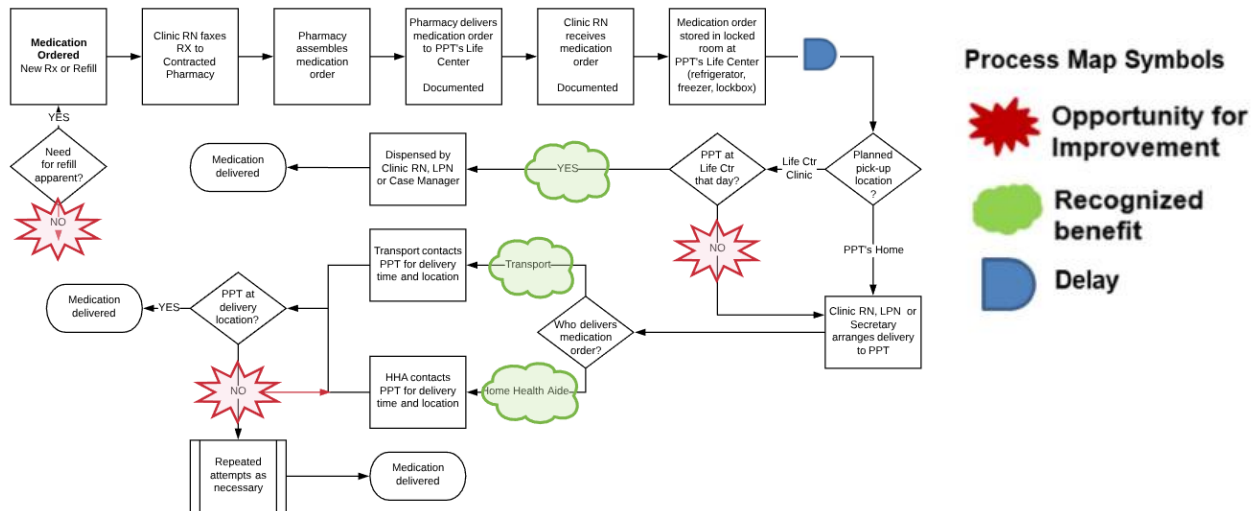


Mapping – Visualize the Process

Before mapping the current condition, you will need to review policies, talk to staff and consumers, and observe the flow of activity and information. Creating a map requires input from all those engaged in the work. We use different kinds of charts and diagrams depending on what part of the activity we want to emphasize.

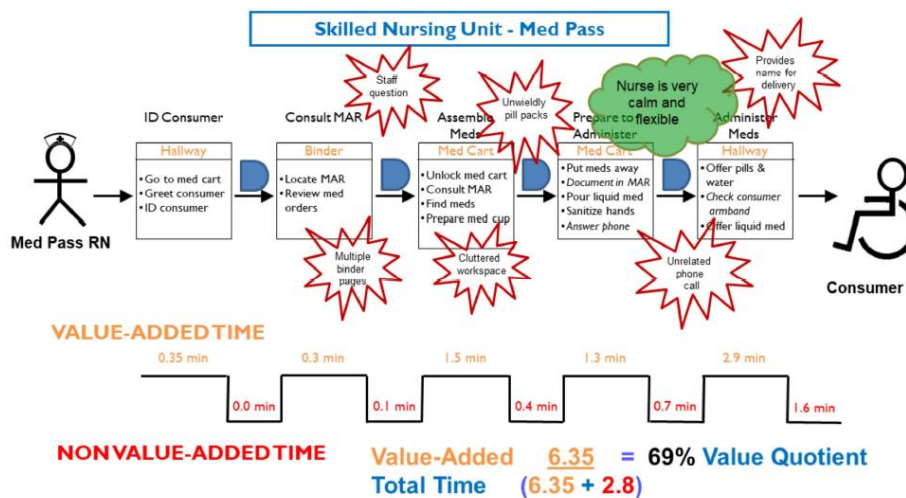
① Flow Chart-Decision Steps

This type of map shows the **sequence** of steps involved in a work process and highlights **decision points** that could change the outcome. It does not provide an easy way to show the activities involved in detail.



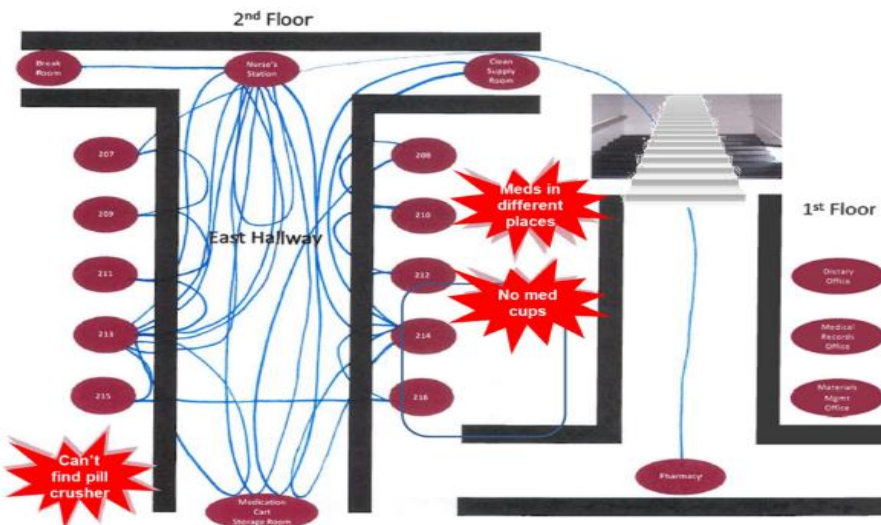
② Value Stream Map

This type of map allows more detail about the activities involved in each step. It emphasizes the **timing** and **complexity** of related tasks. We use this to examine the **value** or waste involved in an activity or process.



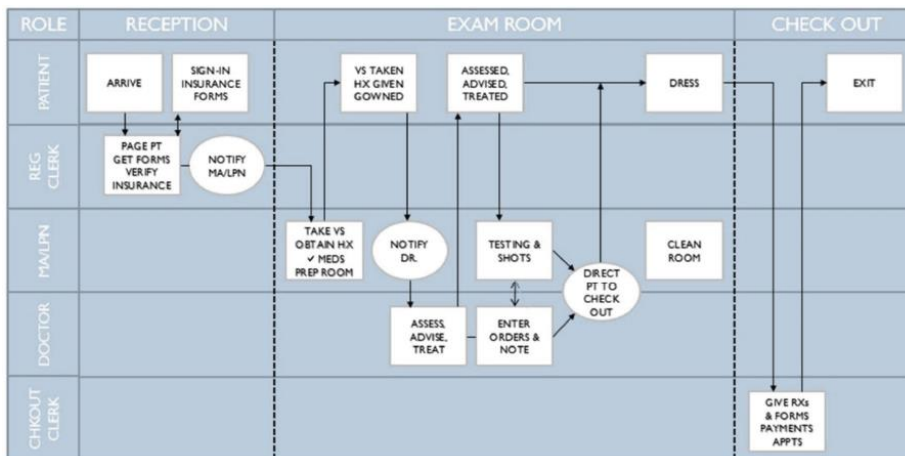
③ Spaghetti Diagram

This type of map is a way to show the **distances** and **motion** involved in an activity.



④ Swim Lane Diagram

This type of map represents **processes that parallel each other**, but may overlap. The horizontal direction represents the sequence of events in the overall process, while the vertical divisions may depict locations or different parts of the work. Arrows between the lanes represent how information or material passes between the persons or activities.



Process Mapping Benefits:

- Creates a visual document
- Unites a team in improvement
- Explores work across departments
- Generates a deeper understanding of work
- Identifies opportunities for improvement