### 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.

<table>
<thead>
<tr>
<th>Three Perspectives:</th>
<th>Different Techniques:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What you think the process is.</td>
<td>1. Simple drawing maps.</td>
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<tr>
<td>What the process really is.</td>
<td>2. SIPOC maps.</td>
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<tr>
<td>What the process should be.</td>
<td>3. Flowcharts.</td>
</tr>
</tbody>
</table>

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.

  - Cutting: 70
  - Welding: 80
  - Painting: 90
  - Testing: 100

- **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.

  - Receive order: 20
  - Install service: 30
  - Invoice customer: 40
  - Follow-up: 50

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.

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