Districtwide Business Processes Mapping
Mapping Process - Methodology
Mapping Sessions

• Initial Session – 3 hours
  – Identify processes and begin High Level Mapping

• Follow up sessions (2 to 3) – 3 hours
  – Review and map additional processes
Process Mapping Benefits

• Visualize how things are done
• Identify complexity and non-value added activities
• Create basis for continual process improvement and move up the process maturity pyramid
• Document all we do
• Use documentation for training new employees / revisit steps
Why do ‘Current State’ Process Maps

1. **Establish Current State and thus Predictability**
   1. Making system changes without truly understanding how the process is working today, and why, can lead to costly mistakes. It can also create conditions that make it difficult for staff to work effectively, and often creates further problems.

2. **Understand waste, inefficiency and impact on students, staff & faculty**
   1. If one does not measure a process, one will not be able to manage it effectively and if one cannot manage a process, one cannot improve it.
   2. People working in organizations waste about 15 – 20% of their time by re-doing things that are wrong, chasing things without result, querying incomplete instructions, doing other people’s jobs and so on.

3. **Measure efficiency**
   1. Process mapping enables defining the current processes in chart form, identifying problem areas such as bottlenecks, capacity issues, delays or waste. Once identified, this knowledge provides a solid basis from which to develop solutions and introduce and plan new improved processes.

4. **Develop new improved processes & standard practices**
   1. Reduce or eliminate inefficiency.
Process Enhancements

- Create maps at next level of detail to facilitate identification of redundancies, inefficiencies and enhancement opportunities
- Create Future State Maps
  - next slide shows questions addressed during this stage
- Work w/ teams to implement enhancements
# Process Enhancement - Critical Qs

<table>
<thead>
<tr>
<th>PRIMARY QUESTIONS</th>
<th>WHY?</th>
<th>SECONDARY QUESTIONS</th>
<th>SELECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PURPOSE</strong> - What is achieved</td>
<td>WHY?  Is it essential?</td>
<td>What else could be achieved?</td>
<td>WHAT SHOULD be achieved?</td>
</tr>
<tr>
<td><strong>MEANS</strong> - How is it achieved?</td>
<td>WHY THAT WAY?</td>
<td>How else could it be achieved?</td>
<td>HOW SHOULD it be achieved?</td>
</tr>
<tr>
<td><strong>SEQUENCE</strong> - When is it achieved?</td>
<td>WHY THEN?</td>
<td>When could it be achieved?</td>
<td>WHEN SHOULD it be achieved?</td>
</tr>
<tr>
<td><strong>PLACE</strong> - Where is it achieved?</td>
<td>WHY THERE?</td>
<td>Where else could it be achieved?</td>
<td>WHERE SHOULD it be achieved?</td>
</tr>
<tr>
<td><strong>PERSON</strong> - Who achieves it?</td>
<td>WHY THAT PERSON?</td>
<td>Who else could achieve it?</td>
<td>WHO SHOULD achieve it?</td>
</tr>
</tbody>
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Creating Standard Practices to …

- Reduce variation among individuals or groups (and so make process output more predictable).
- Provide “know-why” for operators and managers now on the job.
- Provide a basis for training new people.
- Provide a trail for tracing problems.
- Provide a means to capture and retain knowledge.
- Give direction in the case of unusual conditions.
Benefits of Standardization

• Increased process reliability
• Reduced costs
• Improved employee performance
• Increased safety
• Processes that remain in control
• Continuous improvement
• Flexible practices that allow for quick response to customer needs