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Checklists

From the book: **The Basics of Process Mapping** Book by Robert Damelio

Map a process

Define the process to be mapped.

- What is the aim of this process?
- Why should the process be mapped?
- What would be the result of this process?
- Who are the players in this process?

Distinguish the process to be mapped.

- What level of detail is needed to communicate the process without dealing with excessive details?
- Describe the process boundaries, the beginning and ending and the triggers that put this process into action.
- Define the necessary inputs including resources and requirements.
- Identify the controls and indicators governing the process.
- Define the outputs resulting from this process including the main outcomes, maintenance costs, and information achieved during and after the process.

Draw a relative map of the collected data.

Analyze the key steps needed to complete the process.

- Decide on major activities and if they are labeled correctly.
- Decide if the defined sequence of steps is complete and coherent.
- Define the initial achievements and important dates.
- Start with the end, identify the last major step and the results.
- Decide on who and which departments are performing each step.

Identify bottlenecks.

- Identify the wastes.
- Determine the causes of the wastes and why the barriers to flow exist.
- See if the process can be simplified.

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Anticipate the future.

- How future goals can have an impact on this process?
- Where and when might some changes occur?

Ask for the approval of the map.

- If there are updates choose someone to test the updated process.
- Redefine the process map by applying the changes.

Review the map on a routine meeting basis and manage it.

About Flexiana

We help companies improve and build digital services - **We are The Service Builders.** We provide quality and professional full-cycle applications, web applications, mobile applications and custom software. We specialize in solving real problems and using opportunities to increase customer satisfaction and gain new customer groups, from idea to long-term cooperation. Drive and dedication have ensured Flexiana has delivered true value to business since 2016. Our values are Craftsmanship, Transparency, Autonomy, Diversity, Remote and Agility.

To deliver consistently, we have lots of things, for example, checklists like these ones. To deliver the best practices, we read, we process information, we discuss and share and teach. And to improve continuously, learning, teaching, processing and building knowledge is an integral part of our operations.