



Process Documentation

Effective process documentation entails:

(1) Defining process scope

(2) Mapping current state

- High level SIPOC chart
- Swimlane diagram with granular steps
- Visualize roles, decision points, cycle times

(3) Identifying pain points

- Delays, bottlenecks
- Rework loops, redundancies
- Unclear hand-offs

(4) Defining future state

- Optimize flow, eliminate waste
- Standardize variations
- Simplify complexities

(5) Detailing standard procedures

- Process charts, swimlane diagrams
- Risks and mitigations
- Examples, guidelines, templates

Benefits:

- Clarifies end-to-end workflow
- Enables fact-based improvement
- Drives process consistency
- Facilitates training and onboarding

Documentation captures institutional knowledge and establishes standards. This enables process excellence.