

Process Mapping

Definition:

- Process mapping is a graphical representation of the process.
- They are simple ways of making sense of what happens or must happen in a process.

Uses:

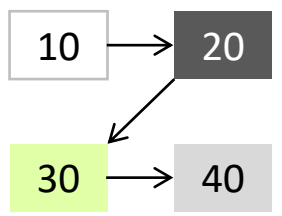
- Provides a mechanism for analyzing and studying processes.

Benefits:

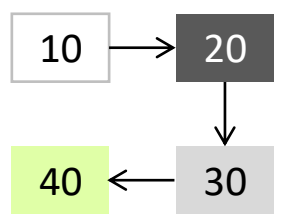
- Brings clarity to complex processes in order to simplify and optimize them.
- By understanding and controlling the inputs, it is possible to make processes more capable, thus more predictable.
- Provides inputs to other continuous improvement tools such as cause and effect analysis and FMEA.
- Serves as a mean to communicate and document business processes.

Three Perspectives:

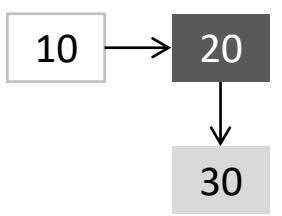
What you think the process is.



What the process really is.



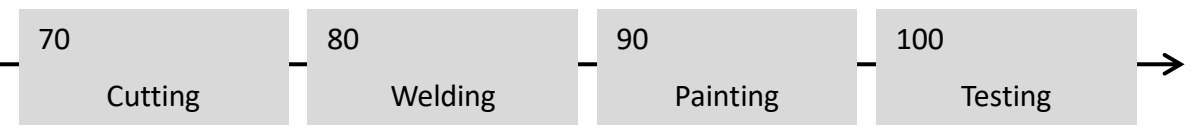
What the process should be.



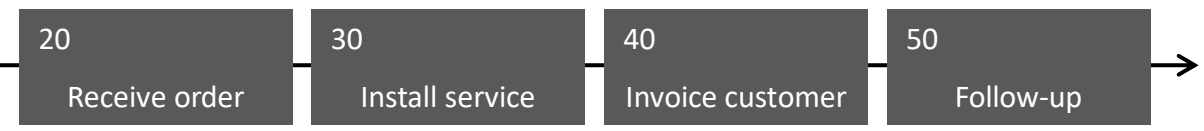
Process maps are used to map existing processes as well as to design new processes.

Types:

Production processes, involve the flow of materials in the production field. They include activities like machining, assembly and packaging.



Transactional processes, involve the flow of information, humans, objects, tools and money in the service field as well as in the transactional environment of the production field.



Different Techniques:

1. Simple drawing maps.
2. SIPOC maps.
3. Flowcharts.
4. Opportunity maps.
5. Flow process charts.
6. Process charts.
7. Value stream maps.
8. Flow diagrams.

Input variables are often classified into the following categories:

1. Noise factors which are uncontrollable.
2. Standard factors.
3. Design factors, the controllable factors that can be adjusted and controlled.
4. The 'never thought of before' factors.