

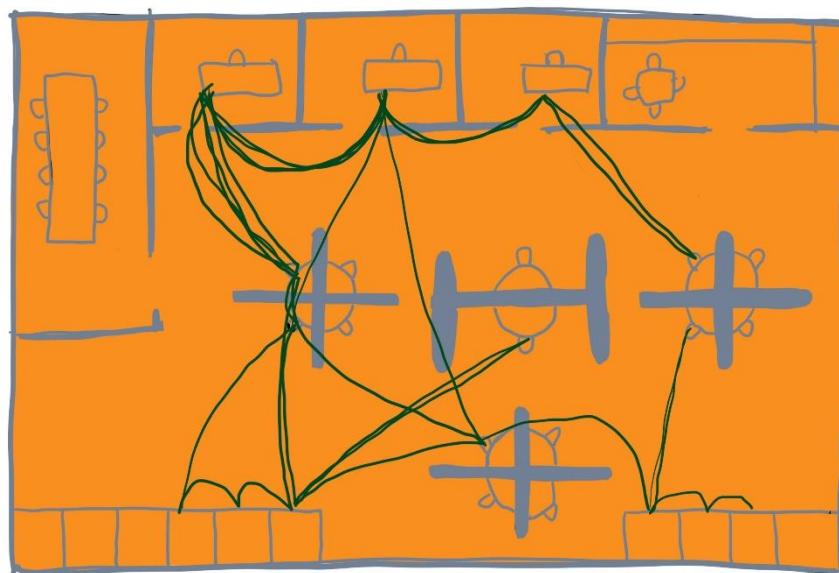


BRIDGE Academy Toolkit

Spaghetti Diagram

A Spaghetti Diagram is a visual representation of a process that uses a continuous line to trace a path through physical space.

- Sketched from the point of view of the ceiling
- Shows overlap, repetition, and obstacles in a process



Spaghetti Diagrams are useful for visualizing processes in a variety of circumstances, including:

- When there is a lot of movement of paperwork, materials, or people in a process
- When the physical layout of a work area is thought to be inefficient or create obstacles in the process
- When customers frequently have to ask for directions or are confused about where to go to conduct their business
- When a process is spread between multiple floors of a building or separate facilities altogether
- Prior to the design (or redesign) of a work area

Facilitation Tips

- Grid paper is helpful for sketching the work areas.
- If there are multiple floors or facilities involved, sketch the layouts side by side and label each of them.
- It may be helpful to use more than one color of marker to trace the path of the process, especially when there are multiple rounds of review or approvals.
- Remember to sketch the path of the process as it happens *most* of the time.



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How to Use this Tool:

1. Sketch the floorplan of the work area on a large sheet of paper.
2. Sketch any large furniture or obstacles that exist in the work area.
3. The workplace for each person or function that "touches" the process should be included in the diagram.
4. Trace the continuous flow of one product or transaction through the work area from start to finish.
5. If possible, note the times and distances of each movement.
6. Analyze the diagram using the following questions as a guide:
 - a. Is this diagram "messy"?
 - b. Is it easy to follow the path of a single product or transaction?
 - c. How do staff and customers know where to go?
 - d. Are all the motions (steps) equally important?
 - e. Are the pauses or breaks in the motion? Why?
 - f. Are there redundant steps that can be eliminated?
 - g. How could the physical layout be rearranged to reduce movement?