Business Process Mapping Hints from Quantum Associates, Inc

- Post a Post-it flipchart sheet on the wall of the Interview room and write the process title in red across the top of the sheet
- List individuals/departments in the process horizontally below the title in chronological order of involvement
- Construct the maps so that time runs down the page from top to bottom
- Indicate the first action with a sticky note in the upper left corner of the sheet
- Add other sheets as necessary by sticking it below or adding a connector
- Each sticky note should include a symbol denoting the type of action stated in its simplest terms
- Stick with verb-noun format to help limit description of action i.e. "I look at the form and check to see if the person who signed the form is on my authorization list." Becomes "Verify authorizations"
- Create a parking lot (flip chart) for issues i.e. in the above example information about the authorization list
- For each action on the map, try to get an estimate from the employee of how long it takes to accomplish the action
- Record holding time or delays
- For any decision symbol try to get an idea of the percentage of items going down each path enter percentages directly on the map
- Those areas with the highest error rates are the ones where the you may want to spend additional time. Use the letter "R" to help identify rework areas on the process map
- Create final maps after all interviews are completed
- Once the maps are finalized, have some key employees review them for accuracy

Supplies

- 2' X 3' Post-Its flipchart Sheets One for every task
- 3" X 3" sticky notes to record every action of the process
  - Yellow – Basic actions
  - Blue – Decision steps
  - Red – Delays ("D")
  - Green – Page Connectors
- Bold felt tip pens in combination of colors use black for basic actions, blue for controls, and red for risks