APPLY FOCUS

Process Mapping Template

A process map visually outlines how work is done from start to finish. This tool helps identify inefficiencies, duplication, and bottlenecks while promoting shared understanding and continuous improvement across teams.

---

1. Purpose of This Tool

☐ Clarify the steps, roles, and decisions within a process.
☐ Identify gaps, redundancies, or inefficiencies.
☐ Support training, handovers, and standardisation.
☐ Provide a baseline for process improvement.
☐ Strengthen collaboration and accountability.

Tip: Mapping the process together often reveals more insight than analysing it alone.

---

2. Process Overview

Field	Details
Process Name	
Department / Function	
Process Owner	
Last Reviewed	
Version	

☐ Capture key details before mapping begins.

Tip: Assign one clear owner - accountability drives improvement.

Notes

3. Process Purpose and Boundaries

Section	Description
Purpose	Why this process exists and what outcome it delivers.
Start Point	The event or trigger that begins the process.
End Point	The point where the process is considered complete.
Customers / End Users	Who benefits from or relies on this process.

☐ Define clear start and end points to avoid process sprawl.

Tip: A process should start with an input and end with a measurable output.

---

4. Process Steps Table

Step No.	Task / Activity	Owner / Role	Inputs	Outputs	Tools / Systems	Decision Required? (Y/N)
1						
2						
3						
4						

☐ List all key actions in order, including who does what.

Tip: Keep steps at a consistent level of detail - too granular makes maps confusing.

---

5. Process Flow Diagram

Symbol	Description	Example
●	**Start / End**	Process begins or finishes
■	**Activity**	A specific task or step
◆	**Decision**	A yes/no or conditional point
→	**Arrow**	Direction or flow between steps

☐ Use these symbols to draw the process flow in tools like Word, PowerPoint, Miro, or Lucidchart.

6. Swimlane Map Layout (Optional)

Role / Department	Step 1	Step 2	Step 3	Step 4	Step 5
Department A					
Department B					
Department C					

☐ Use swimlanes to show handovers between departments or roles.

Tip: The more handovers a process has, the greater the risk of delay or miscommunication.

---

7. Inputs and Outputs Analysis

Step No.	Input Source	Input Quality / Reliability	Output Destination	Output Value

☐ Review whether each output meets the needs of the next step.

Tip: Most process issues stem from poor input quality, not poor effort.

---

8. Bottleneck and Waste Identification

Step No.	Problem / Delay	Root Cause	Type (Waste / Rework / Handover)	Improvement Idea

☐ Identify where time, effort, or quality is lost in the process.

Tip: Focus on simplifying or removing low-value steps first.

---

9. Process Improvement Opportunities

Opportunity	Benefit	Effort (H/M/L)	Priority	Action Owner

☐ Prioritise changes that deliver the biggest benefit with minimal disruption.

Tip: Quick wins build confidence before tackling complex redesigns.

APPLY FOCUS

10. Review and Update Plan

Review Date	Reviewer	Action Taken	Version	Next Review

☐ Review processes regularly or when changes occur.

Tip: Process maps are living documents - keep them current to maintain value.

How to Use This Template

Use this template to document any process end-to-end. Start with brainstorming sessions to capture actual workflows, then refine collaboratively. Combine it with the Root Cause Analysis Worksheet and Continuous Improvement Checklist to create a complete process optimisation toolkit.

Notes