



EHA CLINICS
(JCI Accredited)



Process Flow Mapping



Introduction to Process Mapping

Process mapping helps us visualize the steps (flow of work) in a process.

A process flow map, is a diagram showing the steps in a process.

It allows us to easily understand and communicate how a process is completed. This can be attached to SOPs or guidelines for easy understanding of the process at a glance.

This helps in communicating standard work (A lean concept that means the current best practices for completing a task/activity/process).

Creating a Process Flow Map

To create a process flow map, follow the steps below

Step 1: Determine the process you intend to map (write the name) and the process boundaries. Process boundaries refer to the point where the process starts and ends.

Step 2: Determine/ clarify process owners and stakeholders. Consider all people/ teams involved in completing the process and involve them.

Step 3: Gather information on all the steps in the process from the start to end of the process. It is advisable to include stakeholders to ensure that you do not miss out any information

Creating a Process Flow Map...

Step 4 : Map the Process.

Use shapes with text in them to represent each step, and link the steps exactly as they occur in the process.

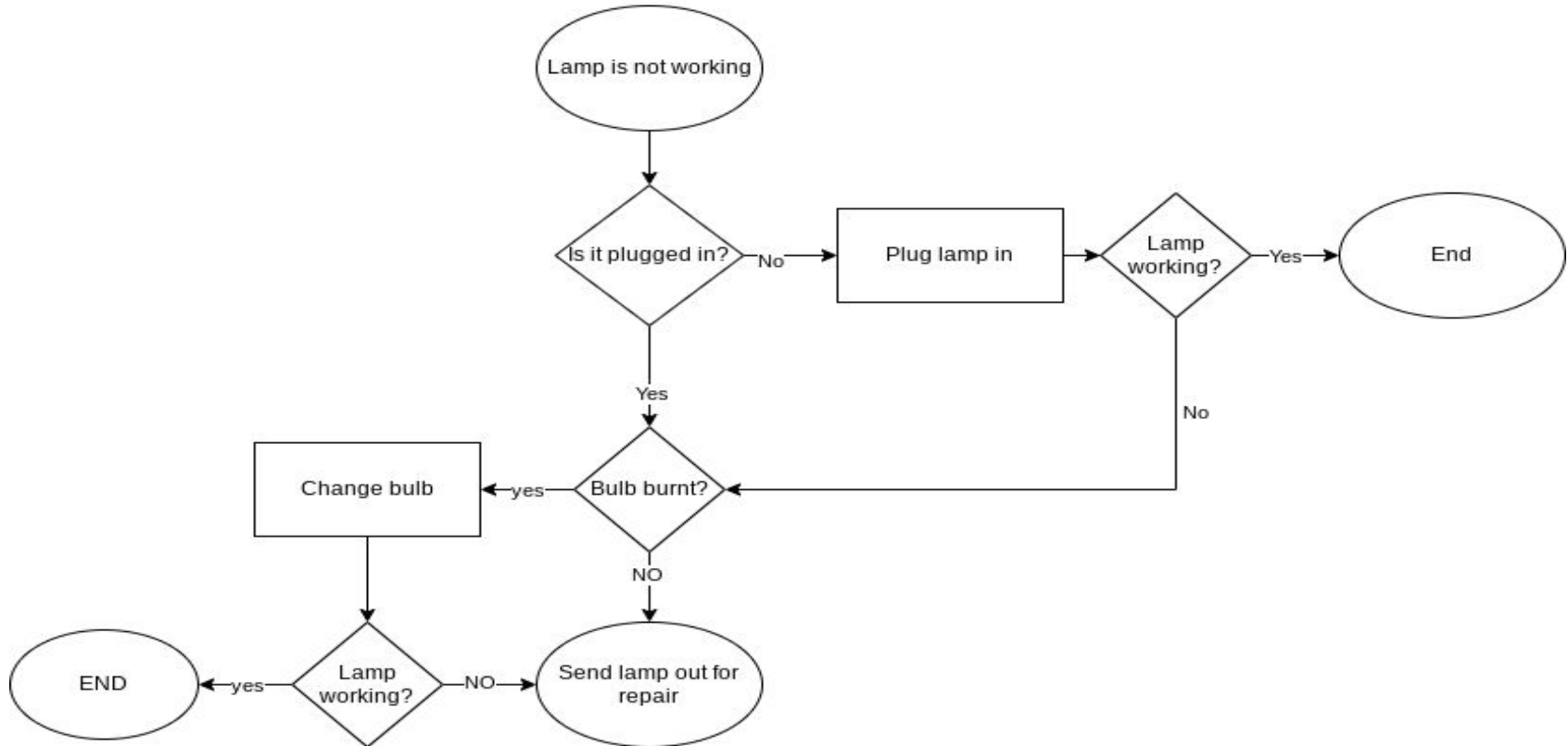
Typically we use an oval shape for start and end of the process, a rectangle for an activity, a diamond for a decision, lines to connect steps in the process, and arrows to show the direction of flow and sequence of the steps in the process.

Do this from the beginning to the end of the process.

You can use third party applications like draw.io to draw your process flow map.

Sample Process Flow Map

PROCESS TO BE FOLLOWED IF LAMP IS NOT WORKING



Conclusion

From the process flow map above, do you know what to do if the lamp is not working and it is plugged in? You can go back and check.

Do you see how the diagram makes it easy to understand the process at a glance. That is the power of process flow map. Visit draw.io and use templates to get started.

In the next session we will be discussing the 4th principle: Root Cause Problem Solving