

# Digitisation and Performance

An Interactive Workshop

Session 1: Introduction to Process Mapping

**velocite** ▶▶▶  
BUSINESS GROWTH + PERFORMANCE

## Session 1: Introduction to Process Mapping

Velocite ... Who We Are?

We're your 'go to' team for people who have aspirations to grow.

Start-up businesses with a vision to create a profitable legacy, or a business that's already established and wants to change and adapt, growing nationally or internationally.

Whether you're starting out, already established or it's time to 'check out' our advisors are committed to your success. Your goal is our goal.

### **Our Purpose**

Enabling the success of regional New Zealand

### **Our Values**

#### **Change the outcome**

Go beyond keeping the score and identify how I can change the outcome

#### **Learning for Life**

Achieve the success we each aspire to through a blend of self-motivated learning and team support

#### **Flexibility**

Change the way I work – with my clients, the business, the team and, environment

#### **Empower Others**

Creating opportunities that enable other to realise their potential

## What is Internal Business Process Mapping?

Business process mapping is the visual display of the steps within a business process showing how it's done from start to finish. This sort of mapping provides a concise picture of the steps needed to bring a product, service, or other process from start to completion and the sequence of steps that must take place.

The idea is to create a visual aid to easily identify the steps involved in the process, possible pain points, wastages, workarounds, and then, improvement opportunities to reduce these inefficiencies. It involves creating a process map, also referred to as a flowchart, process flowchart, or workflow diagram.

You can use process mapping to visualize any type of process, but it's common to use them for process analysis, training, integration, or process improvement. Process mapping allows any team member to be able to easily understand how to complete a given process without lengthy verbal explanations. They're useful when you need to communicate a complex process, address a recurring problem within a given process, or coordinate the responsibilities of multiple team members.

## Why Use a Process Map?

### **When to use:**

- To plan for process improvements
- To plan new projects
- To model and document a process
- To solve problems
- To help teams communicate ideas better
- To analyse and manage workflows

### **Process maps are used to:**

- Increase understanding of a process
- Analyse how a process could be improved
- Show others how a process is done
- Improve communication between individuals engaged in the same process
- Provide process documentation
- Plan projects
- Process maps can save time and simplify projects because they:

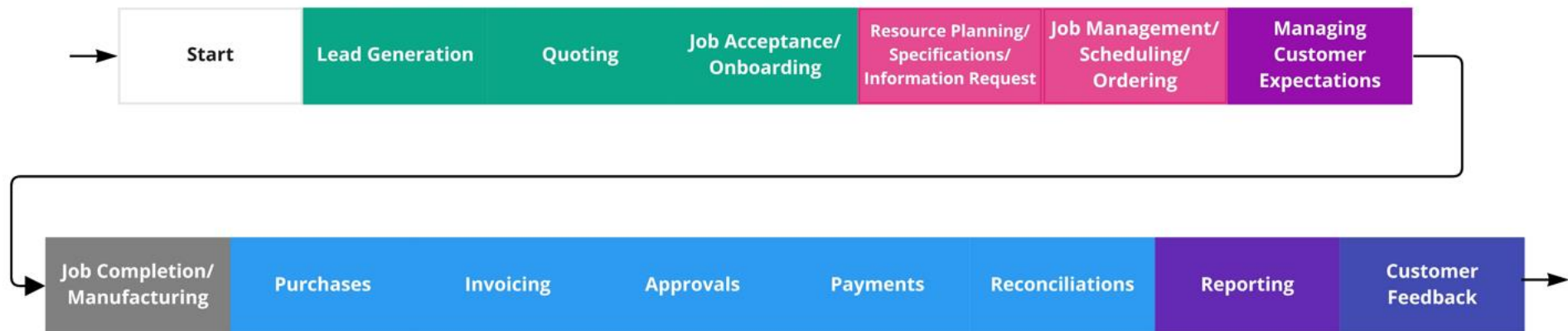
- Create and speed up the project design
- Provide effective visual communication of ideas, information and data
- Help with problem solving and decision making
- Identify problems and possible solutions
- Can be built quickly and economically
- Show processes broken down into steps and use symbols that are easy to follow
- Show detailed connections and sequences
- Show an entire process from the beginning to the end.

Process maps help you to understand the important characteristics of a process, allowing you to produce helpful data to use in problem solving. Process maps let you strategically ask important questions that help you improve any process.

## How to Complete a Process Map

Your business has numerous internal business processes that are interconnected. The simple example below shows how an organisations internal business map can be divided into specific processes.

### Internal Business Process Map



Attempting to map and analyse the end-to-end internal business processes is a daunting task. For this reason, it is important to break down your internal process into key stages, and then map these individually.

### **Step 1: Identify a problem or process to map**

1. Determine the process you'd like to map out. Is there an inefficient process that needs improvement? A new process you'd like to concisely communicate to your team. A complex process that employees often have questions about? Identify what you want to map and name it.

### **Step 2: List the activities involved**

2. Document all the tasks required to complete the process. At this stage, the order doesn't matter. Make a list of all the activities involved, as well as who is responsible for each.

*It's a good idea to collaborate with teammates and other stakeholders who will participate in the process so you can accurately account for all the steps required and determine what level of detail is needed. Also, make sure you establish where the process begins and ends so you know which tasks should be included to produce the desired result.*

### **Step 3: Write out the sequence of steps**

3. Arrange these activities in the proper sequence, until the full process is represented from beginning to end.

*This is a good place to check if there are any gaps you may have missed in the previous step.*

### **Step 4: Draw a flowchart using process mapping symbols**

4. Select the appropriate process mapping format and draw out the process, representing the steps with process mapping symbols.

*See page 8 for guidance of process mapping symbols.*

### **Step 5: Finalise and share the process map**

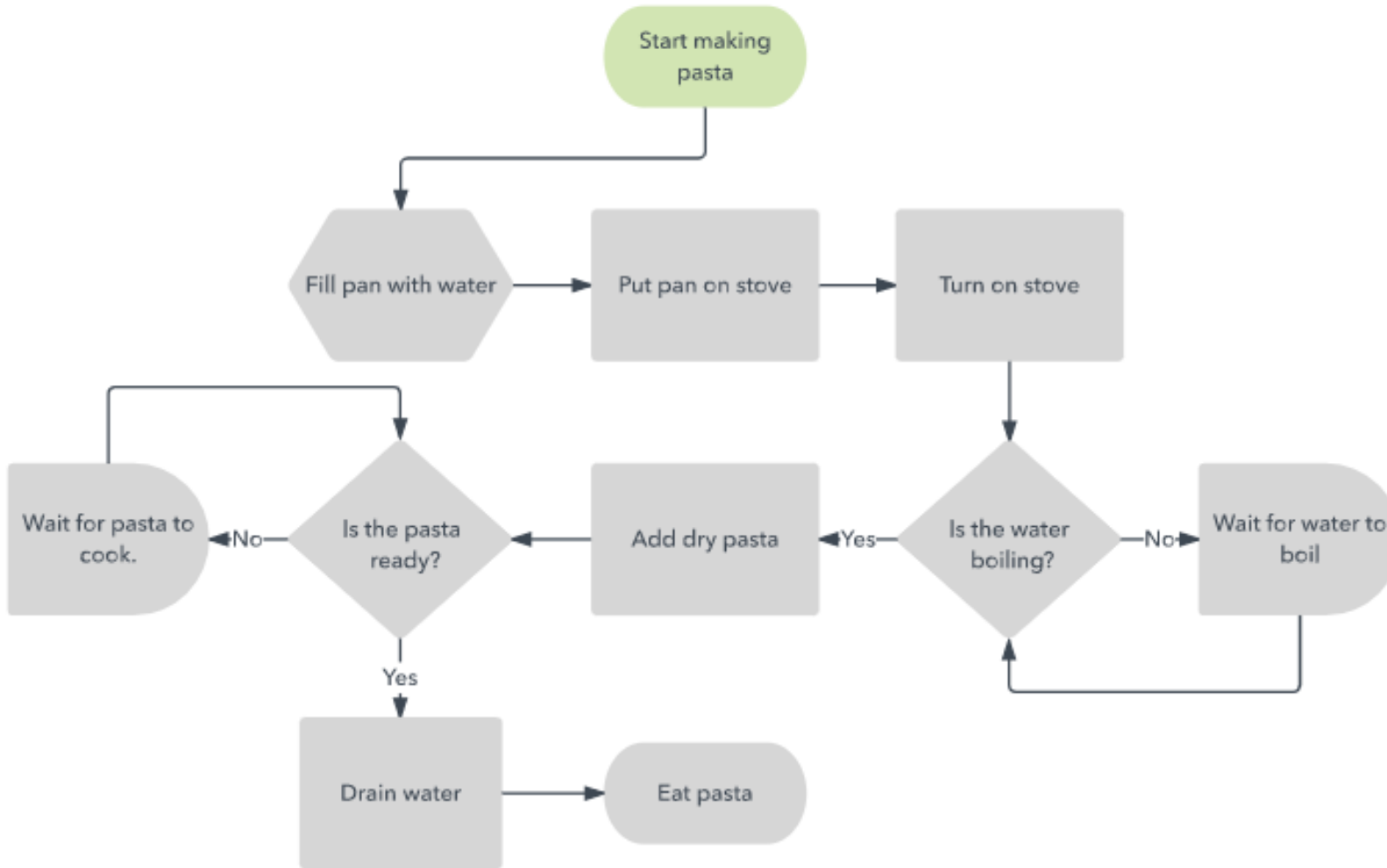
5. Once you've finished drawing your process map, review it with other stakeholders involved in the process to make sure everyone understands it and agrees with how the process is mapped. Make sure no steps have been left out and there are no redundancies or ambiguities.

### **Step 6: Analyse the map to find areas of improvement**

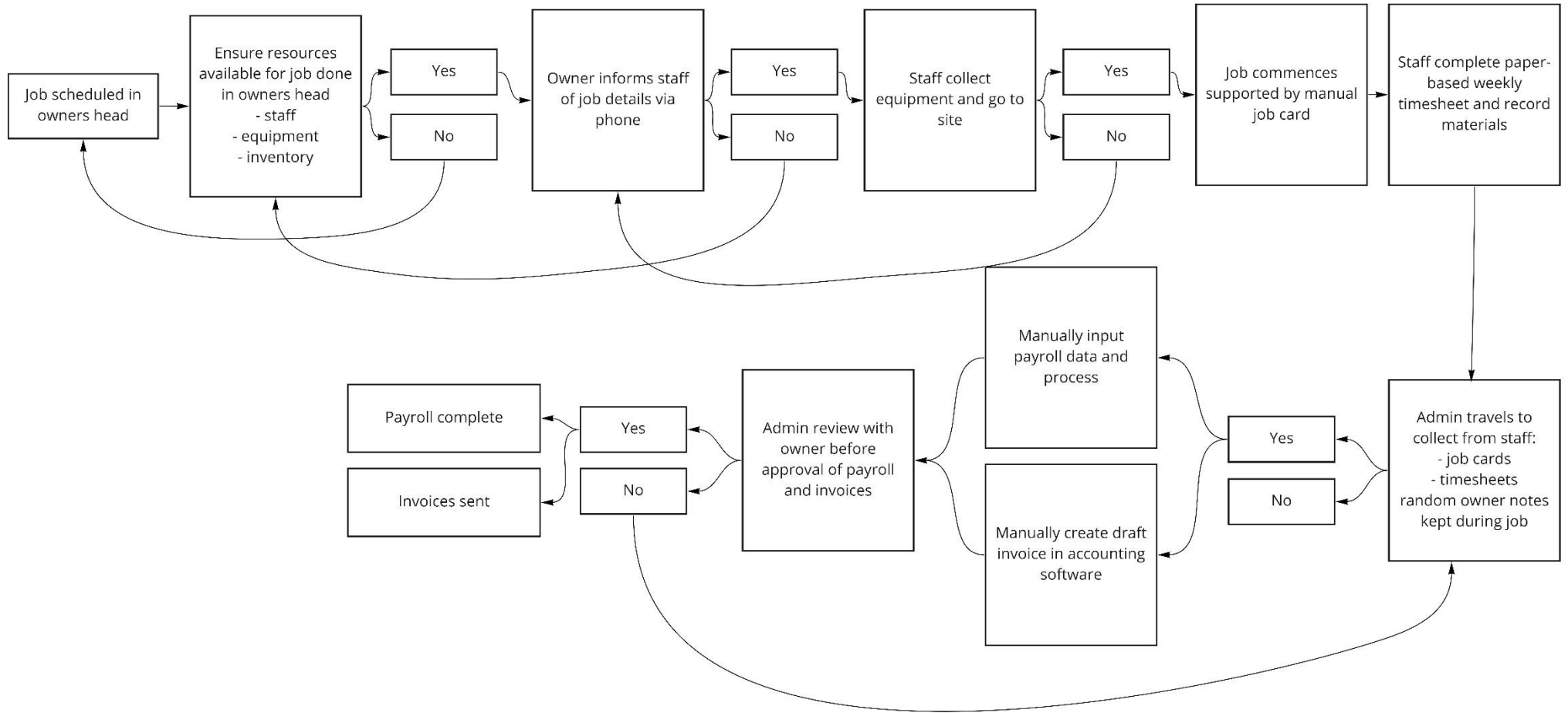
*After you establish that the process map accurately describes the process workflow, your completed process map now serves as a tool you can analyse to discover ways of improving the process.*

6. With the help of feedback from your team, identify where there are bottlenecks and inefficiencies in the process. What steps can be eliminated? Which tasks can be completed more efficiently?
7. Once you've identified these areas of improvement, take action to fix them and rework the process map to reflect the improvements.

### Example Process Map – Cooking Pasta



**Example Internal Business Process Map**

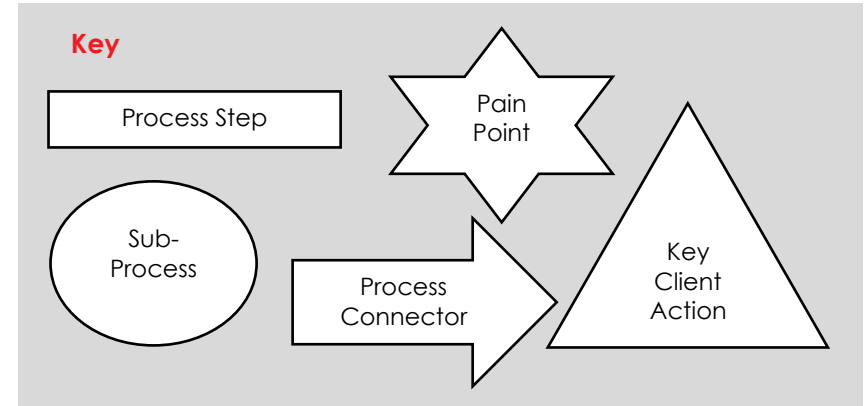




## Process Map Template

Process Mapping

**Process Name:**



## Session Two: Identifying Pain Points in the Process and Applying Root Cause Analysis

