



BRIDGE Academy Toolkit

Process Mapping

Description: Process Mapping is a tool used to visualize the series of steps and decisions that occur within a given business process. There are many types of process maps that can be used to visualize a process. The type most used in BRIDGE Academy is called a swim-lane diagram – in which each function involved in a process has its own designated “lane.”

Process Maps are used to:

- Visualize the current flow of a business process
- Identify the responsibility and tasks completed by different business functions
- Identify handoffs between functions
- Facilitate the identification of wastes (DOWNTIME), value-added, and non-value-added activities

Elements of a Process Map:

| | |
|--|---|
| | Process Steps <ul style="list-style-type: none">• Verb / Noun format• One action per Post-it |
| | First / Last Step <ul style="list-style-type: none">• Verb / Noun format• Use the SIPOC to identify the scope of the process• Group must have consensus on this! |
| | Decisions <ul style="list-style-type: none">• Yes / No question• Answer directs the next step• Map the entire process on the “Yes Path” first and then map other alternatives |
| | Delays and Issues <ul style="list-style-type: none">• Any time information is waiting before the next process or decision• Provide data when possible |
| | Solid Arrow <ul style="list-style-type: none">• Used to show physical movement of information or products between functions• Draw first with pencil; finalize with marker |
| | Zig-Zag Arrow <ul style="list-style-type: none">• Used to show electronic movement of information or products between functions• Draw first with pencil; finalize with marker |
| | Swim Lanes <ul style="list-style-type: none">• Used to differentiate one function from another• Label each function• Sketch first with pencil; finalize with marker or thin black tape |



BRIDGE Academy Toolkit

How to Use this Tool:

1. Title the Process Map with the process name, date, and status (current state or future state).
2. Use a **SIPOC** to scope the process and identify functions.
3. Create separate “lanes” for each function involved in the process.
4. Identify the start and end points (green Post-its).
5. Maintain one voice on the steps and decision points, using “Verb, Noun” format.
6. Map the process as it happens most of the time.

Facilitation Tips

- Only one person facilitates the Process Map
- Use the SIPOC as a guide
- Map the process as it currently is, not what you think it should be
- When recording process steps, use a simple “Verb, Noun” format
- Follow the “Yes Path” first, then fill in the rest
- Focus on what happens during the process *most* of the time
- Ask clarifying questions to develop shared understanding