
| 5. At what organizational level should the processes be mapped? | |
|  | Strategic / business level (core processes). |
|  | Operational level (cross-functional). |
|  | Task, activity, or procedural level. |
|  | All levels. |
|  | As required. |

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| 6. When a flowchart gets large and complicated, | |
|  | Keep it in one page without using connectors. |
|  | Keep it in one page and use connectors to represent converging paths. |
|  | Use multiple pages and use connectors to indicate linking to other pages. |

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| 7. Where in the documentation or procedure manual should the flowcharts be located? | |
|  | Within the relevant procedure or at the end of the procedure. |
|  | In the appendix at the end of the documentation or manual. |

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| 8. Which drawing software or online application will be used to create the flowcharts? | | |
|  | Microsoft Visio. | |
|  | Microsoft PowerPoint. | |
|  | Other software or online application. |  |

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| 9. Do you have ready-made template or certain template design requirements? | |
|  | Yes. |
|  | No. |

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| 10. Are there any specific documentation standards that we need to adhere to? | |
|  | Yes. |
|  | No. |