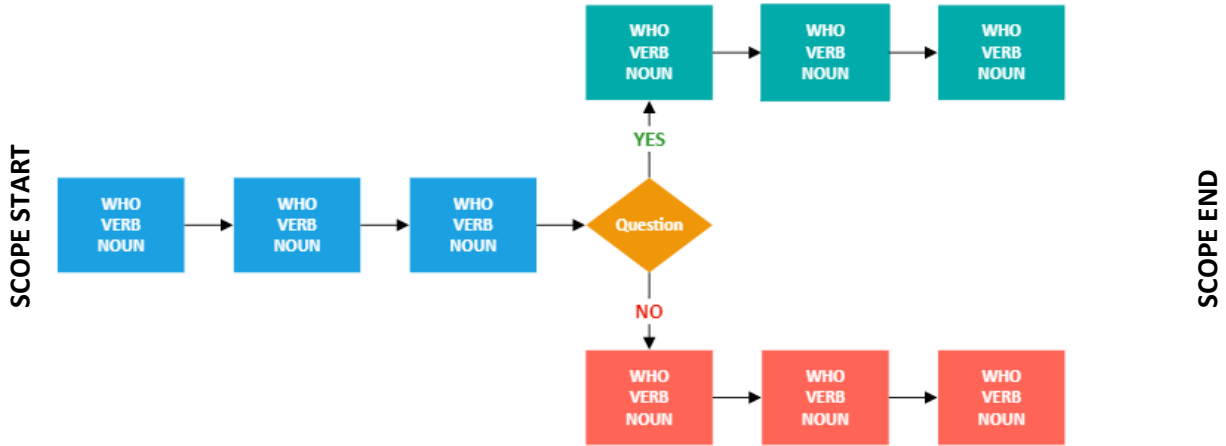# Process Mapping

A process map is a diagram that provides a detailed overview of how a process is completed. This tool can build knowledge around the current state, and provide a visual display of where there are opportunities for improvement.

Elements of a Process Map

A Process Map provides a visual representation of every step in a process. When creating a Process Map, work to detail each step of the process in detail from left to right. A basic Process Map always includes the following:

⚙	Process Title and whether the map represents the Current or Future State.	▮	Individual steps in the process,
📍	Process Scope – where you will begin and end.	◆	Decisions made, or questions asked, that will change the next step of your process.

When to Process Map

Understanding the Current State of a process is one of the first steps in any problem-solving endeavor; a Process Map should be completed after the team has agreed on a Problem Statement, Scope and Metrics. Process mapping provides an overview of the Current State in fine detail, allowing the team to identify where Waste such as rework, waiting or overproduction occurs.

Tips for a Successful Process Mapping Session

- **Do it silently** – this will speed up the exercise and help tease out how everyone involved in the process may do things slightly differently.
- Involve the **people who do the work**
- Include the customer, or **end user** of the process