Mapping Your Process

April 5, 2018, 3 pm – 4 pm

Conference Sponsors: The Office of the Chancellor, Budget & Financial Administration / Human Resources, the Office of the Provost and Vice Chancellor for Academic Affairs, the Office of the Vice Chancellor for Research, and the Office of Business and Financial Services
Workshop Presenter

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BPI Shared Services
University of Illinois System/Office of the CIO
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.
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.

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)

- 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
• 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
- 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.
DISCUSSION GROUP ACTIVITY

Hands-on Process Mapping Activity
# SIPOC Diagram

<table>
<thead>
<tr>
<th><strong>Process Name</strong></th>
<th>Pizza Process</th>
<th><strong>Date</strong></th>
<th>April 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SUPPLIERS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Who</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dairy Supply Corporation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vegetable Farmers United</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepared Foods Corporation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>INPUTS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>What</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dough</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sauce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheese</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Olives</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peppers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PROCESS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>How</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prepare dough</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add sauce</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add cheese</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Add toppings</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bake in Oven</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remove from Oven</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serve</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>OUTPUTS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>What</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pizza</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CUSTOMERS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Who</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dine-in customers</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Take out customers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery customers</td>
<td></td>
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</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Facilitator</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eat Lunch at Panera</td>
<td></td>
<td>April 2018</td>
</tr>
</tbody>
</table>

### SUPPLIERS
- **Who** provides input to the process
- Customer
- Food Maker
- Order Taker

### INPUTS
- **What goes into the process**
  - Food Order
  - Food Order System
  - Payment
  - Food
  - Notification of order

### PROCESS
- **How the inputs are transformed to outputs**
  - Arrival
  - Order food
  - Prepare food
  - Wait
  - Eat
  - Exit

### OUTPUTS
- **What comes out of the process**
  - Order Placed
  - Prepared Food Order
  - Notification of Order

### CUSTOMERS
- **Who received the outputs of the process**
  - Customer
  - Food Maker
  - Order Taker
Overview of Process Mapping Software

PROCESS MAPPING SOFTWARE DEMO
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

Make travel arrangements

Change/Modify request
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/

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