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 WRITING SAMPLES

Tips for Creating Process Maps

Level 2

Reference Guide

			Company Name	
			Supply Chain Management Processes and Procedures	
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SAMPLE

TABLE OF CONTENTS

1. PURPOSE	4
2. SCOPE	4
3. VISIO	4
3.1. INSTALL MICROSOFT VISIO 2010	4
4. UNDERSTANDING THE PROCESS MAP TEMPLATE	4
4.1. START WITH THE RIGHT TEMPLATE.....	4
4.2. USE THE RIGHT SHAPES	5
5. CREATE A PROCESS MAP FROM THE TEMPLATE	6
5.1. PREPARE THE TEMPLATE	6
5.2. ADD AN INPUT	6
5.3. ADD PROCESS BOXES FOR WHAT THE WHOS DO.....	6
5.4. IDENTIFY SUB PROCESSES	7
5.5. IDENTIFY DECISION POINTS IN THE PROCESS	7
5.6. ADD NUMBERS TO THE PROCESS STEPS.....	7
5.7. FINALIZE THE PROCESS MAP	8
6. REFERENCE DOCUMENTS	8
6.1. L3 OR L5 PROCESS MAP TEMPLATE.....	8
6.2. L4 OR L6 WORK INSTRUCTIONS TEMPLATE	8
6.3. SCM PROCESS DOCUMENTATION STYLE GUIDE	8
6.4. GLOBAL SCM PROCESS DOCUMENT CONTROL AND RETENTION PROCESS	8
7. ACRONYMS AND TERMINOLOGY	8

	Tips for Creating Process Maps			
	Doc. No.	E-L2-0040	Rev.	0

1. PURPOSE

The purpose of this reference guide is to provide tips for creating clear process maps using Microsoft Visio 2010.

2. SCOPE

The scope of this reference guide is global and site-specific process maps created for Supply Chain Management (SCM) processes.

Processes maps are created to show Who does What and rather than what systems do. Work instructions are intended to document How the Who does What.

3. VISIO

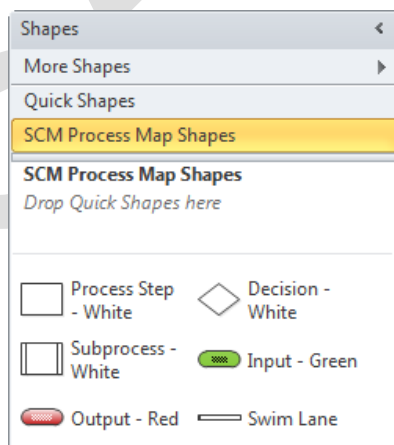
3.1. Install Microsoft Visio 2010


- 3.1.1. The version of MS Visio used by the SCM Process Documentation team is Visio 2010. The process map template linked below is designed in Visio 2010.
- 3.1.2. Contact the IT Help Desk to install Visio 2010.

4. UNDERSTANDING THE PROCESS MAP TEMPLATE

4.1. Start with the Right Template

- 4.1.1. Start with the L3 or L5 Process Map Template.
- 4.1.2. Ensure the SCM Process Map Shapes stencil is open in your template.

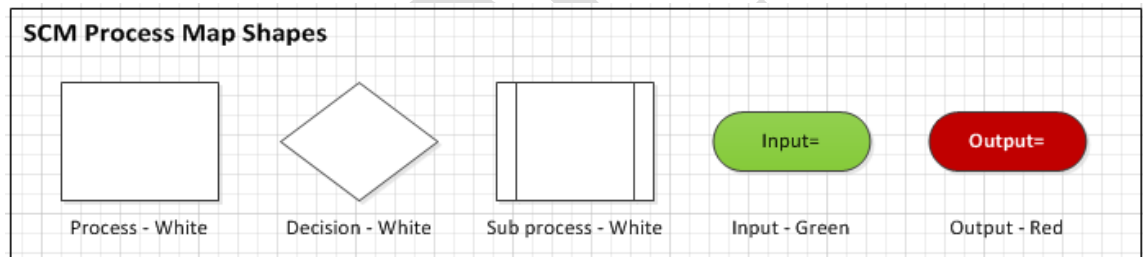


	Tips for Creating Process Maps			
	Doc. No.	E-L2-0040	Rev.	0

- 4.1.3. If it is not available, you will need to add it.
- 4.1.4. Click More Shapes.
- 4.1.5. Click Open Stencil.
- 4.1.6. Navigate to G:\Supply Chain Management\SCM Process Library\E-Business Systems\Templates.
- 4.1.7. Click on the SCM Process Map Shapes stencil.
- 4.1.8. Click Open.

4.2. Use the Right Shapes

- 4.2.1. This SCM Process Map Shapes stencil has the 5 shapes used for documenting SCM processes. (See step 4.1 to add.)




Process – used for process steps performed by the Who.

Decision Diamond – used to indicate an optional paths based on the previous step. Usually Yes/No.

Sub process – used to indicate another process that must be performed before proceeding. This can be a process by and SCM group or external. If the sub process is in a process performed by your team, add the team description at the beginning of the process name.

Input – all processes begin with an input of some type. It may be a need to purchase something, or the output of another process.

Output – all processes must have at least one output. The output needs to include what the output is rather than just End.

	Tips for Creating Process Maps			
	Doc. No.	E-L2-0040	Rev.	0

5. CREATE A PROCESS MAP FROM THE TEMPLATE

5.1. Prepare the Template


- 5.1.1. Change the title at the top of the process map to include your group name and appropriate process level – Level 3 or global process maps, Level 5 site-specific process maps.
- 5.1.2. After the colon include either Global or the site indicator and the name of the process you are documenting.
- 5.1.3. Change the date at the top.
- 5.1.4. Remove all of the content in the 2 swim lanes (the content in Process Map (PM) template is included in this document).
- 5.1.5. Change the labels on the Swim Lanes to the Whos performing the actions in the process you are documenting.
- 5.1.6. Add additional Swim Lanes as necessary by dragging the swim lane from the SCM Process Map Shapes stencil.

5.2. Add an Input

- 5.2.1. All processes must have a specific input.
- 5.2.2. Add an Input oval or change the content after Input= in the green oval to the input for the process you are documenting.

5.3. Add Process Boxes for What the Whos Do

- 5.3.1. Use the Process box for showing the major steps the Who performs in the process.
- 5.3.2. Drag the Process box from the stencil to the appropriate Swim Lane.
 - 5.3.2.1. If you have too many process step boxes on your process map (hint: they can't fit legibly on a letter or legal size map) consider that you may have:
 - 5.3.2.1.1. shown instructional steps rather than the major steps of the process - consider adding that information to the work instructions document
 - 5.3.2.1.2. more than one process combined in one process map – consider breaking it up into 2 or more process maps

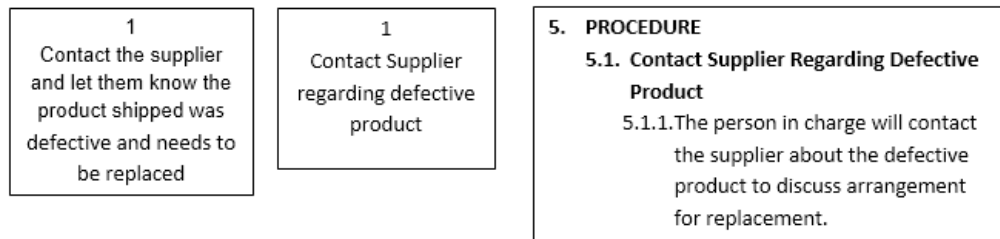
	Tips for Creating Process Maps			
	Doc. No.	E-L2-0040	Rev.	0

5.3.2.2. If you have more than 3 to 5 words in a process step box, you may be including an instruction rather than a process step – consider adding that information to the work instructions document.

5.3.2.2.1. EXAMPLE: The first box shows a process step box that is too wordy.

5.3.2.2.2. The second box shows a process step box with the same basic information using only 5 words.

5.3.2.2.3. The third box shows how the additional information included in the first box was included in the work instructions.



5.4. Identify Sub Processes

5.4.1. Use a Sub Process box to show another process that must be completed before continuing.

5.4.1.1. Sub processes do not have to be in a separate swim lane for the Who if that Who does not perform any other steps in the process.


5.5. Identify Decision Points in the Process

5.5.1. Use the Decision diamond to show a question that must be answered based on the previous step or sub process. Each decision diamond must have at least 2 alternate paths.

5.5.1.1. Label the lines coming out of the Decision diamond, usually Yes and No.

5.6. Add Numbers to the Process Steps

5.6.1. Number all the Process boxes only. Decision diamonds and Sub Process boxes should not be numbered.

	Tips for Creating Process Maps			
	Doc. No.	E-L2-0040	Rev.	

5.6.2. If you have one or more alternate paths, it is recommended that the last process box in the map be numbered with the last number in the process.

5.7. Finalize the Process Map

5.7.1. Ensure the date at the top is correct.

5.7.2. After you have documented the process, open the Work Instructions Template and create the Work Instructions.

6. REFERENCE DOCUMENTS

6.1. L3 or L5 Process Map Template

6.2. L4 or L6 Work Instructions Template

6.3. SCM Process Documentation Style Guide

6.4. Global SCM Process Document Control and Retention Process

7. ACRONYMS AND TERMINOLOGY

Acronym or Term	Definition
PM	Process Map
SCM	Supply Change Management
WI	Work Instructions