Process Mapping
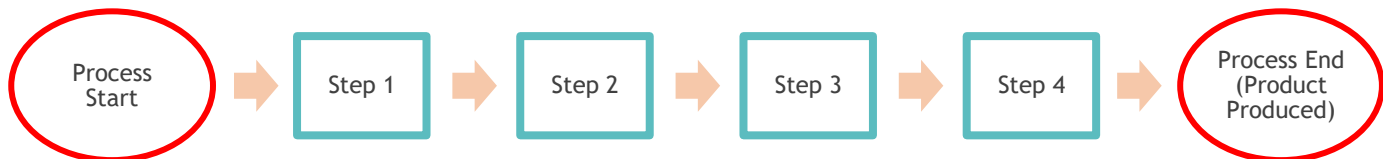## Visualize processes to facilitate improvement

What is Process Mapping?

Process mapping is a tool that lets you understand the key steps and decisions that make up your current work processes and allows you to identify wasteful steps that don't add value so that they can be removed, resulting in a more efficient process.

How to do process mapping and Waste Reduction in 5 easy steps:

1. Assemble a team of people who are familiar with the process you're trying to improve. Include people who do the work and who will have to live with the improvements you've made.
2. Decide what the beginning and ending points are in your process and then draw out the steps and decision points that connect the beginning and end points like a flowchart. Like this:
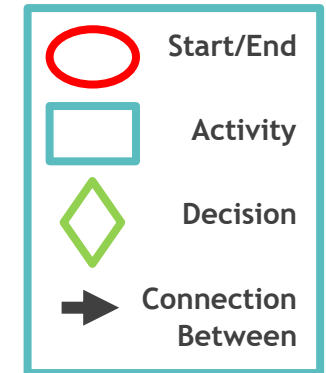
Process Start → Step 1 → Step 2 → Step 3 → Step 4 → Process End (Product Produced)

3. Identify steps that don't add value to the process by using the 8 wastes of Lean.

8 WASTES
The 8 wastes are eight types of process obstacles that get in the way of providing value to the customer.

DEFECTS	OVERPRODUCTION	WAITING	NON-UTILIZED TALENT
Efforts caused by rework, scrap, and incorrect information.	Production that is more than needed or before it is needed.	Wasted time waiting for the next step in a process.	Underutilizing people's talents, skills and knowledge.
TRANSPORTATION	**INVENTORY**	**MOTION**	**EXTRA-PROCESSING**
Unnecessary movements of products and materials.	Excess products and materials not being processed.	Unnecessary movements by people (e.g., walking).	More work or higher quality than is required by the customer.

4. Re-write the process without wasteful steps. You may need to modify the steps that remain.
5. Implement the new process and check to make sure that your new process actually improves performance and efficiency.

Resources: Use the form on the back of this tool to work through your Process Mapping and Waste Reduction. Additional step-by-step instructions is available online in the MO Learning White Belt Learning Path.

https://showmeexcellence.mo.gov/

Process Start

Legend	
⬭	**Start/End**
▭	**Activity**
◇	**Decision**
➡	**Connection Between**

8 Wastes of Lean:
Defects
Overproduction
Waiting
Non-Utilized Talent
Transportation
Inventory
Motion
Extra-Processing

Process End