

# *Process Mapping*



A tool for Process  
Improvement

# Content

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- What is Process Mapping
- Discuss 2 methods
- Advantages and Disadvantages
- Capturing Supporting Information
- Traps & Issues
- Demonstration of Intranet output
- Questions

# What is Process Mapping?

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- Process (Definition)
- Production Processes
- Business Processes

# What is Process Mapping?

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- A Map is ...



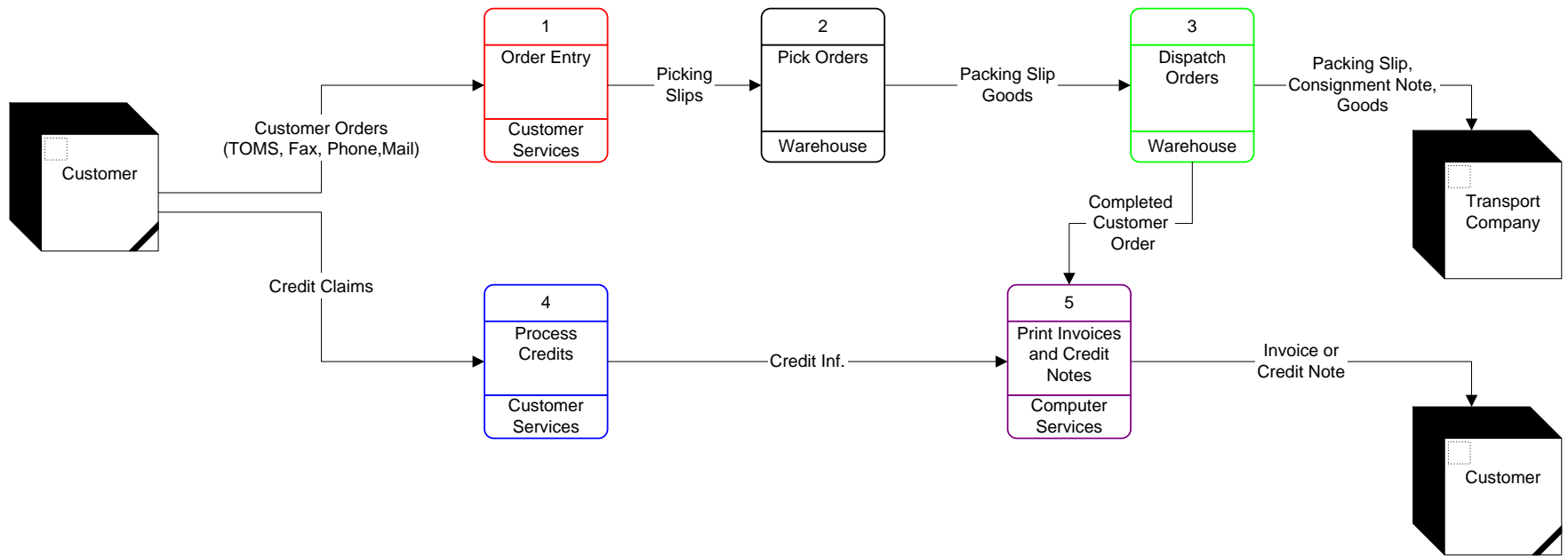
# What is Process Mapping?

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- Graphical representation of Processes in an organisation
- Block Diagram
- Flowchart
- Geographical Flowchart
- High Level and Low level maps

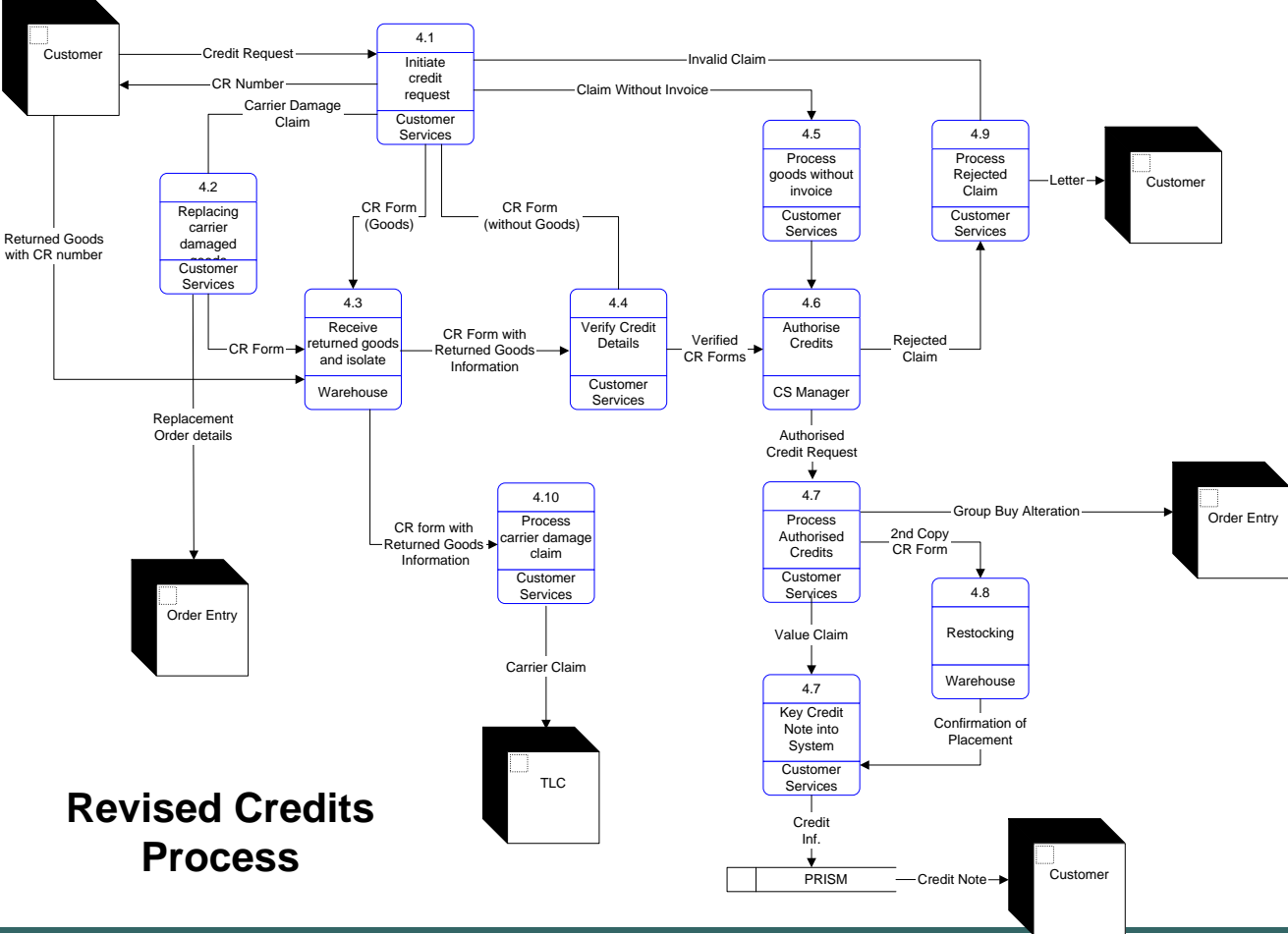
# Macro Level

## Customer Service Process



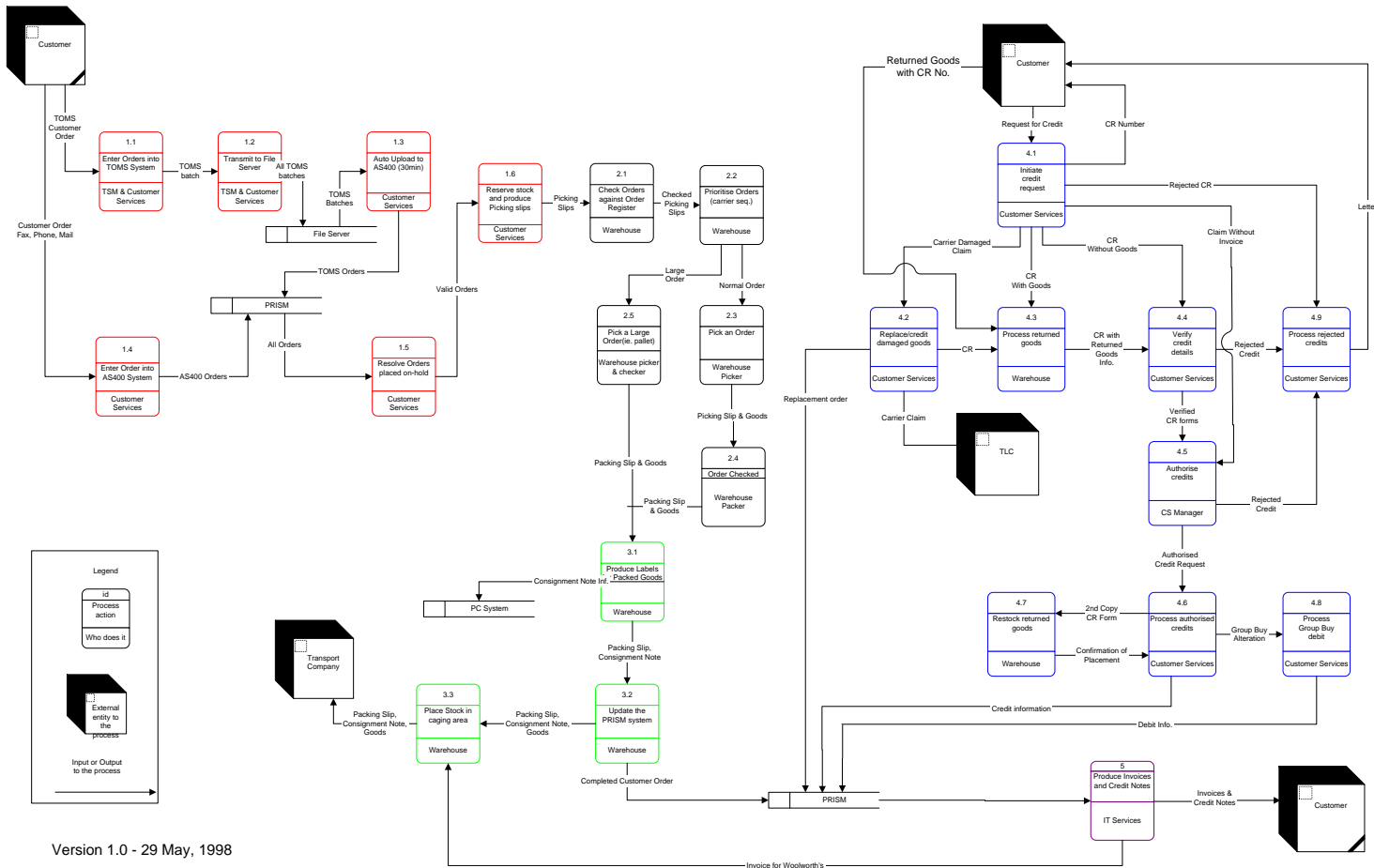
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# Micro Level



## Revised Credits Process

# Micro Level



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# Why use Process Mapping?

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- Make processes visible
- Picture is worth a 1000 words
- Good communication tool
- Easier to spot improvements

# Complex diagram

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- [Diagram was deleted due to the confidential nature of the content. ]

# Why use Process Mapping?

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- Make processes visible
- Picture is worth a 1000 words
- Good communication tool
- Easier to spot improvements
- Quick to change a process

# Looking at Process Maps

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- Swim Lane Diagrams (X-functional diagrams)
- Data Flow Diagrams

# [Show Swim lane Diag]

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- [Diagram was deleted due to the confidential nature of the content. ]

# Swim Lane Diagrams

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## ● Advantages

- Generally accepted standard
- Clearly shows the X-functional flow
- Shows a customer layer
- Can show computer system layer
- Shows decision points

## ● Disadvantages

- No inputs or outputs shown
- May look like spaghetti
- Some believe its more difficult to spot improvements

## [Show Data Flow Diag]

- [Diagram was deleted due to the confidential nature of the content. ]

# DFD Diagrams

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## ● Advantages

- Inputs and outputs are shown
- Good for getting the process right – Improving the process or designing new processes
- Shows process levels well
- Volumes & measures can be added to a dataflow
- Managers often like them

## ● Disadvantages

- Difficult to include computer systems processes
- Need to get the process levels right



# Capturing Supporting Information

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- Process Description
- Triggers, inputs, outputs
- Volumes, frequency
- Business Rules
- KPIs
- Exceptions

## 1.1 Identify Enhancement Requests

<b>Purpose</b>	To review requests logged via the Help Desk and identify and escalate any requests that require a system enhancement or development.
<b>Start triggered by</b>	Business requirement for software enhancement.
<b>Inputs required</b>	Request logged via Help Desk.
<b>Process driven by</b>	Business Analyst
<b>Other participants</b>	Software Development Manager Requesting Senior Manager Requestor
<b>Outputs</b>	Notification to Software Development Manager of escalated business enhancement request.
<b>Steps</b>	<b>Business Analyst</b> 1. Review Help Desk log within established timeframes and identify requests requiring escalation. <sup>[1]</sup> 2. Liaise with Requestor and Requesting Senior Manager as required to aid escalation decision making. 3. Notify Software Development Manager of business enhancement or development requirement. <sup>[2]</sup>

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<sup>[1]</sup> Which BA is responsible for this activity and when?  
Do any criteria need to be established as to when escalation occurs?

<sup>[2]</sup> How will the notification occur? How will the requests be tracked?

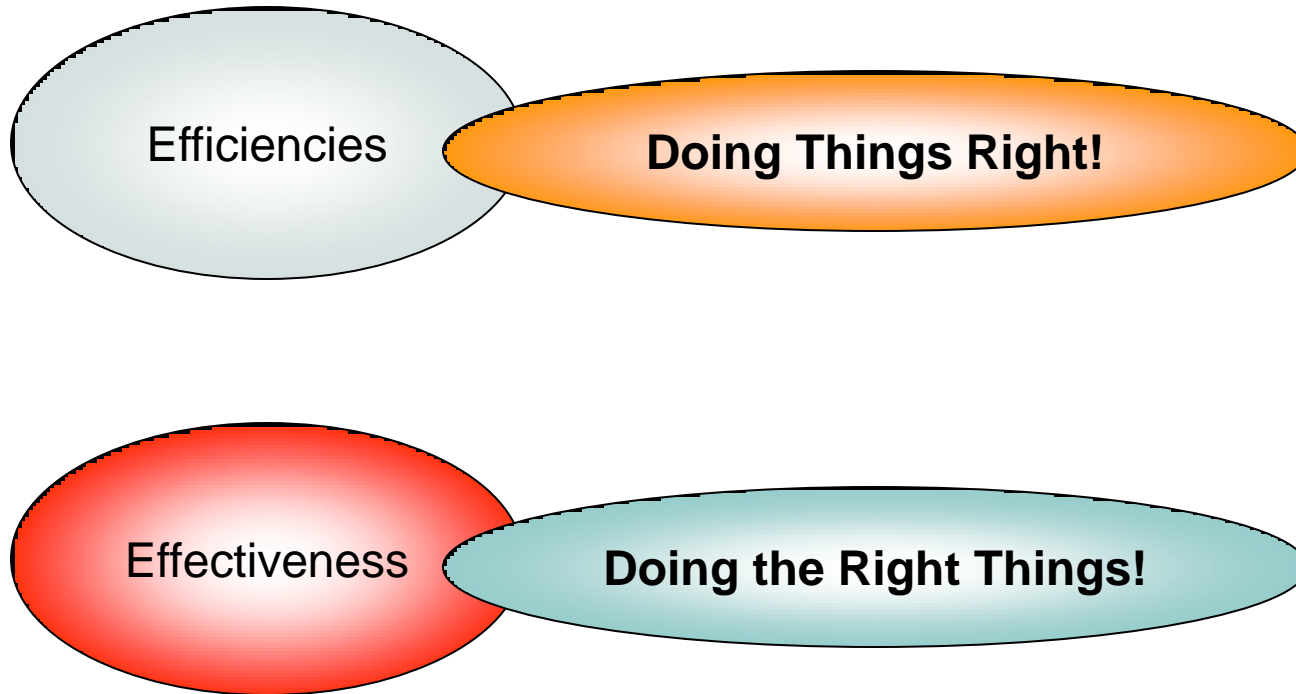
# Traps and Issues

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- Planning your Process project
- Staff & Management buy-in
- Tools, standards, methodology
- Information gathering
- “As-is” vs “To-be” processes
- Establishing diagramming levels

# Category 6 - Process Management

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# Category 5 - Human Resource Focus

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- Section 5.1 Work Systems
- Section 5.2 Employee Education, Training and Development

# Use of final Process Maps

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## ● Operational

- Training material
- Reference material
- Continuous Process Improvement

## ● Management

- Implementation of new products or services
- Restructuring or Mergers
- Insurance - loss of business knowledge

# Process Maps as Learning or Reference Resource

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- Samples from some of our Projects.
- Tools
  - Visio
  - BPWin
  - Rational Rose
  - XSol to Order
  - MSWord

# Questions?

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