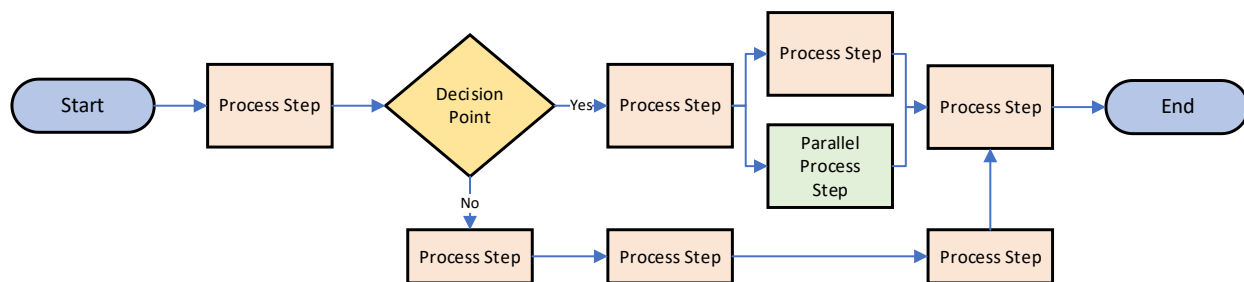# PROCESS FLOW MAP

There are many types of process maps, and a process flow map is one of them. Creating a process flow map is one of the core skills necessary for process improvement. Bringing your multidisciplinary team together to create a current state flow map is one of the most important things you will do. Once you have a clear view of what your process looks like, you can identify wasteful (non-valued added) steps and generate improvement ideas.

How to Create a Process Map

1. Tape a piece of rolled brown paper, usually about 6-7 feet long, to the wall. Have your team gather around and together define the start and end points of the process. Then fill in the process steps, decision points, and parallel processes (if applicable). Use different colored sticky notes to represent the different types of actions in the process map.
2. Ensure there is consensus among the team about how things happen. Also, be aware that you should map the way the current process **actually** occurs- not how it is supposed to occur that may be found in a document somewhere.
3. Be careful that you don't get too detailed or too broad on your process map. If the posted process step has multiple activities, then it is too broad. If it takes multiple posted notes to cover one step, then it is too detailed.
4. Process mapping can be exhausting; take breaks and encourage lots of engagement.

Tips for Creating Great Process Maps

- As a team, define the start and end point of your process. This is very important to ensure everyone is understanding the scope. Write them on the process map.
- Each process step should describe who does what, and is clear. Example: Send fax" is not sufficient. "Admin sends fax to sales" is specific and clear, but not overly lengthy.
- Decision points should always be written as a yes/no question. "Yes" always goes to the right, and "no" goes down from the process box. Example: "Is the fax received?". The "yes" answer would continue the process and the "no" answer would create additional process steps until it creates a "yes" answer.
- If a particular step happens more than one way, go with what happens "most" of the time. Use the question "what happens 80% of the time?". If the process is divided equally, then put both processes on the map.

Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba.