# Mapping Your Process

## April 5, 2018, 3 pm – 4 pm

**UIC** UNIVERSITY OF ILLINOIS AT CHICAGO

UIC
Lincoln Hall
707 South Morgan Street

# Workshop Presenter

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BPI Shared Services

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# Please …

- Turn off cell phones.

- Avoid side conversations.

- Ask questions at any time.

- Sign the attendance roster.

- Complete the evaluation at the end of the workshop.

# Workshop Objectives

- Understand Business Processing mapping

- Learn about types of Business Process Maps

- Learn about techniques to map a process

- Group activity

# Mapping Your Processes

Using process maps to develop an understanding of the work you perform.

Purpose of Process Maps

# WHY USE PROCESS MAPS?

# What is a Business Process Map?



**Business process mapping** refers to activities involved in defining what a **business** entity does, who is responsible, to what standard a **business process** should be completed, and how the success of a **business process** can be determined.

Business process mapping - Wikipedia
https://en.wikipedia.org/wiki/Business_process_mapping
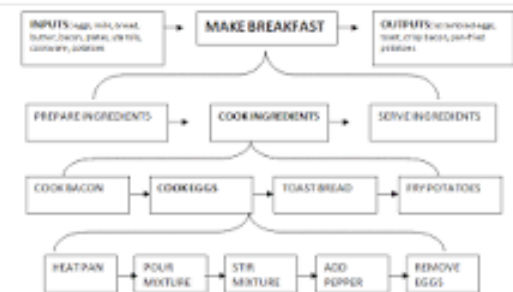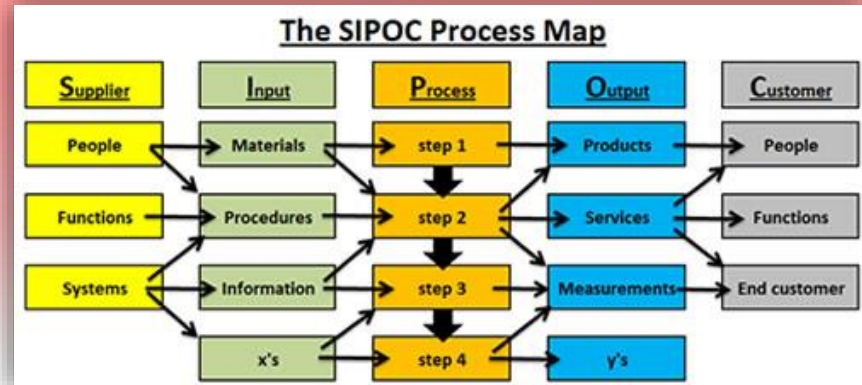
# Why use process maps?
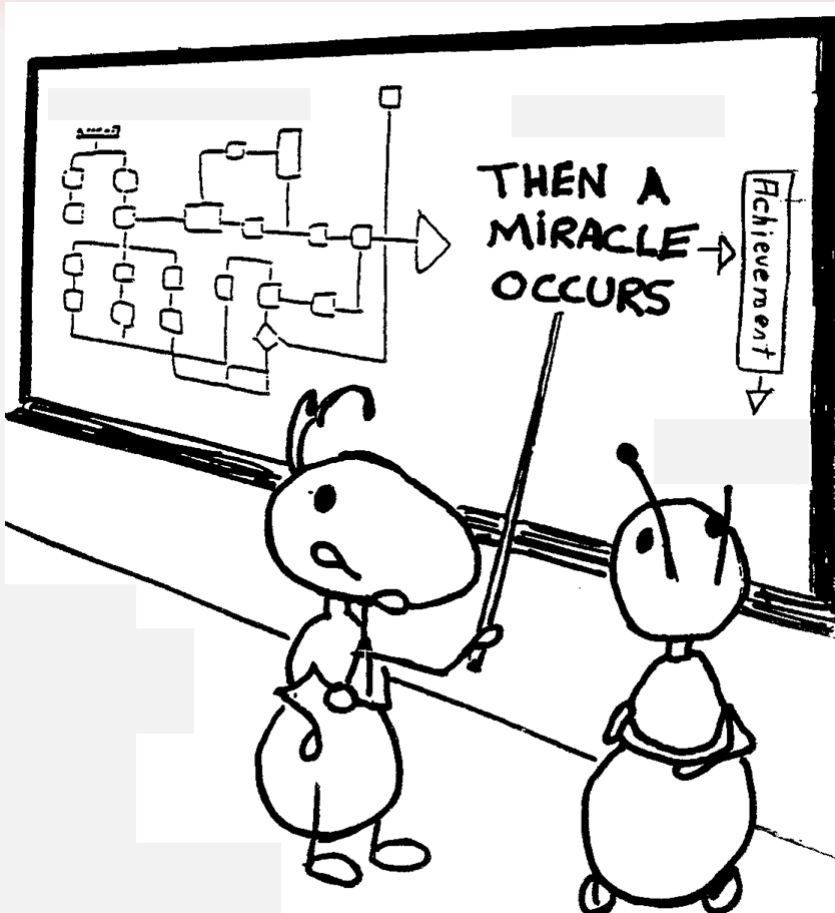
- Collectively understand a process
  - Complexity
  - Impact
- Identify opportunities for improvement
- Communicating issues
- Training new staff
- Implementing change

Overview of Process Mapping Tools
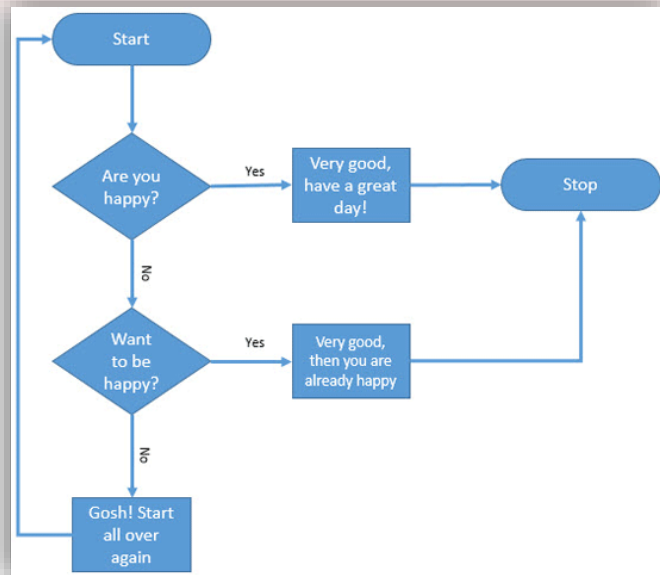
# TYPES OF PROCESS MAPS

**SIPOC
(Supplier-Input-Process-Output-Customer)**



The SIPOC Process Map

- High-level map
- 6-8 high-level steps
- Good for establishing boundaries, understanding stakeholders, and focusing on customer(s)
- Excludes
  - Decision points
  - Roles
  - Handoffs
  - Time required

**Process Flowchart**



- Most commonly known
- May include decision points, parallel processing, rework, and sub-processes
- Good for showing basic steps within a process in the order they are generally performed
- Excludes
  - Input/output
  - Roles
  - Handoffs
  - Time required

## Swim Lane Chart
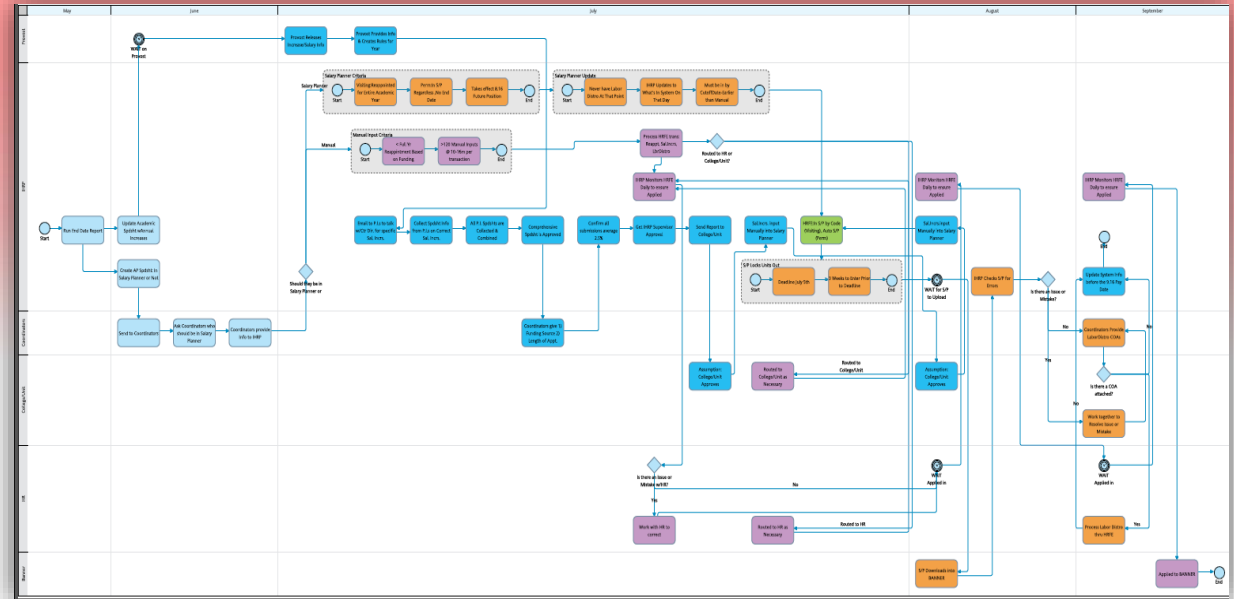


- Advanced Process Flowchart
- Includes roles; identifies who's responsible for steps
- Good for describing process complexity, handoffs, and stakeholders
- Excludes
  - Input/output
  - Time required

**Value Stream Map**
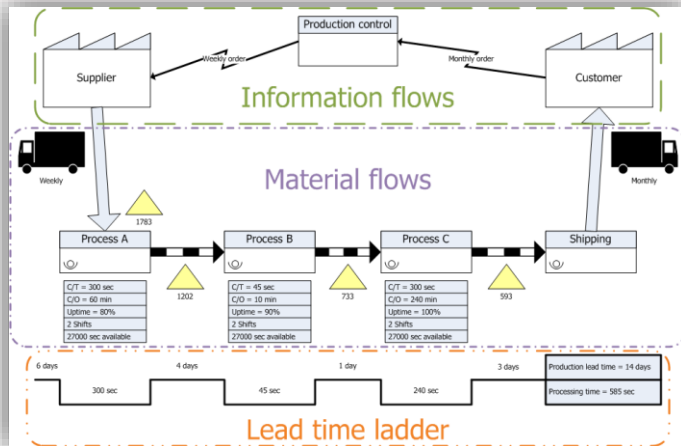


- Generally shows high-level steps with timings
- Good for repetitive processes with limited options and a need for reducing lead time
- Excludes
  - Decision points
  - Roles
  - Handoffs

**Spaghetti/Information Diagram**
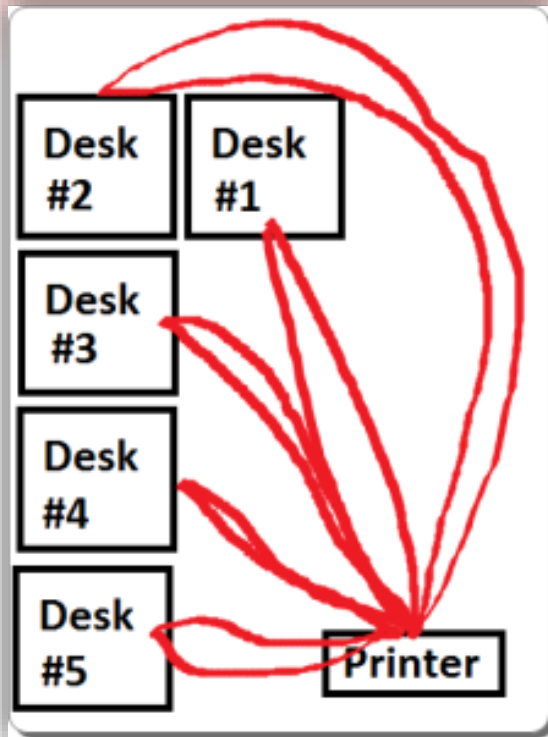


- Describes motion (physical or electronic), not activities
- Good for cases where layout could be improved
- Excludes
  - Process steps
  - Decision points
  - Input/output
  - Roles
  - Handoffs
  - Time required

Overview of Process Mapping Techniques

# TECHNIQUES FOR MAPPING PROCESSES

# Process Mapping Guidelines

- Identify start and end points

- Involve those doing the work

- If doing current state, map what is happening, not what should be

- Select an appropriate tool based on what you're trying to achieve

# Tool Selection

### Time-based Focus
**(efficiency)**

- Value Stream Map
- Spaghetti Map
- Swim Lane Chart

### Quality-based Focus
**(effectiveness)**

- Swim Lane Chart
- Process Flowchart
- SIPOC

Choose the tool that best fits the group you're working with and the desired result.

# General Tips from BPI

- Start at a high-level and then expand
- Use a post-it note or whiteboard activity before documenting in mapping software
- Use an iterative process; focus first on the steps, then roles and decision points
  - Use roles, not individuals
  - Decision points need at least 2 outcomes
- The 1st word on any activity should be an action verb.  Be concise on the description.

# Post-it Note Mapping

- 1 post-it note = 1 process step
- Everyone participates
  - Individually
  - By small group
  - Entire group (facilitated)
- Process
  - Brainstorm as many tasks as possible
  - Arrange in order & remove duplicates
  - Review & revise until group agrees that map describes process sufficiently*

* Also focus on decision points, roles assignments, and timings, if applicable.

Hands-on Process Mapping Activity

# DISCUSSION GROUP ACTIVITY

# The SIPOC Process Map

| Supplier | Input | Process | Output | Customer |
|---|---|---|---|---|
| People | Materials | step 1 | Products | People |
| Functions | Procedures | step 2 | Services | Functions |
| Systems | Information | step 3 | Measurements | End customer |
| | x's | step 4 | y's | |
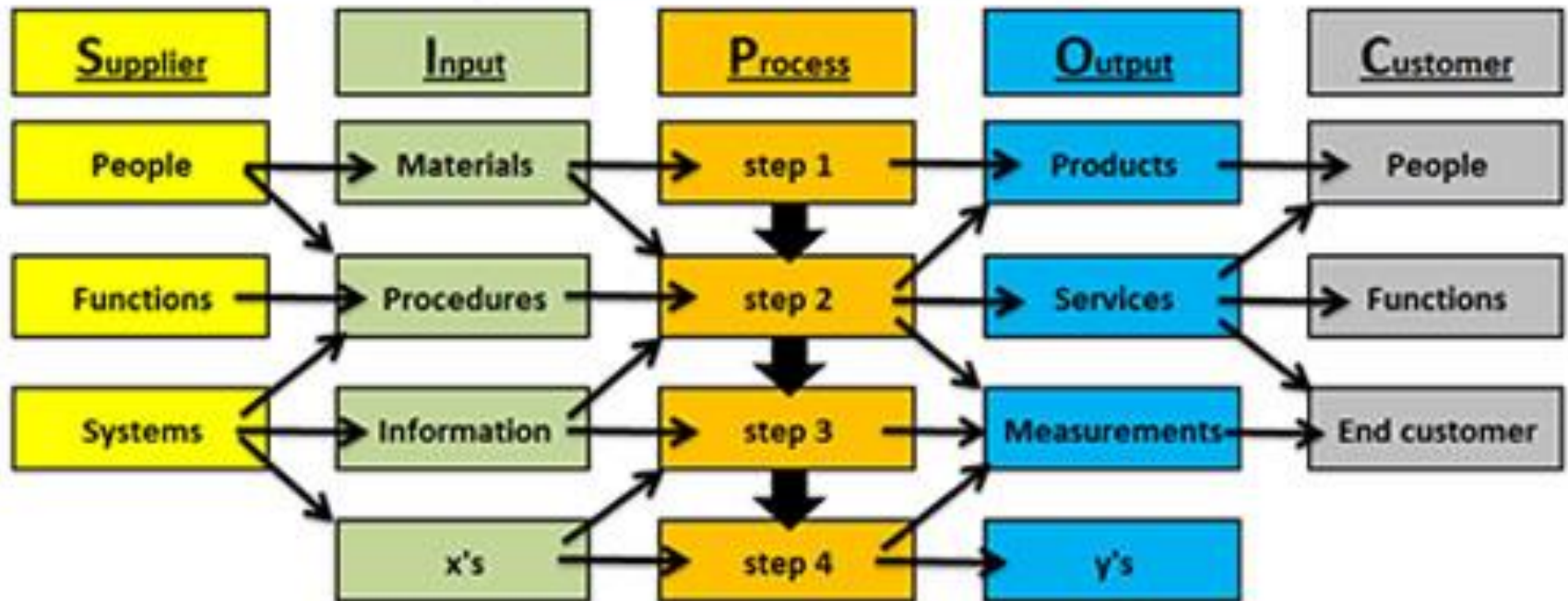
# SIPOC Diagram

| Process Name | Date |
|---|---|
| Pizza Process | April 2018 |

| SUPPLIERS | INPUTS | PROCESS | OUTPUTS | CUSTOMERS |
|---|---|---|---|---|
| **Who** provides input to the process | **What** goes into the process | **How** the inputs are transformed to outputs | **What** comes out of the process | **Who** received the outputs of the process |
| Dairy Supply Corporation<br><br>Vegetable Farmers United<br><br>Prepared Foods Corporation | Dough<br><br>Sauce<br><br>Cheese<br><br>Olives<br><br>Peppers | • Prepare dough<br><br>• Add sauce<br><br>• Add cheese<br><br>• Add toppings<br><br>• Bake in Oven<br><br>• Remove from Oven<br><br>• Serve | Pizza | Dine-in customers<br><br>Take out customers<br><br>Delivery customers |

# Group Activity

## Scenarios

- Going to a movie
- Going to Panera for lunch

## Assignment

Individually or with your neighbor, create a SIPOC diagram for one of the scenarios using the template provided.
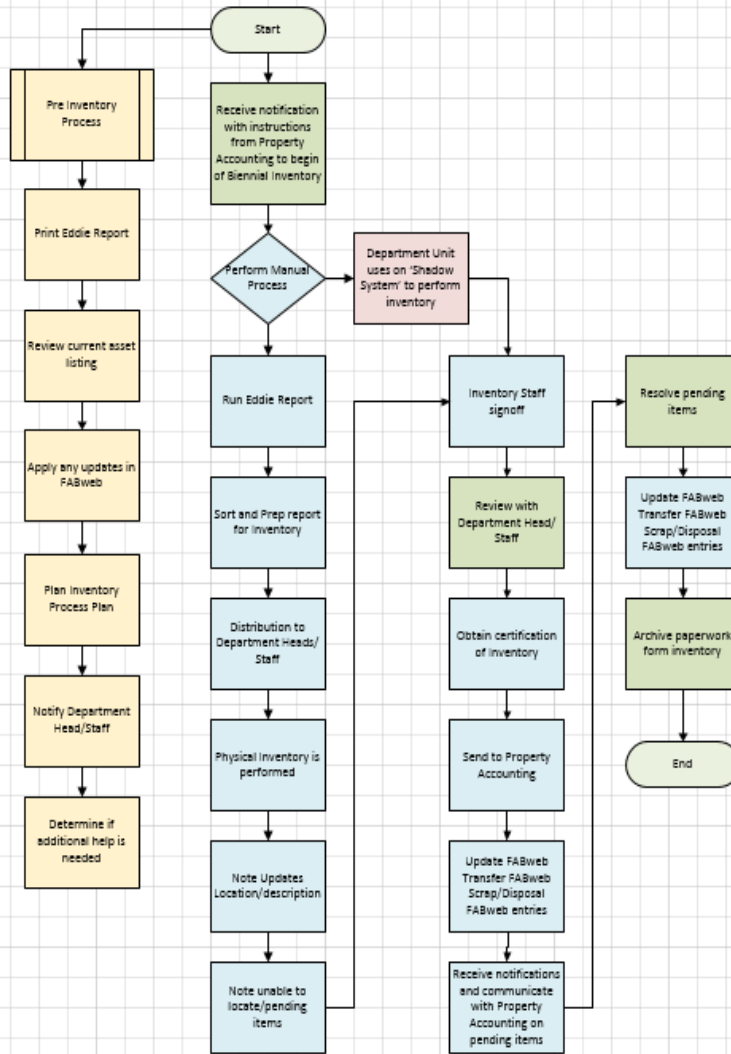
# SIPOC Diagram

| Project Name | | Facilitator | Date |
|---|---|---|---|
| Eat Lunch at Panera | | | April 2018 |

| **SUPPLIERS** | **INPUTS** | **PROCESS** | **OUTPUTS** | **CUSTOMERS** |
|---|---|---|---|---|
| *Who* provides input to the process | *What* goes into the process | *How* the inputs are transformed to outputs | *What* comes out of the process | *Who* received the outputs of the process |
| Customer<br><br>Food Maker<br><br>Order Taker | Food Order<br><br>Food Order System<br><br>Payment<br><br>Food<br><br>Notification of order | Arrival<br><br>Order food<br><br>Prepare food<br><br>Wait<br><br>Eat<br><br>Exit | Order Placed<br><br>Prepared Food Order<br><br>Notification of Order | Customer<br><br>Food Maker<br><br>Order Taker |

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Overview of Process Mapping Software

# PROCESS MAPPING SOFTWARE DEMO

**VISIO**

Process Map

## Process flow (top chevrons)

Identify need to travel → Complete request to travel → Receive approval → Make travel arrangements → Change/Modify request

## Identify need to travel
- Document need and why traveling
- Research travel location and cost

## Complete request to travel
- Select travel request form
- Enter travel arrangements
- Enter estimate of cost

## Receive approval
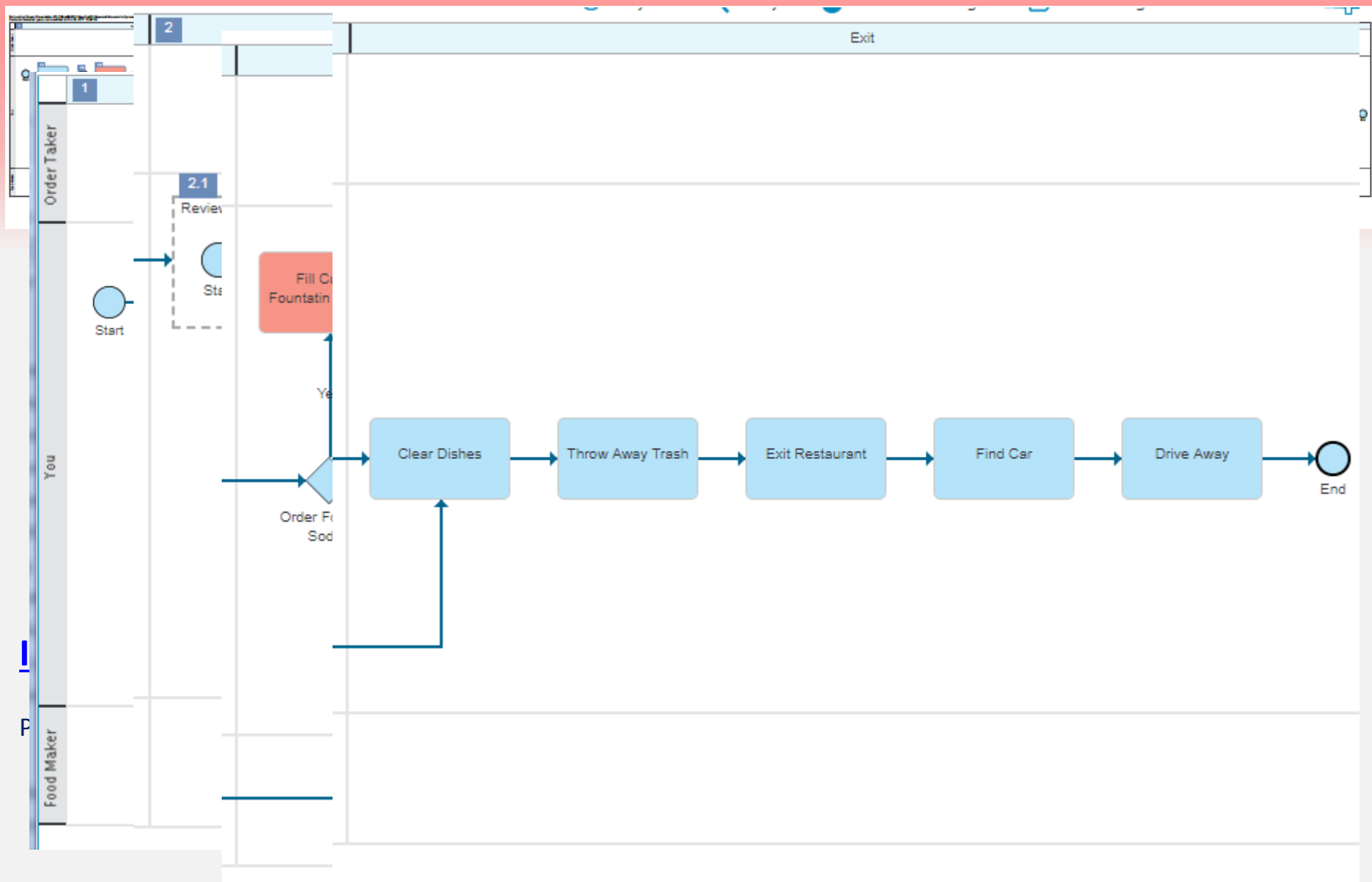- Submit travel request form
- Review travel request by Manager
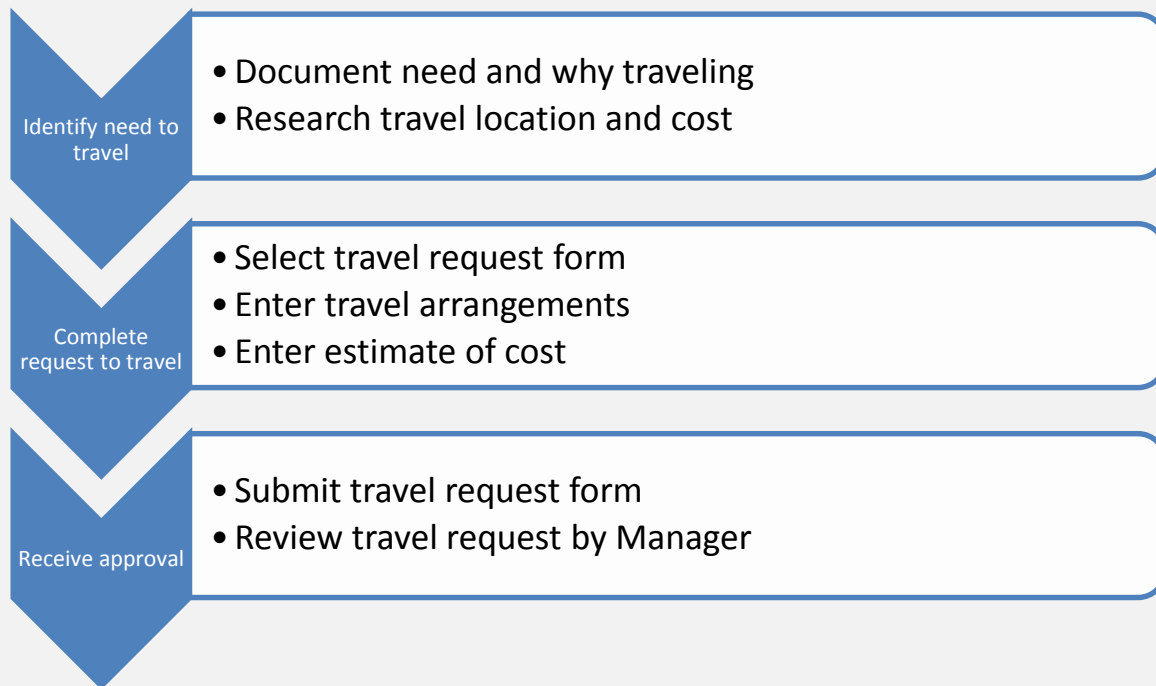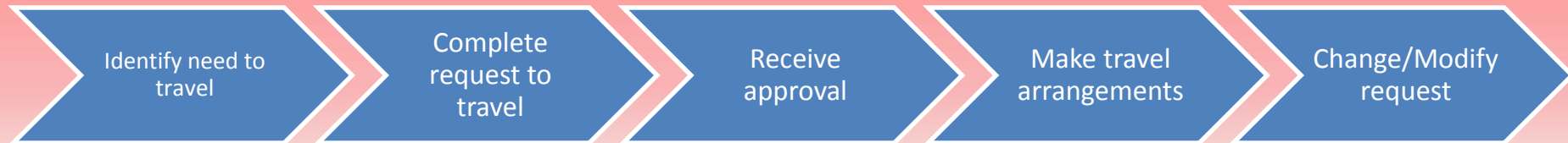
**MSWord**

Process Map

Mapping your Processes

# CLOSING THOUGHTS

# Workshop Summary

- Identify start and end points

- Start at a high level and then expand; this is an iterative process

- Involve those doing the work

- If doing current state, map what is happening, not what should be

- Select an appropriate tool based on what you're trying to achieve

- Start with a low-tech approach, then incorporate software if needed/desired

# Questions / Concerns?

# BPI Shared Services

Business Process Improvement (BPI) Shared Services

University of Illinois System, Office of the CIO

https://www.uillinois.edu/cio/services/bpi/

processimprovement@uillinois.edu