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- [Process Maps, Process Mapping and Turtle Diagrams](http://Elsmar.com/Forums/forumdisplay.php?f=156) (<http://Elsmar.com/Forums/forumdisplay.php?f=156>)

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[Flow charts - Show Me Yours! Systems Approach - Process Mapping](http://Elsmar.com/Forums/showthread.php?t=8798)

(<http://Elsmar.com/Forums/showthread.php?t=8798>)

Marc

23rd June 2004 11:57 PM

Flow charts - Show Me Yours! Systems Approach - Process Mapping

2 Attachment(s)

The other night I was going back through some of my VERY OLD Mac files circa 1986 thru 1988. One of the things I remembered was that I learned flow charting in a business systems environment back in the mid- to late 1980's. I took it to heart back then and have been a serious proponent of flow charts since that time. This is probably because in college in the early 1970's we did similar 'flow charts' to define biological systems inter-relationships. Simply, if this happens, the result / path is this...

Since then I've seen the simplest to the most complex one could imagine. From integrated (live links, for example, to related procedures and forms) to individual 'Extreme Basic' flow charts.

I am asking you folks to share examples of your flow charts - simple or complex. Screen shot or pict, jpg, png or gif attachments would be fine (some folks may not have, for example, .vsd software to open the attachments).

Tell us what you have and why it is designed as it is. How did/do you determine the level of detail necessary?

Commentary appreciated! What are your experiences?

gerrybean

24th June 2004 01:26 AM

Flow charts in procedures

1 Attachment(s)

Attached is a copy of our non-conforming product procedure. We are not currently certified but are aiming for TS16949 before the end of the year.

This is typical of our procedures but is probably one of the more complex flow charts.

Any comments??

RCBeyette

24th June 2004 07:33 AM

1 Attachment(s)

We are currently in the process of modifying how we present our flow charts. In the past it was simply that...a flow chart...shapes included termination, decision, process, goto...and that was really.

It has been communicated to us to conform to the company standard of flowcharts, which we are planning on slowly transitioning to over the next year or so (not a top priority to us), without losing key data.

The new flow charting methodology for us is to look at our process from a PDCA side. Not to just document what we do, but also how we try to improve it. It does, I admit, make the flow charts more complicated-looking, but after a while, we get used to them.

Flow charts at the WI level, however, will be in a slightly different format, yet to be formalized.

So, the flow charts for the main processes (all 16 of them), will still include:

- Purpose
- Scope
- Responsibilities
- Defintions
- Process Map (see attachment)
- Inputs
 - Raw Materials
 - Utilities
 - Key Paperwork
- Outputs
 - Finished Product
 - Process Data
 - Key Records
- Resource Identification
 - Personnel
 - Equipment
 - Methods
- Work Environment
- Measurements/Metrics
- Process Implementation, Verification and Validation Plan

Mike S.

24th June 2004 09:10 AM

Quote:

*In Reply to Parent Post by **RCBeyette***

We are currently in the process of modifying how we present our flow charts. In the past it was simply that...a flow chart...shapes included termination, decision, process, goto...and that was really.

It has been communicated to us to conform to the company standard of flowcharts, which we are planning on slowly transitioning to over the next year or so (not a top priority to us), without losing key data.

Do you find any value-added in this process (revamping your flowcharts to conform to a company standard)?

At least at first glance, that chart looks so complex as to lose one of the beauties of flowcharts (IMO) -- simplicity and ease of use.

Tom W

24th June 2004 09:25 AM

2 Attachment(s)

This is something I am working on improving right now. Attached is a draft of the layout I am looking to use. The chart is in Visio and the spreadsheet is Excel.

The other one (Global) is just a flow of the whole thing.

Comments / suggestions / ridicule are all welcome.

:rolleyes:

RCBeyette

24th June 2004 09:27 AM

Quote:

*In Reply to Parent Post by **Mike S.***

Do you find any value-added in this process (revamping your flowcharts to conform to a company standard)?

Not much of a choice. All of the North American mills will eventually be using the same documentation style and format and language...so that we can go from location to location and still understand what is what. But, as I said, it is not a priority for us so we'll get to it when we get to it. :D

Quote:

*In Reply to Parent Post by **Mike S.***

At least at first glance, that chart looks so complex as to lose one of the beauties of flowcharts (IMO) -- simplicity and ease of use.

And at first glance, you are right...but think of this as a true process map...not just a flow chart. A process can involve people outside of the parameters of the department that "owns" the process. This style shows who is involved, how they're involved and when they are required to be involved. When I first saw the map, I was intimidated by its style...I'm slowly getting used to it and beginning to see some benefits to using it.

Douglas E. Purdy

24th June 2004 09:32 AM

Previously Submitted Flow

1 Attachment(s)
MARC,

I have submitted this flow before when I was working on My First 2000 System (Process-Based Approach). I am on my Second System and using the same flow charting method. The amount of detail has proven to be of benefit, especially if one is not generating procedural documents to correspond with the flow. I am utilizing Guideline Blocks to provide that procedural information and try to place them near where the activity is occurring.

Doug

Peter Fraser

24th June 2004 11:43 AM

1 Attachment(s)
Quote:

*In Reply to Parent Post by **Marc***

I am asking you folks to share examples of your flow charts - simple or complex. Screen shot or pict, jpg, png or gif attachments would be fine (some folks may not have, for example, .vsd software to open the attachments.

Tell us what you have and why it is designed as it is. How did/do you determine the level of detail necessary?

Commentary appreciated! What are your experiences?

We use a deployment flowchart format with the words separate from the symbols (we find that it is restrictive to put all the text inside a box, or to have separate boxes somewhere on the flowchart to accommodate extra narrative). And we use RACI (Responsible / Accountable (or Assists) / Consulted / Informed) to define people's involvement (commonly used in the North Sea oil & gas industry).

The published (HTML) system has hyperlinks to the referenced documents and sub-processes. We find that the format can act both as a map of the process flow, and also as a "procedure" with sufficient text to be readable as an alternative to straight narrative. As a rule of thumb, we always define the "normal" process flow first, and then go through it again to specify the "alternative" conditions (which we can often build into the task wording without needing decision boxes).

All the elements of all the process details are in one dataset, and the software draws the flowcharts for you - so that you don't need to drag & drop, or handle pagination manually, or amend all related flowcharts if you change eg a job title.

We can also display alternative "views" of a process, where we define and display eg business risks / competency requirements on the right hand column in place of the task description. We reckon that this helps us to go beyond "process mapping" towards "process management (and therefore improvement?)".

pga_gold

24th June 2004 02:23 PM

2 Attachment(s)

We have gone the route of an integrated system for process links, flowcharts, and work instructions. Attached are two flowcharts. "Resins Business Process Overview" acts as the gateway to the rest of our QMS documentation. It shows the links between our COPS and identifies our SOPs. If you click on any of the processes, it will bring up the specific process flowchart. This page also contains hyperlinks to our Quality Manual, an electronic copy of the ISO/TS standard (half our business is TS), and to our intranet page. The intranet page contains our Level II and III documentation.

I'm also attaching our flowchart for our Manufacturing process. Along with the flowchart, this page also contains links to work instructions, lists the related records, and lists the process metrics.

pga_gold

24th June 2004 02:34 PM

Pete,

I really like the layout of the flowchart. It contains all of the necessary detail, yet is still "easy on the eyes." I wish I had seen beforehand.

isogeorge

24th June 2004 02:54 PM

These forums are great for information exchange. Its great to see all the different styles and formats of flow charts.

Thanks to all!!

Steve Prevette

24th June 2004 06:22 PM

1 Attachment(s)

Attached is my standard flowchart for continual improvement using SPC.

Wes Bucey

24th June 2004 11:14 PM

Quote:

*In Reply to Parent Post by **Steve Prevette***

Attached is my standard flowchart for continual improvement using SPC.

I can see why it is "continual" - once you get into the loop, you never get out!

Marc

24th June 2004 11:46 PM

Quote:

*In Reply to Parent Post by **Douglas E. Purdy***

I have submitted this flow before when I was working on My First 2000 System (Process-Based Approach). I am on my Second System and using the same flow charting method. The amount of detail has proven to be of benefit, especially if one is not generating procedural documents to correspond with the flow. I am utilizing Guideline Blocks to provide that procedural information and try to place them near where the activity is occurring.

Nice one. High level, yet lots of details.

Tom W - I really like your format as well - especially the inputs and outputs. I would expect something like that will make audits easy. Back int the "show me where and how you comply' days, I loved cross-reference matrices - the standard in one column and the relevant procedure in another column. With the change, you format makes a lot of sense. It's also something that is obvious and clear to every functional responsibility particularly with regard to what data their system is suposed to be generating.

This is turning out to be a good thread! Any more examples, folks?

Steve Prevette

25th June 2004 10:02 AM

Quote:

*In Reply to Parent Post by **Wes Bucey***

I can see why it is "continual" - once you get into the loop, you never get out!

True. Early versions of the flowchart had an exit path for "this project is over" but really didn't add anything. Do note that once you get the indicator to an acceptable level, the only loop you are in is a monitoring loop, and action is only required if you get a trend in the wrong direction.

Claes Gefvenberg

25th June 2004 05:24 PM

Quote:

*In Reply to Parent Post by **Steve Prevette***

Attached is my standard flowchart for continual improvement using SPC.

Good one Steve, and I cannot help but noticing that with only minor changes it would make a good **generic** continual improvement flow as well...

/Claes

ralphsulser

26th June 2004 11:23 AM

1 Attachment(s)

Here is one I put together for Continuous improvement

ralphsulser

26th June 2004 11:27 AM

1 Attachment(s)
Another one for our Bevel Gears process flow

Clarence.L

9th July 2004 04:01 AM

Cross function flow chat for NC Handling

1 Attachment(s)
Marc,

I had posted this cross function flow chart in Cove previously. The chart was generated by MS Visio.

I think it is not a high level flow chart, coz I hope everybody, including operator, lower level staff knows how NC handling and documented, so I'm not using shape for represent the activities.

Clarence

QSRFUN

14th August 2007 11:25 AM

Re: Flow charts - Show Me Yours! Systems Approach. Process Mapping!

:bigwave:Love the format of the overall processes. Simple yet to the point.....:O)

I have found that in the beginning the hardest thing to do is NOT call everything a "process". I have narrowed down to 4 "key processes" SALES, PLANNING, PRODUCTION, DELIVERY. Everything else is an activity that falls into or surrounds/supports these 4 key processes...

Thank you for your samples.

Tina :O)

Bob Unsworth

18th August 2007 06:56 AM

Re: Flow charts - Show Me Yours! Systems Approach. Process Mapping!

Hi folks,

I have been asked by a client to map their various processes (they manufacture labels). The intention is to identify areas for improvement to improve their defect/quality issues.

Any ideas for a process map I could use ?

Stijloor

18th August 2007 02:13 PM

Re: Flow charts - Show Me Yours! Systems Approach. Process Mapping!

Quote:

*In Reply to Parent Post by **Bob Unsworth** (Post 209458)*

Hi folks,

I have been asked by a client to map their various processes (they manufacture labels). The intention is to identify areas for improvement to improve their defect/quality issues.

Any ideas for a process map I could use ?

Hello Bob,

There's a lot of information here. A good start is to explore this thread: <http://elsmar.com/Forums/showthread.php?t=10707>

If your intent is to identify areas of improvement, you may want to search: "Value Stream Mapping." A very powerful technique.

See for example: <http://www.google.com/search?hl=en&q...=Google+Search> Lots of good stuff.

Stijloor.

SHARON MYNHARDT

14th March 2011 04:13 PM

Re: Flow charts - Show Me Yours! Systems Approach - Process Mapping

Hi All, A big thank you from my side. :thanx: We are busy implementing iso9001 and I was a little unsure where to begin my flow charts. I had an idea but I guess I never had enough faith in myself. Now that I have looked at all the examples available on the cove I am more at ease to begin with my own flow chart for a manufacturing company. Once I have completed my flow chart I will most definitely post the file on the cove for comments. Thanks for the help Sharon "Tiger";)

JaxQC

16th March 2011 10:26 AM

Re: Flow charts - Show Me Yours! Systems Approach - Process Mapping

1 Attachment(s)

It's bringing up an older but I think still pertinent thread. Here's a sample that I've liked for the manufacturing side. What I like in addition to the INPUT / OUTPUTS (which is a good lead in to the FMEA) is that it also addresses Rework & Scrap. By doing so it lets you address planned rework with proper processing. It also identifies where I expect scrap.

During floor audits I'd be more concerned about scrap found outside of where I expected it. If it's where I expect then I already have control mechanisms in place to protect the process. This way it helps identify when errors should get continual improvement or an warehouse sort.

John Broomfield

17th March 2011 04:12 AM

Re: Flow charts - Show Me Yours! Systems Approach - Process Mapping

1 Attachment(s)

Marc,

Here is a deployment flowchart for the project to develop your process-based management system.

Examples of the core process (needs to cash) flowchart and flowcharted procedures will follow.

John

John Broomfield

17th March 2011 05:32 AM

Re: Flow charts - Show Me Yours! Systems Approach - Process Mapping

1 Attachment(s)

Marc,

Here is a core process flowchart.

Note how it *determines* the key processes and shows their sequence and interaction.

The core process flowchart usually starts with determine customer needs and ends with invoicing; but here the filthy lucre is not mentioned (however the system from our eLearning course includes a key process for obtaining prompt payment starting with credit checks).

Key processes are those processes that benefit the organization by being documented for effective planning, operation, monitoring, control and improvement.

A key process flowchart used as a documented procedure will follow.

John

John Broomfield

17th March 2011 05:38 AM

Re: Flow charts - Show Me Yours! Systems Approach - Process Mapping

1 Attachment(s)

Marc,

Here is a flowcharted procedure.

It shows the interaction of the resources that update the Business Management System as laws, codes and regulations are issued and changed.

The software is Teamflow which is designed for process and project management.

Our clients find it much faster to use and update than the general purpose Visio.

John

tamale

17th March 2011 09:00 AM

Re: Flow charts - Show Me Yours! Systems Approach - Process Mapping

1 Attachment(s)

Great post, I am a fan of flow charts.

The one I have included should be read from left to right then down to the next step. Or just go down to the process step concerned with and read left to right. This format speaks well to me.

Sorry, but it's in French. I have translated the top cells so you can get the drift of how it works.

Merci !

Tamale

John LM

22nd August 2011 05:13 PM

Re: Flow charts - Show Me Yours! Systems Approach - Process Mapping

My first reply...

Impressed by all I have seen; I add a couple of my own points: a process must describe a domain-specific sequence
 of course it must have inputs, methods and outputs
 it must address process (functional) logic as well as governance (decision-points) logic
 it must be auto-convergent, i.e. it should contain feedback (and even feed-forward) logic, so that the process logically drives the user to the intended purpose (terminal outcome)

In the end, most processes need to link up with some other (external) process to fulfil business continuity, and these "off-links" must also be shown

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| Identifying Waste | 8-D Problem Solving | Statistics | Error Proofing (Poka Yoke) | Brainstorming |
| Discovering Change | Pull Systems | Lead Time Reduction | Planned Maintenance | Quick Setup |
| | Process Capability - Cp vs. Cpk | Histogram Animation | Process Loop Animation | Taguchi Loss Function |
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