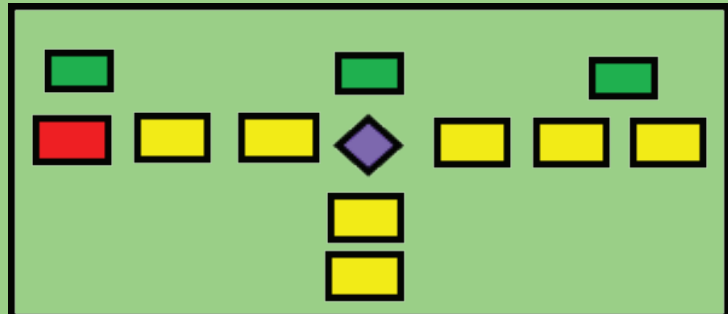


# Process Mapping

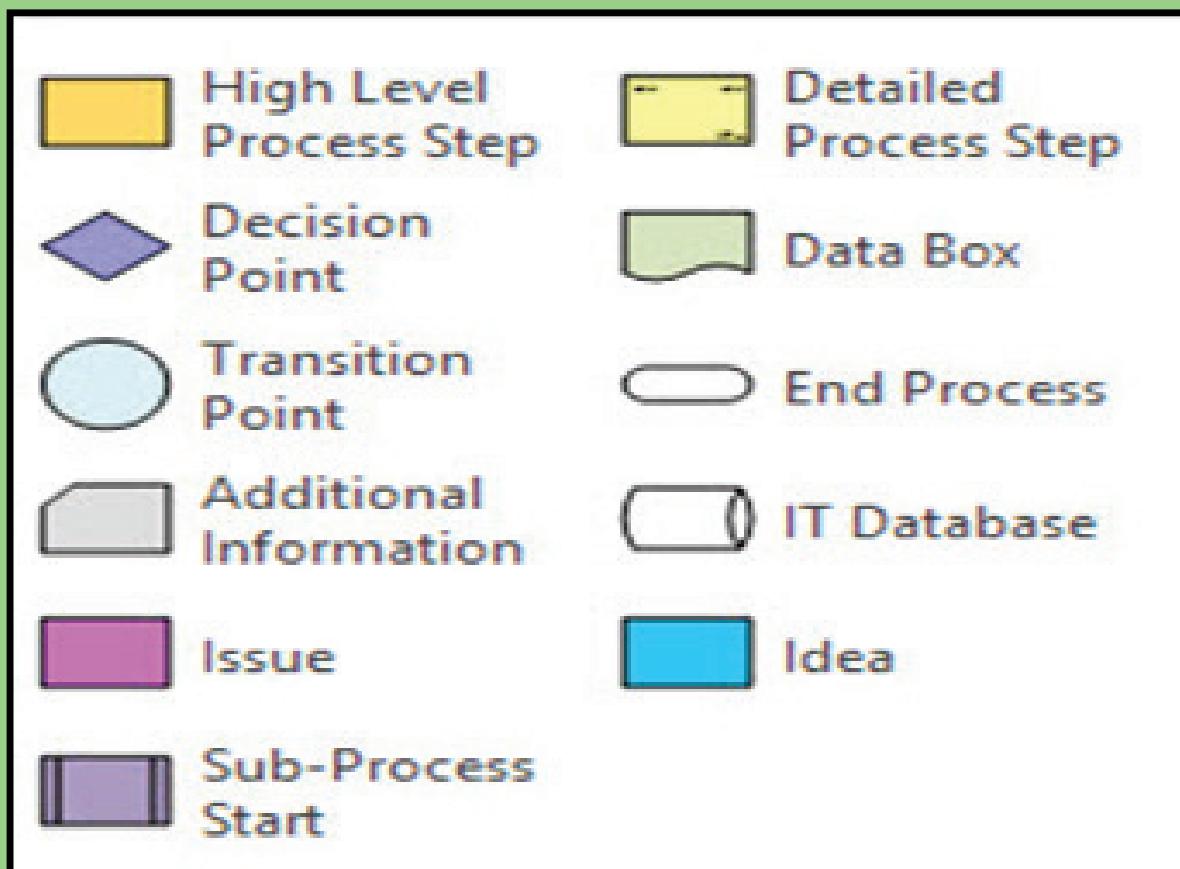
## Process Maps:

Workflow diagrams that visually represent how work gets done



Process Maps are coded by color and shape. Use Post-It notes and banner paper to reflect how work gets done.

Focus on common steps in the process, not special cases.



Process Mapping helps teammate identify bottlenecks, time, customer interactions, handoffs, duplication of process steps, and any other issues.

