Training Terminology - Toolkit

Conducting a Process Mapping

Step by Step

1. Think about the major steps of a process, without necessarily thinking about their sequence. Consider the following:
   o What activities must be performed to complete this process?
   o Who performs each activity?
   o How much time does it take to perform each activity or step?
   o What are the external inputs?
   o From where/whom external inputs come from?
   o What are the outputs?
   o Where do the outputs go?
2. Document the information as you reflect on the questions. In the beginning capture only the details that matter on major steps to avoid getting stuck documenting too much information.
3. Organize the information by identifying the output and the input.
4. Identify the first major process activity - any activity that is carried out within a process.
5. Determine the flow of information to and from this process activity.
6. Define intermediate steps (if not possible make notes and come back to this step later).
7. Identify the next major process activity, document the inputs and outputs and determine the information flow, linking all major process as well as inputs and outputs.
8. Examine eventual notes taken and eventually go back to the respective steps to complement information.
9. Verify the accuracy of the information by retracing the steps. Review the process map, consulting other involved stakeholders.
10. Start analyzing your map to uncover the performance gaps (Procedure Analysis).

unitar
United Nations Institute for Training and Research