Fundamentals of Process Mapping

**Presenter**

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Knowledge Areas

Enterprise Analysis

Business Analysis Planning and Monitoring

Elicitation

Requirements Analysis

Requirements Management and Communication

Solution Assessment and Validation

BABOK® V2 Overview

Foundation Chapters

Introduction

Underlying Competencies

Techniques
What is a Process?

A process is a set of sequential activities carried out in a predetermined order to deliver value to the customers.
Characteristics of a Process?

- All process has boundaries (start and end)
- It has more than one activity
- May have several starts and several outcomes
- A process can kick start another process
- Some sort of signal is required to kick start a process
- A process may start and end in the same function
- A process may cut across different functions
- A process may receive signals at different points of time
- Process maps have swim lanes and swim pools.
Types of Processes

Primary Processes
Secondary Processes
Management Processes
Types of Processes

Primary Process
An operational process that constitutes the core business of a firm and is part of its primary value chain.

Secondary Process
A non-operational process that is not part of the core business of a firm but supports the primary processes.

Management Process
The processes that govern the operation of a system.
Current vs. Future

- Current state mapping
- Future state mapping
- Gap analysis
- Capabilities required
- Solution needed
## Swim Lane vs. Swim Pool

<table>
<thead>
<tr>
<th>Treatment at A&amp;E</th>
<th>Patient</th>
<th>Ambulance crew</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triage nurse</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doctor</td>
<td></td>
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</tbody>
</table>
BPMN 2.0
For Your References

www.omg.org

Microsoft Visio

www.asq.org

www.sme.org

www.apqc.org
Thank You