

Lean Tool - Process Flowchart



Purpose:

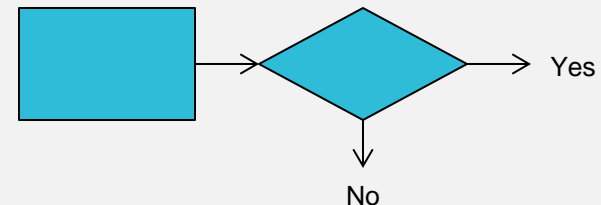
- Flowcharts are easy to understand diagrams that show how the steps in a process fit together

Application:

- When you need to fully understand the area involved in the problem situation as it exists today
- When you need to clarify the process sequence and show the interrelationship of steps in the process
- When you need help seeing the waste or opportunities in a process

Methodology:

- The most basic flowcharts contain 2 symbols and can be hand written on sticky notes or keyed into a word document
 - Box – designates a process step
 - Diamond – designates a decision point



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Methodology (continued):

- Begin by listing all of the tasks in a process in chronological order.
 - Ask questions such as “What happens next in the Process?” or “Do you need to make a decision before the next step?”
 - Can be drawn by hand or Post-It notes can be used on a large sheet of paper
- Connect each task with arrows to show the flow of the process
- Check the accuracy of your flowchart by comparing it against the actual process

Tips:

- Document the current way things are actually done, not the ideal
- Get representatives from the area(s) involved to help
- Once created, use the flowchart to help identify areas of the process that are impacting the problem at hand
- Start at a high level and add additional details as needed to better understand that step or steps in the process
- Process flowcharts can be used as a form of standard work



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