## What is a Swim Lane Process Map?

A Swim Lane Process Map shows all the steps in a process and assigns those steps to a person responsible. This is helpful when you have a process that switches between people or departments. Some things that you may want to put on each one of the steps:

- VA – Value Added for the customer
- NVA – Non-Value Added for the customer
- BNVA – Business Non-Value Added for the customer (regulations, statutes, policies…)
- Time it takes for each step.
- Always include if there is wait time in your process.
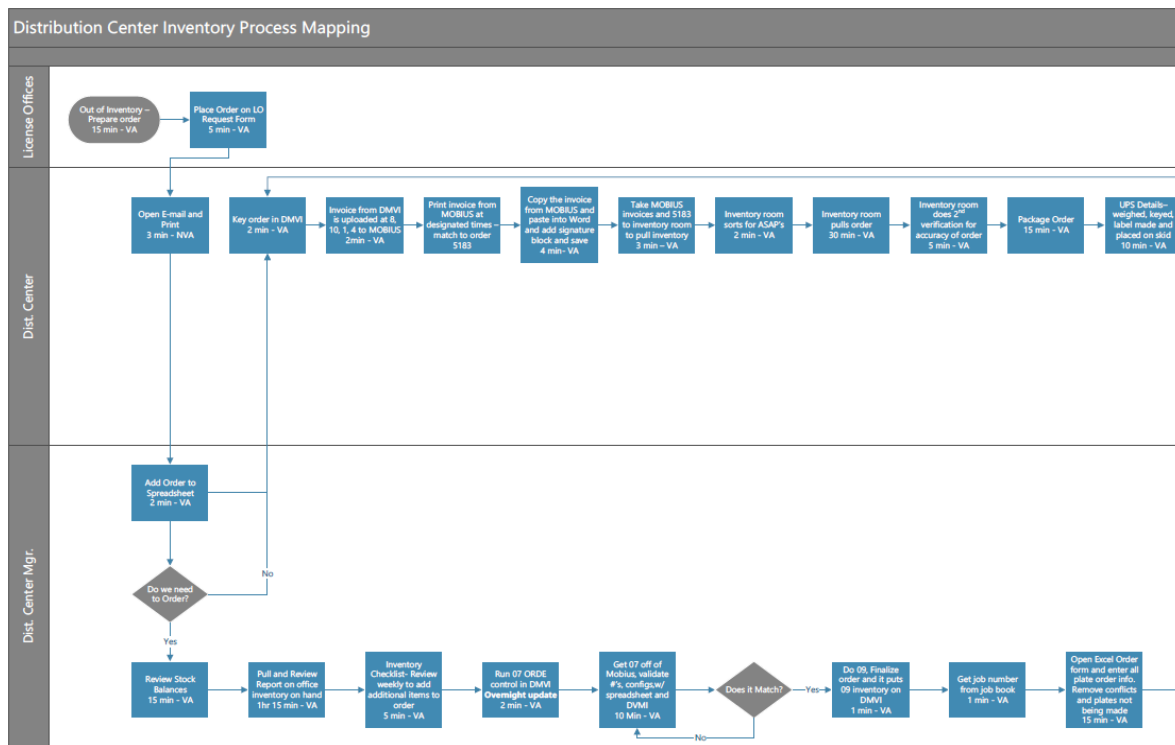
Helpful Tips

- Be <u>very specific</u> about where the process starts and where the process ends. The starting and ending steps in the process should align with the scope of your project.
- If you are unsure about the steps, ask someone who does the process, or go and watch the process being done.
- Keep it simple. Simple tools are the easiest to use.
- Use the process map to help others understand the process. Use the map as a training tool.
- Dedicate time to process map the entire process in one meeting if possible