Process Maps
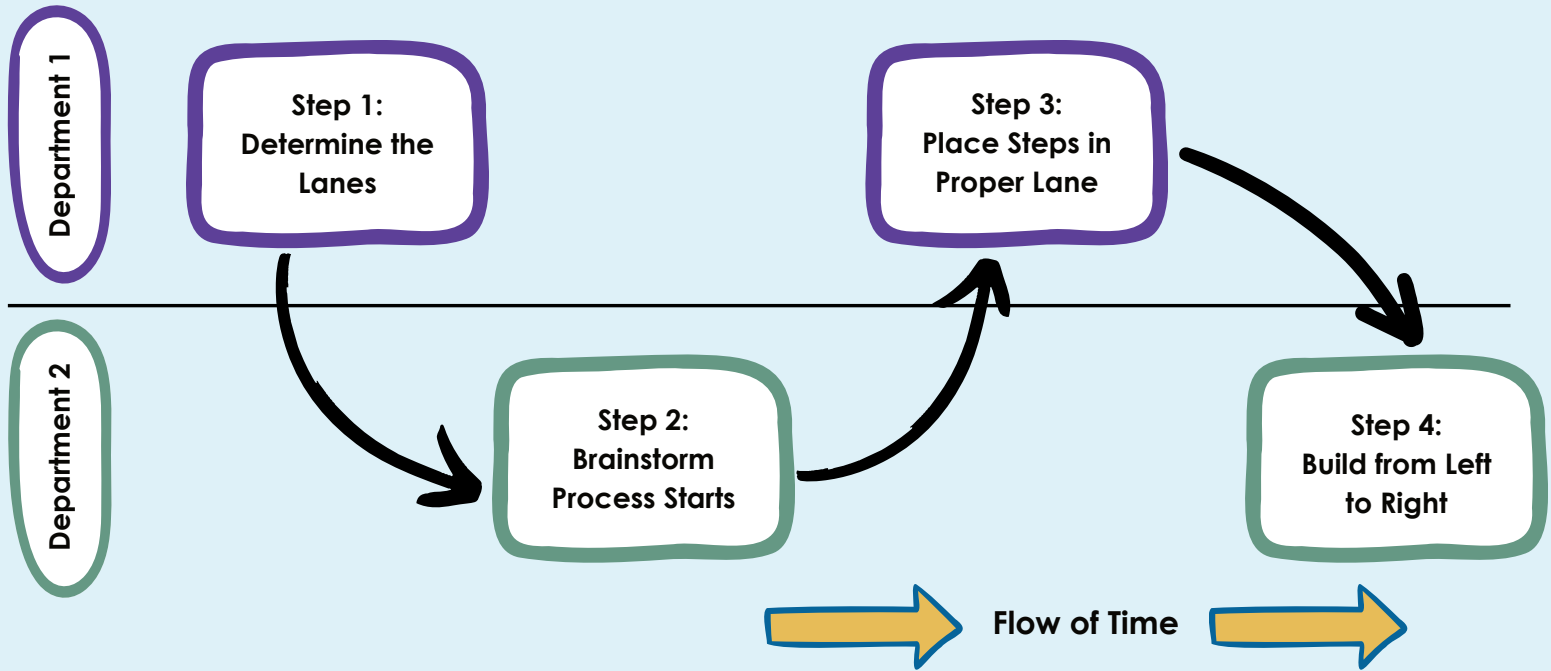
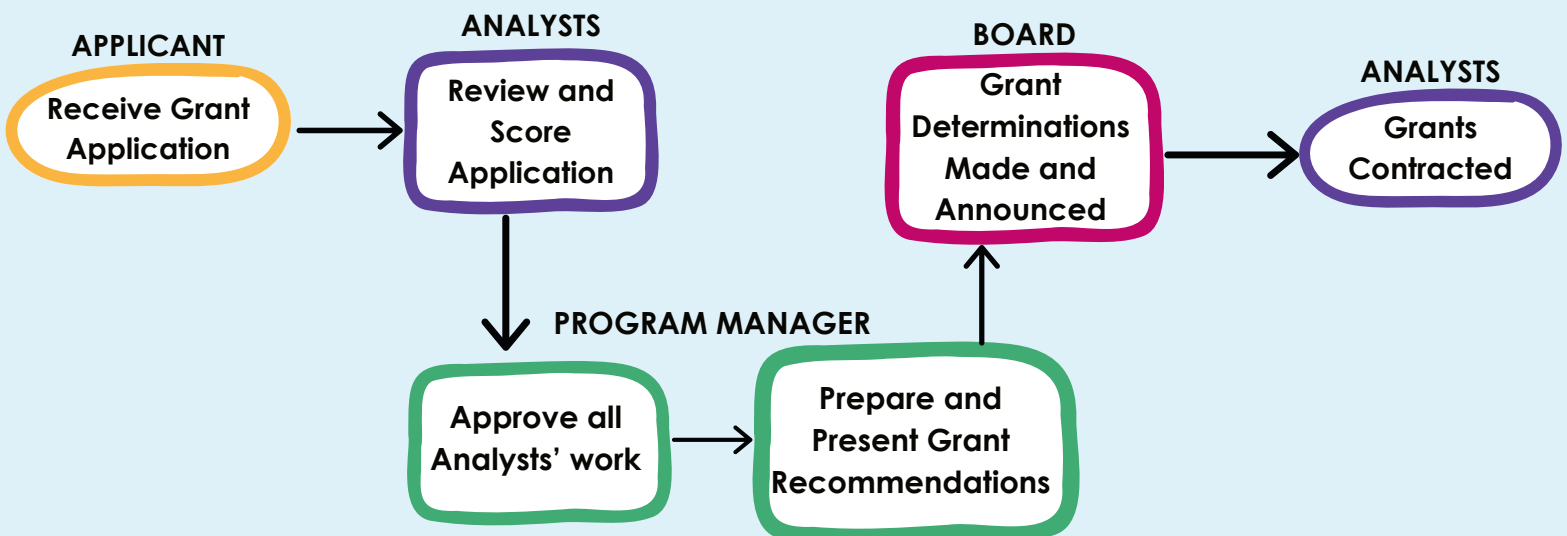## Swimlane Process Map

The Swimlane Map displays the process in separate rows based on the group performing the step.

Department 1

Department 2

Step 1: Determine the Lanes

Step 2: Brainstorm Process Starts

Step 3: Place Steps in Proper Lane

Step 4: Build from Left to Right

Flow of Time

High Level Process Map

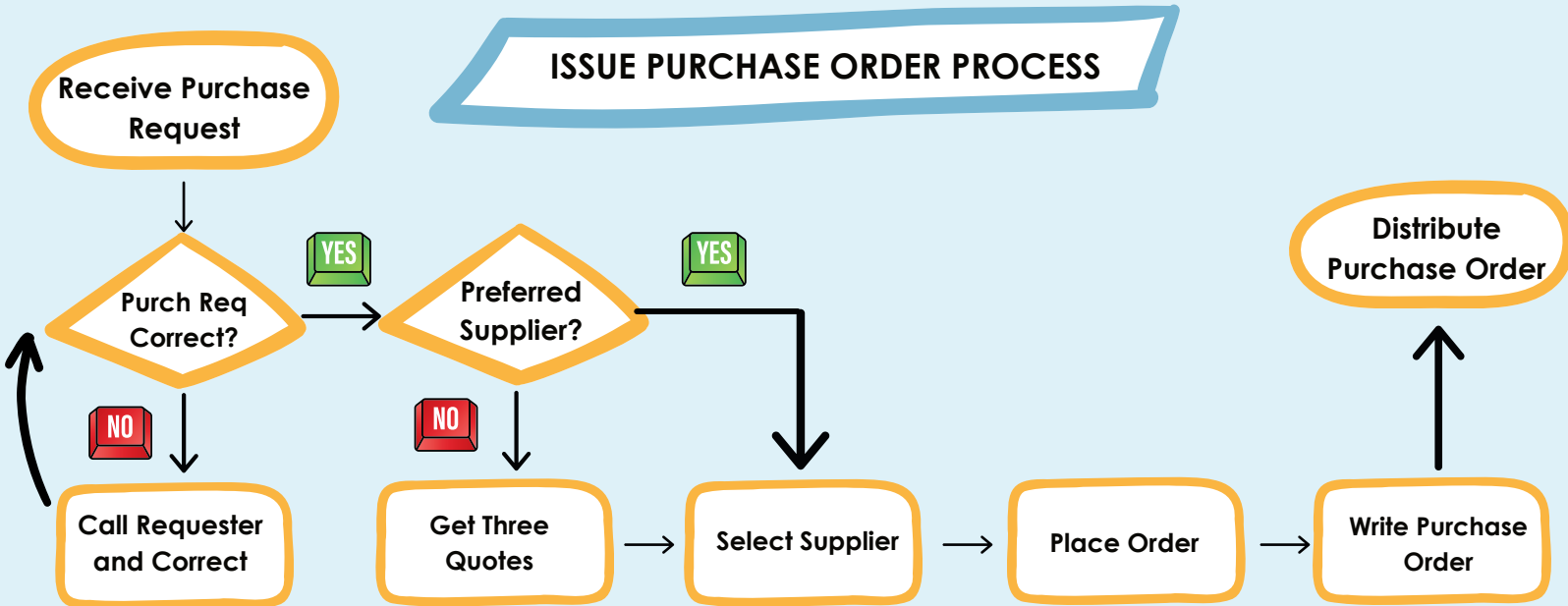The High Level Map displays a 30,000 ft view of a process without getting into the details of how the work is done.

APPLICANT
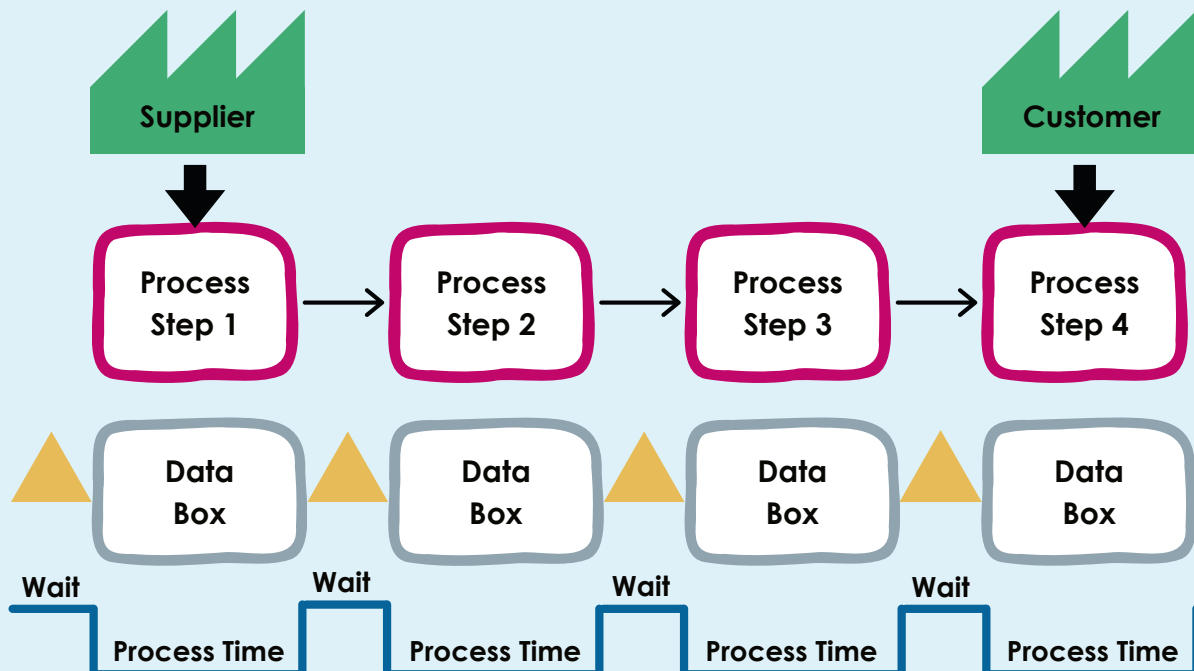Receive Grant Application

ANALYSTS
Review and Score Application

PROGRAM MANAGER
Approve all Analysts' work

Prepare and Present Grant Recommendations

BOARD
Grant Determinations Made and Announced

ANALYSTS
Grants Contracted

Process Maps

Detailed Process Map

A Detailed Process Map shows every single step taken within a process.

ISSUE PURCHASE ORDER PROCESS

Receive Purchase Request → Purch Req Correct?
- YES → Preferred Supplier?
- NO → Call Requester and Correct (loops back)

Preferred Supplier?
- YES → Select Supplier
- NO → Get Three Quotes → Select Supplier

Select Supplier → Place Order → Write Purchase Order → Distribute Purchase Order

Value Stream Map

A Value Stream Map displays the high level process steps along with key process data.

Supplier → Process Step 1 → Process Step 2 → Process Step 3 → Process Step 4 ← Customer

Data Box | Data Box | Data Box | Data Box
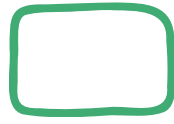
Wait / Process Time (repeated for each step)

Process Map Symbol Key

Basic Symbols

TERMINATOR
Shows process Start and End Point. There may be multiple in as single process.
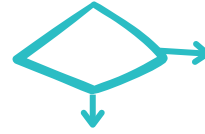
PROCESS STEP
Describes the actual work occurring with each block representing one task

FLOW LINE
Connects any two steps and shows the direction of the process

DECISION
A choice is required to proceed with choices labeled on Flow Lines. Can be as simple as "Yes" or "No"

DOCUMENT
Represents supportive document required or produced for others

Intermediate Symbols

DATABASE
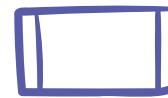Indicates information with standard structure allowing for searching and sorting

INPUT/OUTPUT
Used when material/information enters or leaves the system

MULTIPLE DOCUMENTS
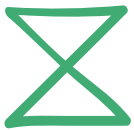Used when multiple documents are required

SUBPROCESS
Indicates a predefined process such as a subroutine or a module

STORAGE
Used when something goes into storage includes description of what is stored and how long

Advanced Symbols

COLLATE
Indicates a step that organizes data into a standard format

CONTROL
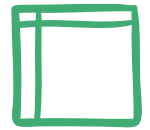A process that must be measured and compared to specifications

DELAY
Identifies when the process comes to a temporary halt and what has to happen before the process resumes

DISPLAY
Data that is displayed for people to read

INTERNAL STORAGE
Indicates an internal storage device

MANUAL INPUT
Data that is entered by hand - such as with a keyboard or barcode reader

MANUAL OPERATION
Any operation performed by a person

PREPARATION
Initial setup and other preparation steps before start of process flow

SORT
A step that organizes a list of items into a sequence or sets based on some pre-determined criteria

STORED DATA
Indicates any type of stored data

SIPOC Diagram Basic Template

SUPPLIERS

- Supplier 1
- Supplier 2
- Supplier 3

INPUT

- Input 1
- Input 2
- Input 3
- Input 4
- Input 5
- Input 6

PROCESS

Start → Step 1 → Step 2 → Step 3 → Step 4 → End

OUTPUT

- Output 1
- Output 2
- Output 3
- Output 4
- Output 5

CUSTOMERS

- Customer 1
- Customer 2
- Customer 3