# BPI Process Mapping Curriculum

# Process Mapping

Creating a process map of the "as is" process provides the critical foundation for a successful business process improvement (BPI) initiative and is a key component of the "define" stage of the DMAIC process. The goal of process mapping is to capture the process you are working to improve, start to finish and everything in between in one, cohesive document.

There are three stages to process mapping: preparation, creating the map, and digital documentation of the results.

## A- Preparing for in person process mapping:

This is a great place to brainstorm or solicit answers from the team and then add anything that they miss. Brainstorming can increase engagement!

### Selecting the team:

- Inclusiveness
- Diversity of experience
- Building buy-in and change acceptance

### Selecting the Facilitator:

- Key attributes: approachable, organized, fair, etc
- Not a supervisor or manager of the team
- Using and outside resource

### Workspace and Tools:

- Dedicated space
- Sticky notes
- Pens and markers
- Flip Charts
- Whiteboard or large roll of paper
- Creature comforts: water, snacks, etc.

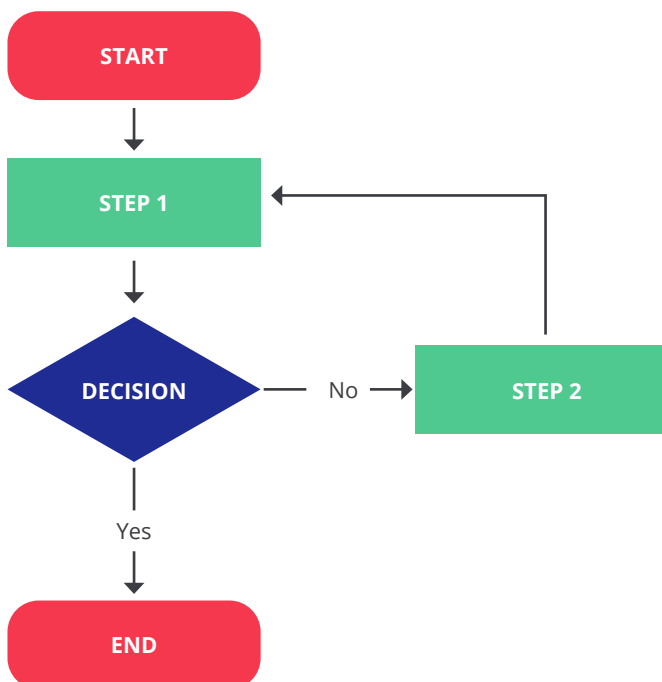### Premeeting with Process Mapping team:

- Brief overview of BPI
- BPI Project charter
- Team ground rules
- Why Process Mapping?
- Meeting schedule

## B- Building the process map:

This is a good time to review the team ground rules and to remind the team that this is not a problem-solving meeting, but a time to document "what is".

Learning by doing:  an effective way to team process mapping is to select a very simple process and use it to demonstrate the steps below:
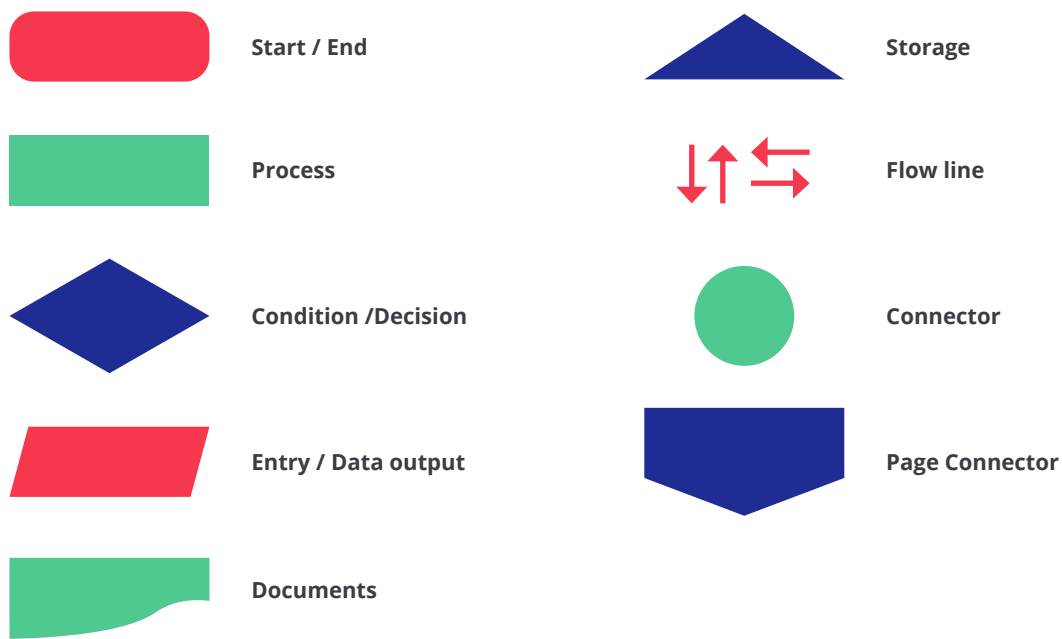
↘ **Sticky notes:** why and how to use them

↘ **First and last step first:** boundaries of the project

- What triggers the first step?
- When is the process finished?

↘ **Filling in the steps:**

- "Then what happens"
- Process flow and decision points



- Inputs and collaborating teams
- Team review and edits: team consensus on "what is"
- How to spot areas of opportunity

## C- Digital Preservation of the Map:

↘ Why preservation of the "as is" map matters

↘ How to preserve the map

↘ Creating the digital process map: tools and symbols

| | |
|---|---|
| Start / End | Storage |
| Process | Flow line |
| Condition /Decision | Connector |
| Entry / Data output | Page Connector |
| Documents | |

## D- Process Mapping in a Digital Environment:

↘ Process is the same

↘ Tools are different:  BPI Technology Tools

↘ Special considerations:

- Training and comfort with tools
- Team participation
- Meeting cadence