PROCESS FLOW

Constructing your value stream map

Jersey Business — EXPERTISE. SHARED.

When constructing your map there is no one specific format to follow but we advise you to map out your process flow using black arrows and linkages. Use live documentation to show where you are in the process and use photographs or sketches.

Try and accumulate as many facts as possible in **BLUE** to identify what does (or should) happen. You will need to involve a wider team to ensure that you are getting the company view and not just your view.

List key questions and issues in **RED,** this is where you will be critiquing the process. You should involve as many people as you can when doing this to ensure once again that you are getting a big picture company view.

Encourage people to add to the process map by hanging it somewhere visible within the organisation.

Remember this is a working document for your team to analyse processes for improvement, it is not a means of apportioning blame or passing a problem on to someone else.
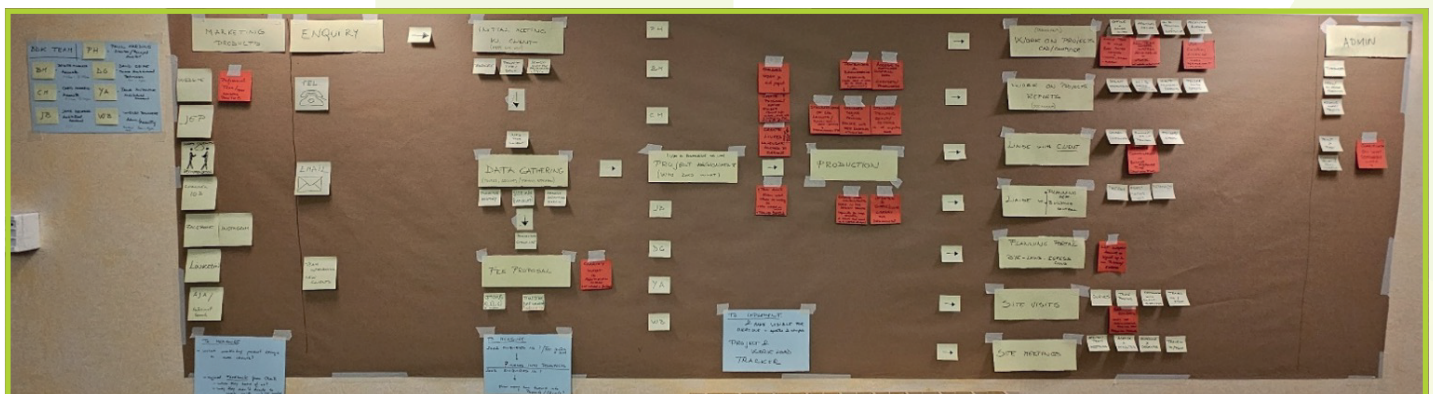
Process maps should:

- Provide an objective picture of the current state of activities.

- Provide a starting point for communication and agreement on what really happens.

- Provide a baseline for improvement.

- Expose waste across a process in its various formats.

- Provide a tool for getting people involved.

- Provide a baseline for looking into the future.

Six tips for effective process mapping

1. Keep it simple: Draw up the map on paper. Keep away from software, if it is on the computer, it is likely to belong to one or two people and not the workforce.

2. Get Mobile: Get out and about and see the reality of what happens in your organisation. Ask questions throughout the process and understand the little things that people do.

3. Work upstream: Problems will often snowball through a process, so you need to look at the front end. Simple improvements early on can make massive gains downstream.

4. Go Public: Show the process map where everyone can see it. Show performance and allow people to challenge the figures. We want people to be motivated to do something.

5. Measure it: People can often under or over-estimate performance based on their own understanding. We want to see actual process performance so analyse the reality.

6. Do it: Get on and do something but be careful to prioritise and not try to do or solve too much at once.