Business process mapping is a visual way to document and track the steps involved in a business process. For example, your process map can identify inefficiencies and bottlenecks, improving the efficiency of daily operations. It can also develop standard operating procedures or document a new approach for training purposes. In addition, business process maps can be used as a communication tool, allowing different departments and employees to share their understanding of a process and identify areas where they need improvement. By documenting business processes, you can enhance day-to-day efficiency. (Eby, 2017)

Types of Process Mapping

01. Process flowcharts
Process flowcharts are the most straightforward mapping process that can be hand-drawn or drawn on Office or any word processing software. It shows the steps in a process from start to finish and who is responsible for each task.
Swimlane diagrams
Swimlane diagrams, also known as cross-functional maps, are process flowcharts that were tweaked to show how task division among different departments or team members.

Source: Edraw

Value stream maps
A value stream map is a business process map that focuses explicitly on the flow of value through a process. In other words, it’s a way to visualize how value moves through your organization from beginning to end.

Source: Edrawmax
There are many reasons why you might want to create a value stream map. In general, it can be helpful to have a value stream map for any of the following reasons:

- understand how your process works
- identify areas where value is being lost or wasted
- find ways to improve your process
- help communicate your business approach to others

SIPOC

SIPOC is an acronym for Suppliers, Inputs, Process, Outputs, and Customers. In other words, it is a tool used in process improvement that provides a high-level overview of a process.

You can use the SIPOC diagram as a starting point for more detailed analysis, such as a gap analysis or a root cause analysis. The primary purpose of the SIPOC diagram is to help identify opportunities for improvement. Moreover, understanding the inputs, outputs, and customers of a process makes it possible to make changes in better quality, greater efficiency, and higher customer satisfaction. (Six Sigma Daily, 2017)

Benefits of Process Mapping

The benefits of business process mapping include:

- Problem Solving: Business process mapping can help businesses identify problems in their processes and find ways to solve them.
- Risk Management & Compliance: By understanding how their processes work, businesses can identify potential risks and take steps to mitigate them. In addition, it can help businesses to avoid costly mistakes and comply with regulations.
- Establishing Best Practice: Business process mapping can help businesses identify best practices and follow them.
- Showing The Big Picture: Flowcharts can help businesses see how their processes fit together and understand the big picture to make better decisions about future investments.

5 Steps of successful Process Mapping

Step #1: Identify the process and gather relevant information

For instance, you can talk to employees, observe the process, or look at the documentation. The goal is to understand how the process works and what needs improvement.

Step #2: Team formation

Team formation should include people from different departments with different levels of experience. The following approach will ensure that you consider all perspectives.

Step #3: Interviews

It's crucial to interview key figures to help identify duplication of effort and areas needing improvement. So make sure you don't skip this part and remain objective.
Step #4: Baseline Process Mapping
A baseline business process map will show the current state of the process so you can use it as a starting point for simplifying and improvement.

Step #5: Monitoring Improvements
You can monitor improvements by tracking metrics, such as cycle time or the number of defects, and conducting periodic audits.

In conclusion, mapping out your business process can help you identify problems, improve them and ensure that everything runs smoothly. By following the steps outlined in this article, you can create an efficient business procedure.

References