Process Maps

What is a Process Map?

A process map is a workflow diagramming tool. Process maps support the visual depiction of key steps and activities required to get work done. They are also known as "flowcharts."

How do Process Maps support sustainability?

Process maps support organizational sustainability and continuity of workflow by serving as training guides and references when changes in staffing occur. They allow individuals, teams, and departments to form a common understanding of the activities needed to get work done, and help clarify relationship of key processes across departmental boundaries.

How do Process Maps support continuous improvement?

Process maps support continuous improvement by allowing teams or departments to identify areas of inefficiency, redundancy, or unexpected complexity within their work. They can serve as a reference tool when examining current state vs. desired or ideal state.

How are the key steps to making a Process Map?

1. Establish boundaries by identifying the *beginning* and *ending* points
2. Determine the level of detail (ex. Airplane view vs. granular)
3. Identify the key activities
4. Identify the key people/roles in the process
5. Identify any decision points
6. Document or arrange the key activities or steps in the order they occur
7. Assign the correct flowchart symbols to each step or decision point, including directional arrow to represent workflow
8. Verify the process map (it is helpful to get feedback from those both familiar and unfamiliar with the process)
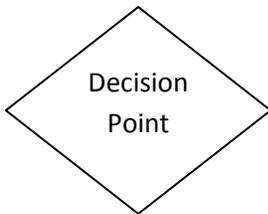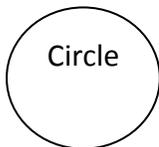
What are the key Process Map Symbols?
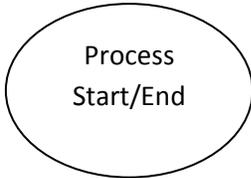
Process Start/End — Oval marks the start and end of the process

Process Step — Rectangle shows activity or task performed in the process and should only require one arrow.

Decision Point — Diamond represents a point in the process where a yes/no question is asked or a decision is made. Usually requires two arrows.

Circle — Circle represents a related or connecting process.

Arrows show direction in the flow of the process.