Process Map Template: Mapping Your Workflow

Major Step A

Role
- Activity 1
- Activity 2
- Activity 3

→

Major Step B

Role
- Activity 1
- Activity 2
- Activity 3

→

Major Step C

Role
- Activity 1
- Activity 2
- Activity 3

→

Major Step D

Role
- Activity 1
- Activity 2
- Activity 3

→
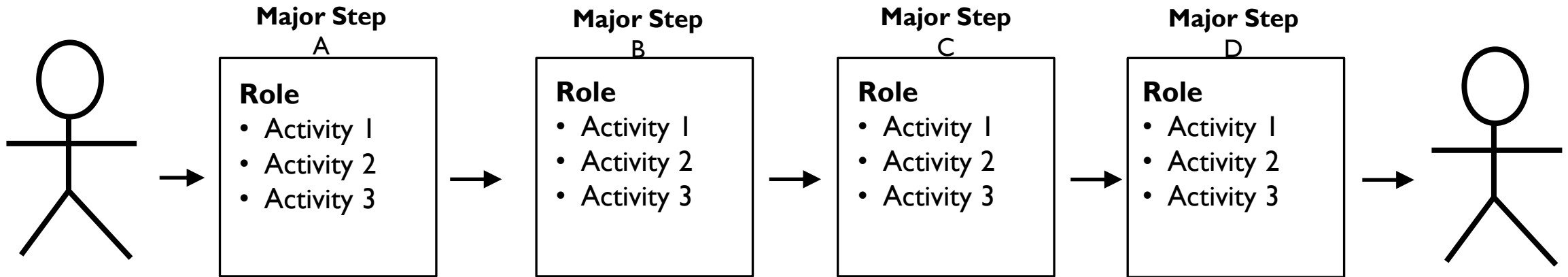
Process Map Symbols
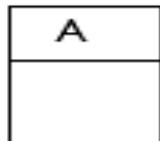
Major step in the process

Delay in the process

Recognized benefit

Opportunity for Improvement

Guiding Principles for Mapping

Rule 1: Specify each step

Rule 2: Communicate directly

Rule 3: Follow simple and direct pathways.

Rule 4: Let staff members and data drive process improvements.

What did you observe?