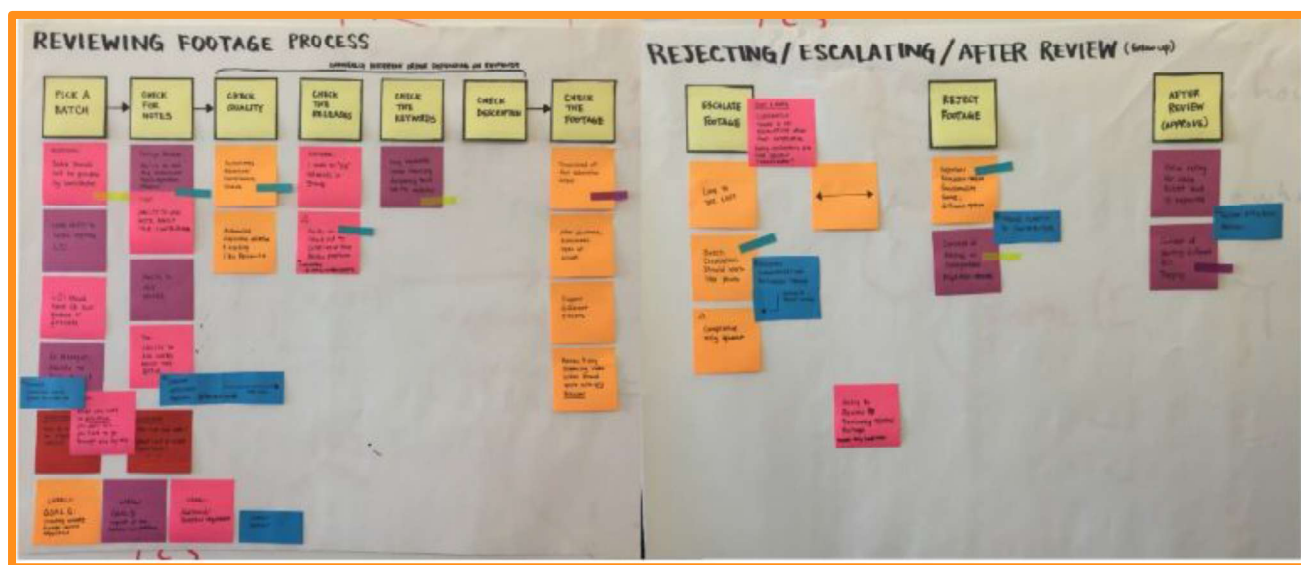




Leverage Process Maps



Process Mapping Steps:

- Determine what process needs to be more closely examined.
- Have a few different colors of square Post-It note pads.
- Use a black marker (ideally – easier for everyone to read).
- Find a blank spot on the wall.
- Write one step per Post-It note; post on the wall.
- Get the entire process mapped before you start debating or changing; the point is to see how it is currently done and what is known to then start to more easily see where there are gaps, confusion, etc.
- As you add and move Post-Its around, have a discussion around the impact the potential changes will have. And note where there may be larger issues that are getting in the way that need to be addressed.

Try This!



- ★ Lead by example by regularly asking what is getting in the way of people being fully effective and living our WHY.
- ★ When a Systems issue is uncovered, pull people together to engage in a process mapping activity. Part of showing up as an owner is taking initiative to determine where there are gaps and move towards finding a viable solution.