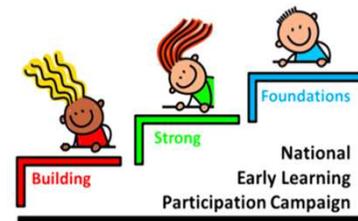


Visualizing our work

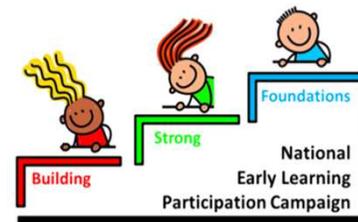
Brandon Bennett

Process Mapping



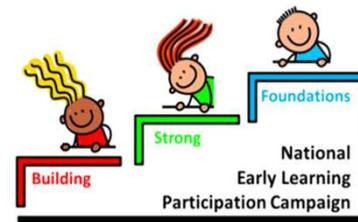
Process Mapping

- What is a process map?
- Simply put, it is a way of visualizing the step by step work in which we engage in order to generate some output



Process Map

- Related Terms/Tools
 - Flow Chart/Diagram
 - Causal Loop Diagram
 - Value Stream Analysis
 - Swim Lane diagram (Matrix/Group Flow Diagram)
 - Others?



Steps for completing a process map

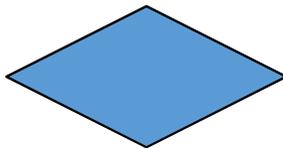
- Define boundaries
- Determine type of flow diagram
- Show steps – usually rectangles
- Use action words
- Use basic symbols (diamonds for decision points)
- Follow flow of decision points
- Note missing knowledge
- Review the diagram – ideas for change?
- Use with the Model for Improvement to test changes
- Update the diagram to reflect changes and learning



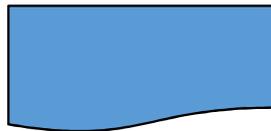
Nomenclature



A Rectangle indicates that an activity is being performed. A description is usually displayed inside the rectangle



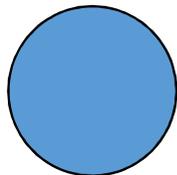
A Diamond represents a decision point in the process. Usually a question is displayed inside the decision symbol. Possible answers to that question then form exit routes from the diamond



A Document symbol represents a document that is either an input or an output of a process. A description of the document is displayed inside the symbol



A Terminal symbol identifies the “Start” or “End” of a process



A Connector Symbol is used to show a branch or extension of a flow diagram



Arrows represent the direction of flow for a process

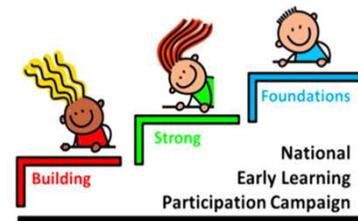
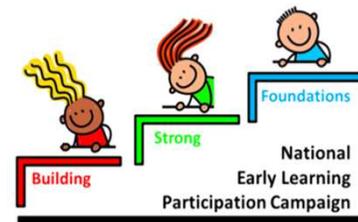
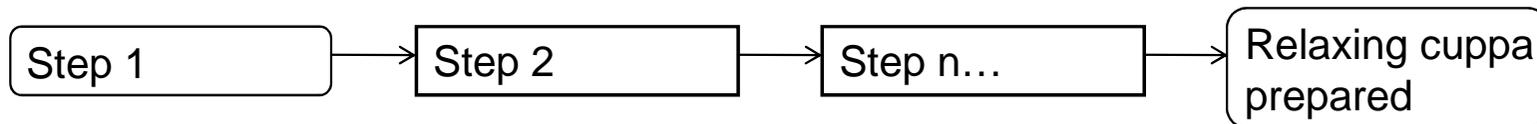


Fig 10-2, Improvement Handbook

Process Map Exercise

- At your table, let's spend the next few minutes creating a process map for making a cup of tea
- Tip: Start with the end in mind



Process Mapping Exercise

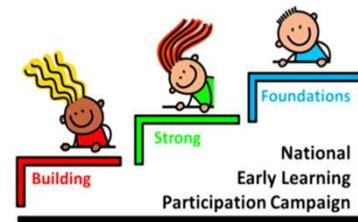
- At your table:
 - Map your process or sub-process of interest (draw the process out)
 - Enrollment
 - Inquiries
 - Acquainting a family with what to expect
 - Moving a child from part-time to full-time
 - Start with the end, what are you trying to accomplish? What is the outcome of your process?
 - Next define the beginning, where does your process begin?



Learning from your process

Return to your process map:

- Note who performs or is ultimately responsible for each step in the process
- Note how many transfers occur between individuals or of information?
- Note where each step in the process occurs (physical location)
- Note how long it takes to complete each step (# of minutes, hours or days)
- Note how long transpires between steps (# of minutes, hours or days)



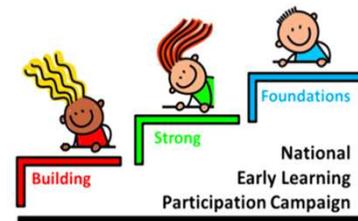
Learning from your process

- Spend a few minutes discussing what you have discovered
- Are there places where you didn't have the answer (i.e. we don't know how long a step takes?)
 - Hint: This might be a place where you would like to start collecting and analyzing some data to build your understanding
- Are there any points where things don't quite work the way you intend?
 - Hint: These might be places where a change idea could lead to improvement (you'll have to try one to find out)



What else can you learn by looking closely at your process?

- Financial Resources – What is the cost and to whom?
- How many steps are in the process?
- Examine the order of the steps in the process – are they ideally placed?
- Are there other processes that contribute to this process? Or that this process contributes too?
- What data do you have to help you understand this process?
- What data do you want to have?
-
-
-
- ?



A source of Change Ideas

- Logical thinking can be an important place to generate an understanding of our systems and of ideas that might improve it

