

Understanding Process

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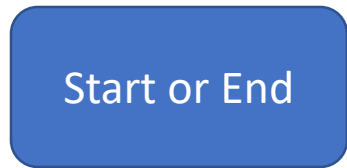
Debrief Yesterday's Tennis Ball Exercise



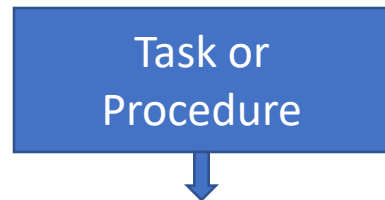
Facts About Flowcharts

- Used to visually explain a process and the interrelationship between process steps
- Allows analysis and better understanding of a process
- Great way for a workgroup to better understand their environment
- Excellent training documents

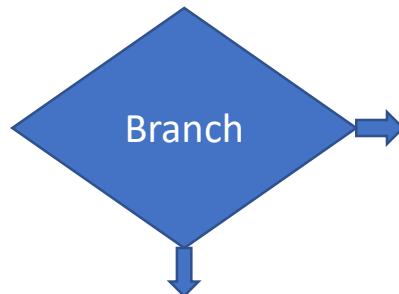
Commonly Used Flowchart Shapes



Indicates starting or ending points of process

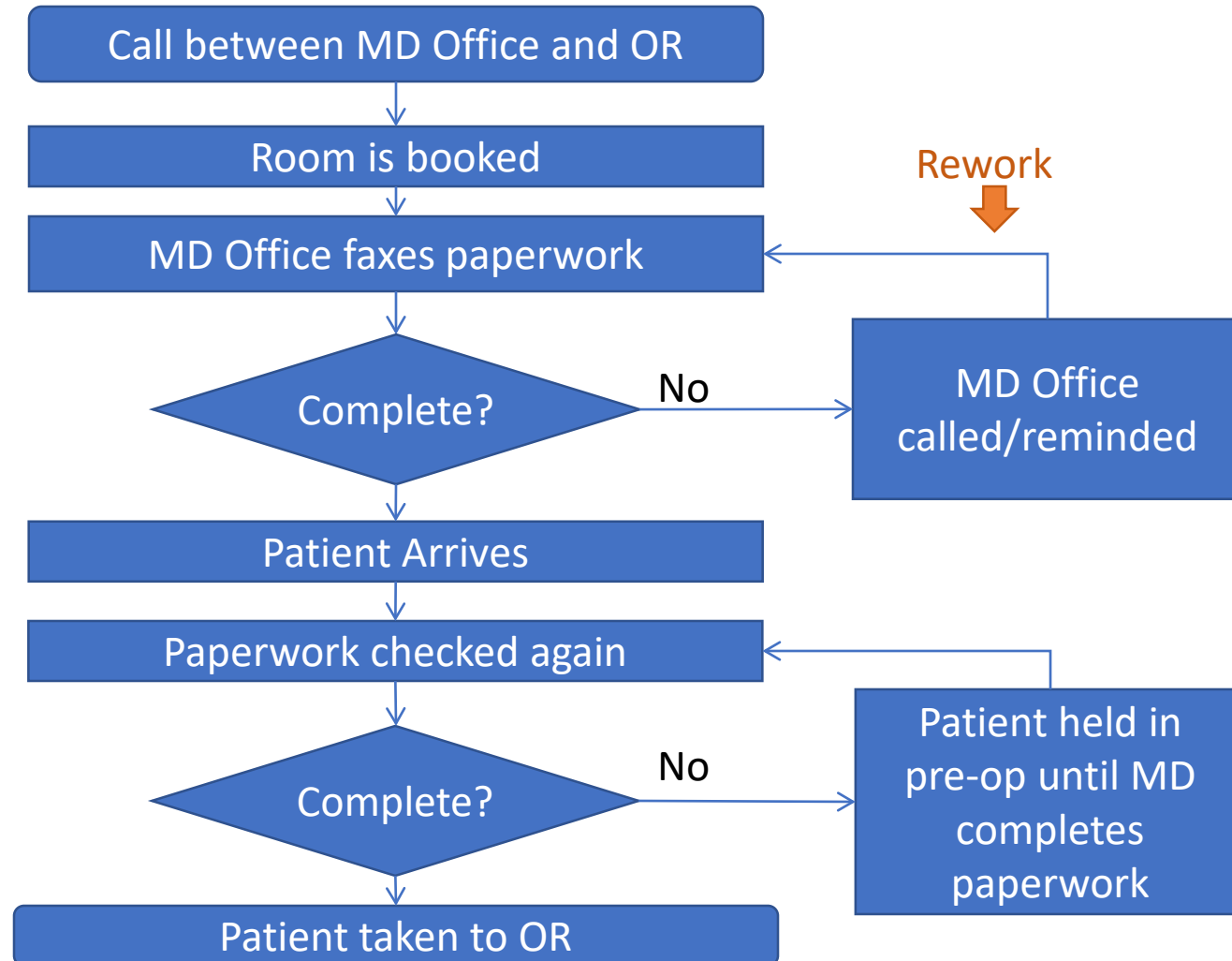


Names or describes an individual task or procedure






Indicates a conditional branch; a question or a decision; a variation in the process


Example: Detailed





Yummy Example

You Will Need:

 1/3 Cup Water  1/3 Cup Vegetable Oil  1 Egg

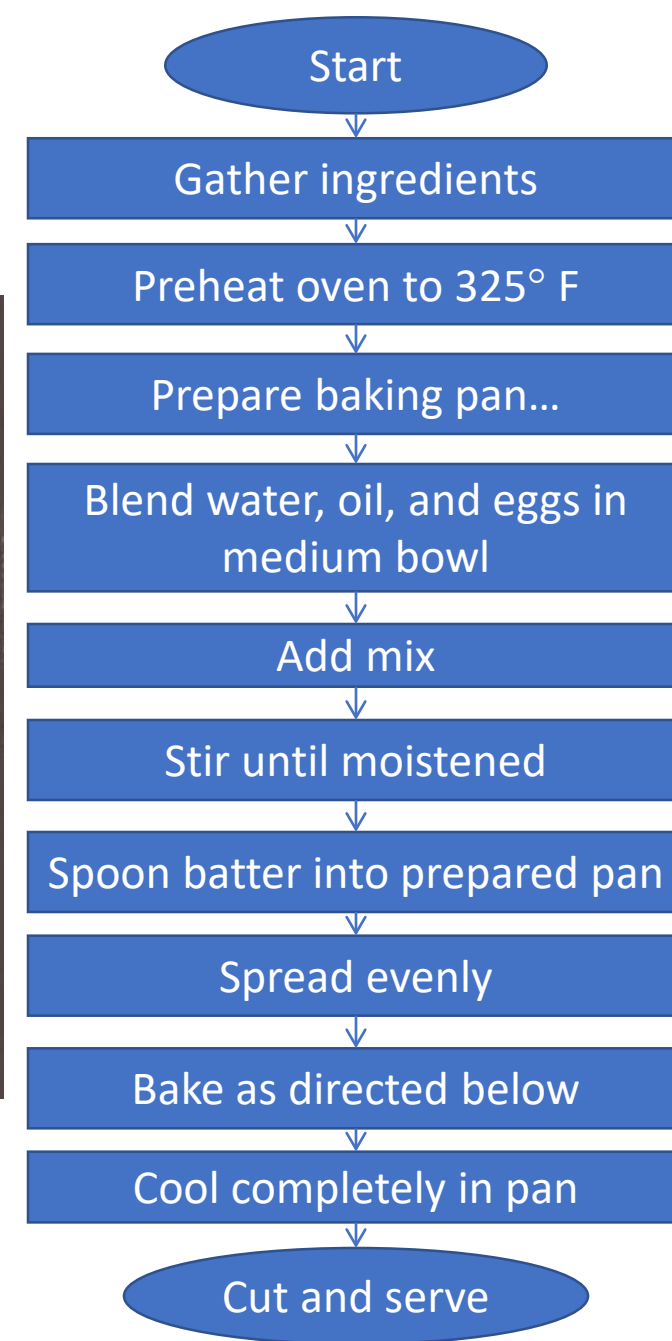
325°F  **1 Preheat** oven to 325°F. Prepare baking pan by lightly greasing or spraying with non-stick cooking spray.

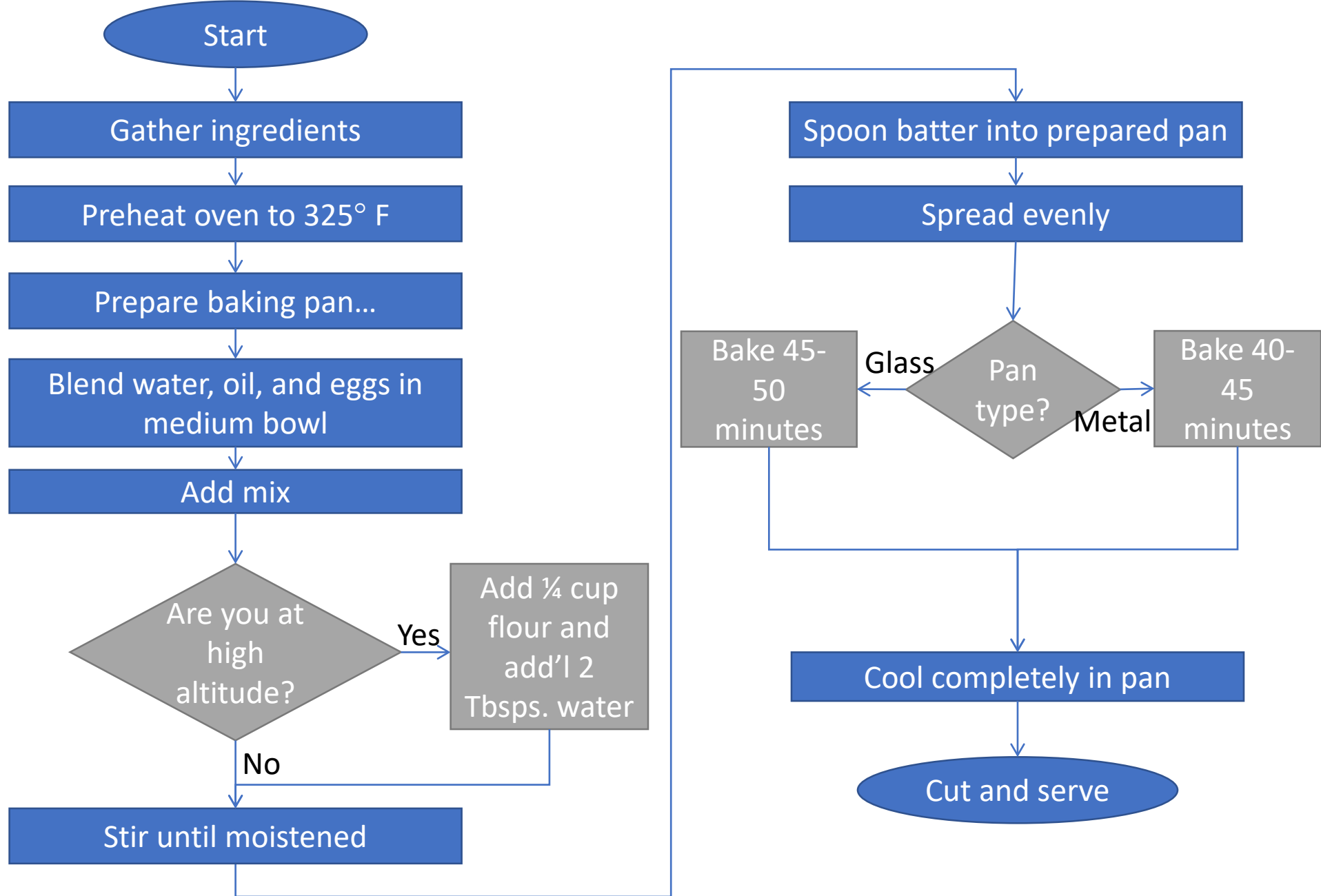
 **2 Blend** water, oil and egg in medium bowl. Add mix and stir until moistened (about 40 strokes). Spoon batter into prepared pan and spread evenly.

 **3 Bake** as directed below. Cool completely in pan before cutting. Makes 16, 2-inch brownies.

<i>Pan Size:</i>	8" x 8" (Metal)	8" x 8" (Glass)	9" x 9" (Metal)	9" x 9" (Glass)
<i>Bake Time:</i>	40-45 minutes	45-50 minutes	40-45 minutes	45-50 minutes

• Do not overbake. Fresh-baked brownies appear underbaked but cool to doneness.
• Store in a tightly covered container.
• HIGH ALTITUDE: Add 1/4 cup all-purpose flour and an additional 2 tablespoons water.





Flowcharts

Serves as a training tool to understand the complete process

Identifies parts of the process where data can be collected

Flowchart Analysis

- What does your process look like?
- What does the desired process look like?
- Compare both charts, looking for areas where they are different
- Focus improvement efforts on the differences or areas of rework and delays

Give It a Try

- At your table pick one of the following processes to flowchart:
 - Packing for the last trip you took
 - Preparing the last meal you cooked
 - Getting here today
- Determine the start and ending point of the process

Decisions to Make

- Decide on the level of detail
 - Simple macro-flowchart shows only the general process flow
 - Detailed flowchart shows all actions and decision points

Go For It

- Identify the major steps in the process
- Write each step on a post-it note
- Arrange the post-it notes in the desired sequence
- Add directional arrows and decision diamonds
 - Keep all yes choices in the same direction

Flowchart Analysis

- What does your process look like?
- What does the desired process look like?
- Consider flowcharting to compare the 'real world' with 'the policy'
- Focus improvement efforts on the differences or areas of rework and delays