



# MAP OUT BUSINESS PROCESSES

THE 10 STEP GUIDE

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# What is business process mapping?

Business process mapping, also known as process mapping or business process modelling, is a visual representation of a series of interconnected activities and tasks within a business process. It involves creating a diagram that illustrates the flow of work, the sequence of tasks, decision points, inputs, outputs, and interactions between different stakeholders involved in the process.

The purpose of business process mapping is to provide a clear and comprehensive view of how a particular process functions, enabling organisations to understand, analyse, and improve their operations. By visually representing the steps and interactions within a process, businesses can identify inefficiencies, bottlenecks, and areas for improvement. It also helps in identifying potential opportunities for automation or streamlining.

The process map typically uses symbols and shapes to represent different elements of the process. Common symbols include rectangles to represent tasks or activities, diamonds to represent decision points, arrows to indicate the flow of work, and ovals to represent the start and end points of the process.

Business process mapping is a critical tool in process improvement initiatives, as it allows stakeholders to:

1. **Visualise the Process:** Business process maps provide a clear and intuitive visualisation of how work is carried out in an organisation. This helps in understanding the process at a glance and identifying its complexities.
2. **Identify Inefficiencies:** By examining the process map, organisations can identify areas where tasks take longer than necessary, redundant activities exist, or resources are underutilised.
3. **Streamline Workflows:** Process mapping facilitates the identification of bottlenecks or areas that cause delays in the process. This enables businesses to streamline workflows, reducing cycle times and improving overall efficiency.
4. **Standardise Operations:** Process maps can be used as a reference to establish standard operating procedures (SOPs) and ensure consistency in how tasks are performed throughout the organisation.
5. **Enhance Communication:** Process mapping provides a common language for discussing processes and procedures among team members, managers, and stakeholders. This fosters better communication and understanding.
6. **Facilitate Continuous Improvement:** As organisations gain insights from process mapping; they can implement changes and measure their impact on the process. This iterative approach enables continuous improvement over time.

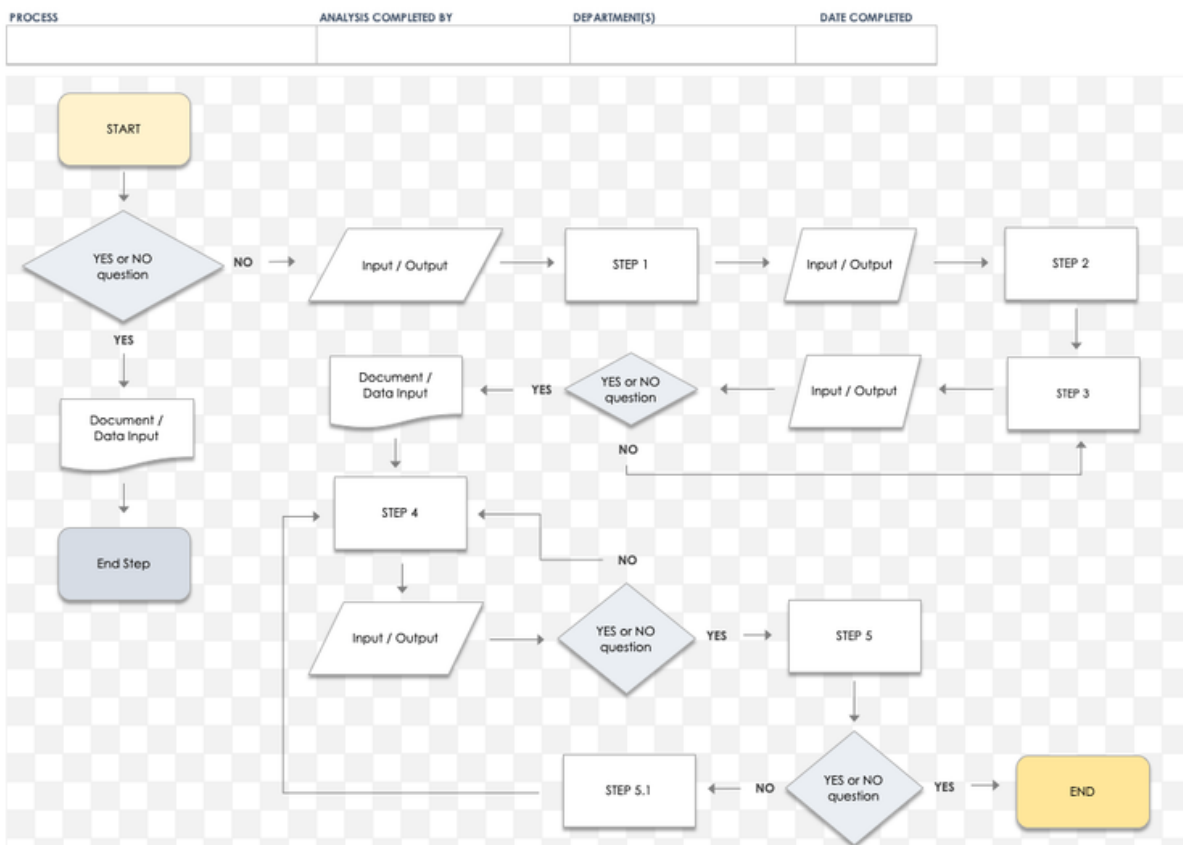


# What is business process mapping?

Various tools and software are available for creating business process maps, ranging from simple flowcharting tools to sophisticated process modeling software. Regardless of the tool used, the key is to ensure that the process map accurately represents the workflow and is easily understandable by all relevant stakeholders.

In conclusion, business process mapping is a powerful technique that empowers organisations to analyse, optimise, and streamline their processes. By visually representing the sequence of activities and interactions, businesses can gain valuable insights into their operations, leading to increased efficiency, improved decision-making, and enhanced overall performance.

## DETAILED PROCESS MAPPING TEMPLATE



# How do you write your business process map

## Step 1: Understand the Purpose and Scope

Before diving into the process of business process mapping, it's essential to clearly define the purpose and scope of your project. Identify the specific process you want to map and the objectives you hope to achieve. This could be streamlining operations, identifying inefficiencies, or preparing for process improvements.

## Step 2: Identify the Key Steps and Activities

Begin by listing the key steps and activities involved in the process you wish to map. Interview process stakeholders, including team members and managers, to gather insights into the process flow. Note down each activity in sequential order to create a rough outline of the process.

## Step 3: Choose the Right Business Process Mapping Tool

Select a user-friendly and robust business process mapping tool. There are various online diagramming tools available that offer a wide range of templates and intuitive drag-and-drop functionality. Choose the one that best suits your needs.

## Step 4: Create a New Document

Open the chosen business process mapping tool and create a new document for your process map. Choose a blank canvas or use a pre-designed template based on your needs. A simple flowchart template is an excellent starting point for most business processes.



# How do you write your business process map

## Step 5: Add Shapes and Elements

Drag and drop the required shapes and elements onto the canvas to represent the different steps and activities in your process. Use rectangles for processes, diamonds for decision points, and arrows to indicate the flow between each step. Customise shapes and text to make your process map easy to read and understand.

## Step 6: Connect the Elements

Connect the elements on the canvas to show the flow of the process. Use arrows to indicate the direction of the process and ensure a logical sequence between steps. Consider using different colours to differentiate between different sections or stages of the process.

## Step 7: Include Additional Information

Enhance the process map by adding relevant details such as process names, descriptions, and time estimates for each step. You can also include important metrics or key performance indicators (KPIs) to measure the process's efficiency and effectiveness.

## Step 8: Review and Validate

Once your business process map is complete, review it with stakeholders, process owners, and team members. Ensure that the map accurately reflects the actual process flow and that all relevant details are included. Use feedback from this review to make any necessary revisions.



# How do you write your business process map

## Step 9: Analyse and Optimise

With your process map in hand, analyse the flow and identify potential areas for improvement. Look for bottlenecks, redundancies, and inefficiencies that could be optimised. Engage with your team to brainstorm potential solutions and implement process improvements. Can any part of your process be automated? do you send the same onboarding email to each customer for example.

## Step 10: Share and Collaborate

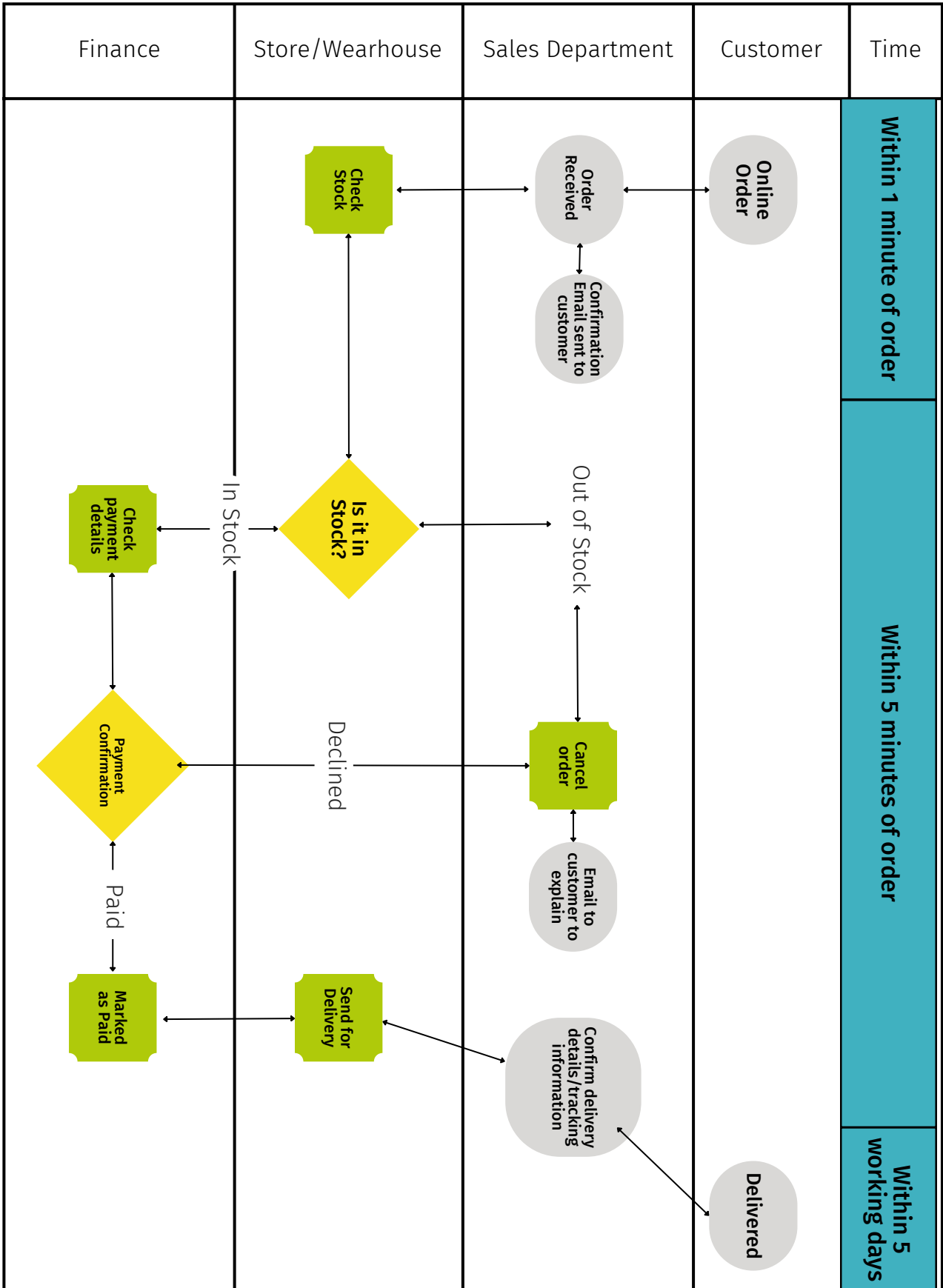
Share the finalised business process map with all relevant stakeholders. The selected business process mapping tool should allow you to share your diagrams with team members, managers, or clients, facilitating collaboration and feedback. Ensure that everyone involved has access to the most up-to-date version of the process map.

Business process mapping is an ongoing process, and it's crucial to regularly update your diagrams to reflect any changes or improvements. With the right business process mapping tool and this step-by-step guide, you can effectively create and maintain detailed business process maps to streamline your operations, enhance productivity, and drive organisational success.

on the next page, we have an example of what a business process map might look like from the point of view of an online retailer. there is no right or wrong way to map out your process, you need to do what is going to be best and easiest for you and anyone in your business to understand. It could be as simple or detailed as you like.



# Process Map Example 1 Online Retail



# Process Map Example 2 Online Retail





# Process Map for your business

Now it's time to start mapping out your process. So pick one process to start with and fill in the table below - list the steps in the process (the more detail the better)

Once you have done this take a blank piece of paper and start to create your map.

<b>Process</b>	
<b>What needs to happen? (what are the process steps?)</b>	
<b>Who is involved? (think departments)</b>	
<b>What is the time frame from start to finish?</b>	
<b>What process do you repeat/is the same on every customer? (can this be automated)</b>	



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