



[The Elsmar Cove Forum](http://Elsmar.com/Forums/index.php) (<http://Elsmar.com/Forums/index.php>)

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

- -

[The 'Best of the Best' Process Map Format](http://Elsmar.com/Forums/showthread.php?t=9166)

(<http://Elsmar.com/Forums/showthread.php?t=9166>)

Marc

5th August 2004 11:13 AM

The 'Best of the Best' Process Map Format

Folks, I know there are a lot of examples of process maps posted as attachments here in different threads. For those of you who have an opinion and know how to get and paste a post link, I'd like to 'litter' this thread with links to the format(s) you are most impressed with. Or you can attach an example of what you consider to be 'The Best of the Best'.

One I saw in a thread here somewhere had the center as a basic flow chart with Responsibilities, Inputs, and Outputs on the side (which, of course, now that I'm looking for it I can't find...). I have seen this done in Excel, but... Excel isn't my ideal. I have even thought of a using a database where each line is a 'step'.

I am also looking for anyone who uses SmartDraw to do process maps.

Jonell

5th August 2004 02:46 PM

turtle diagrams in Excel

1 Attachment(s)

Hi Marc,

We're using turtle diagrams in Excel for our process maps.

Attached is a copy

Jonell

Sidney Vianna

5th August 2004 04:10 PM

Best of the best

1 Attachment(s)

Quote:

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

Or you can attach an example of what you consider to be 'The Best of the Best'.

Marc, one of the best I have seen was developed by one of the sites of Solar Turbines, a Caterpillar subsidiary and a 1998 MBNQA winner.

See attached!

<http://Elsmar.com/png/smilies-33874.png>

Wes Bucey

5th August 2004 04:35 PM

Quote:

*In Reply to Parent Post by **Sidney Vianna***

Marc, one of the best I have seen was developed by one of the sites of Solar Turbines, a Caterpillar subsidiary and a 1998 MBNQA winner.

See attached

I was impressed by the PowerPoint slide.

I was even more impressed when I looked at the slide properties and saw 56 revisions and the total editing time was over 10,000 minutes! Can that be right? or did the designer go on vacation and leave the project live on his computer?

[Total editing time 10919 minutes divided by 60 = 181.983 hours divided by eight-hour days = 22.75 \(rounded\) days divided by five day weeks = 4.55 weeks!](#)

<http://elsmar.com/Forums/images/smilies/confused.gif>

Comments?

Sidney Vianna

5th August 2004 05:06 PM

Since you have to know, the slide is only one of a VERY long PowerPoint presentation that Solar uses to depict their business management processes and also illustrate their transition from old QMS to newer QMS, thus the document properties.

Now, let me ask you one question

1. what is that award medal/decoration in the your picture available at the ASQ newsletter for the June meeting?

Wes Bucey

5th August 2004 05:26 PM

Quote:

*In Reply to Parent Post by **Sidney Vianna***

Since you have to know, the slide is only one of a VERY long PowerPoint presentation that Solar uses to depict their business management processes and also illustrate their transition from old

QMS to newer QMS, thus the document properties.

Now, let me ask you one question

1. what is that award medal/decoration in the your picture available at the ASQ newsletter for the June meeting?

That photo was from an award ceremony at another Association where I was presented with a medal for outstanding service to the Association. That medal, the photograph, and a free dinner was my pay for a forty-five minute keynote address on educating new hires and helping them become assimilated into the corporate culture. (I even had to pay for my own parking!) I got a better deal from my Section - they gave me free dinner and a notebook I use every day plus parking was free! I also won the doorprize drawing for a bottle of Sake. (I'm not sure I know where the medal is anymore - stuck in some drawer, I suppose. I also have a garage full of trophies from a variety of activities and speeches that I'm trying to figure how to recycle.)

Marc

6th August 2004 06:27 AM

1 Attachment(s)

Thanks for the replies so far. I do like Caterpillar's format. I've been playing with the attached (very basic idea so far) but I'm still looking for ideas.

Douglas E. Purdy

6th August 2004 07:30 AM

A Completed Sample

Quote:

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

Thanks for the replies so far. I do like Caterpillar's format. I've been playing with the attached (very basic idea so far) but I'm still looking for ideas.

Marc,

The format looks interesting. Would you happen to have a sample of a completed process?

Thanks,
Doug

Marc

6th August 2004 07:59 AM

Not yet. Right now I have a client which has had the same flow charted procedures from back in 1992-3. They're overly simple for 'today' and they're QS going to TS. So - I've been looking at different formats - There's one I found here once I really, really like but of course can't find it now.

I'm looking at SmartDraw, which this is in. I have large tables right now but mainly for 'place holders. It's mainly a concept document at this point. It's easy to put in tables so I was thinking small tables to the sides at each flow chart block. I definitely want to have a 'Key' somewhat like what is at the bottom.

I am looking at what Sidney V and Jonell posted and hope some more are posted. I'm also going through the attachments list and have downloaded most of what I have found there. Since I started this thread, I will try to find time to put some links to some I have downloaded in this thread soon.

The bottom line is I want to take a good look before I settle on a format. The format they currently use I helped set up back in 1992 and it has lasted almost 12 years. I want the format I come up with to (hopefully) last at least 10 years and will be 'acceptable' for TS 16949.

These will mainly be level 2 and some level 3's. They use a software package for floor level work instructions which I'm ambivalent about and they don't plan to change those.

engjane

6th August 2004 08:54 AM

An example

1 Attachment(s)

This is a diagram I received from a friend that I think is pretty good albeit in Excel (which I know Marc is not so hooked on but for us mere mortals, Microsoft is the only way)

I like the colour coding and the use of references to documents – its hard to visualize without information you'll have to trust me that it looks good.

Maybe its not the most standardised format but I hope it can give someone an idea, as it did for me (thanks DeAnne!) :o

Jane

Marc

6th August 2004 09:08 AM

Thanks! BTW - I'm not opposed to Excel per se. I use it for a lot of things, have for years. In fact, it was out for the Mac before it was for the PC and I was using it back then. I scoffed at Lotus 123. I realize every company is different and every situation has different requirements. In this case I'm looking at SmartDraw because the company still uses Winflow - a very basic program. And only a couple of people in the company will use it. SmartDraw is relatively cheap (about US\$150 for a single license for the 'full blown' package), is fully Office compatible, and their IS people do 'special' software buys and installations without bickering. It even has an excellent mind mapping capability.

Actually I like Powerpoint's flow charting tools. I do draw the line at flow charts in Word... I frown on that. But - I've seen a lot of people use Word for flow charts and they're well done. My bias is due to my lack of skills with Word when it comes to doing drawings.

Chris Willis

6th August 2004 09:23 AM

Wow a Turtle diagram

1 Attachment(s)

Thanks a bunch Jane,

Our auditor was singing the praises of turtle diagrams at the last audit, and I have never seen one before.

I just love this place as an information exchange.

This is my own attempt at a flow diagram, but having seen some of the attached I think they may be changing.

Note: to view correctly you need to expand it to full size

Joe Cruse

10th August 2004 08:39 AM

1 Attachment(s)
Marc,

here is an example of a flow chart I set up using SmartDraw for one of our lab instruments. I'm not sure if this is what you were thinking of or not. I got the idea for the format from a software flyer I saw, and decided to use the format to do flow charts for some of our lab equipment process flows.

Marc

10th August 2004 08:55 AM

Thanks for the post. Nice format. Digital cameras are all over this company so that's a thought. They do already use pictures in all of their floor level work instructions.

One of the key things I plan on is columns for 'owner', input(s) and output(s) because for the level 2's those will be a focus.

qualitygoddess - 2010

10th August 2004 11:01 AM

I vote for MS Visio for any flowcharting/process maps. It is more complicated to use than SmartDraw. I like to include digital pics whenever possible. I'm still one of those people that likes to write every word down, and then provide a flowchart at the beginning, to outline the basic steps in the process.

I'm just starting to switch this new client over to flowcharts. They had flow diagrams in place about 4 years ago, changed their processes, but not the diagrams.

Marc, your attached diagram was interesting. I hope you will share the final version!

ASQ_Web_Offerings_CN

10th August 2004 04:13 PM

Quote:

*In Reply to Parent Post by **qualitygoddess**
I vote for MS Visio for any flowcharting/process maps.*

I second the MS Visio, it is essential for our workgroup process map, and the site maps that I do on the web development side here at ASQ. Our IT also uses visio to map out our network, and data transfer process. It is a very flexible platform, and widely used for charts, diagrams, and process flow.

Marc

10th August 2004 04:20 PM

Quote:

*In Reply to Parent Post by **ASQ_Web_Offerings_CN***

I second the MS Visio, it is essential for our workgroup process map, and the site maps that I do on the web development side here at ASQ. Our IT also uses visio to map out our network, and data transfer process. It is a very flexible platform, and widely used for charts, diagrams, and process flow.

Have you tried SmartDraw? It does all this and more at a cheaper cost.

<http://www.smartdraw.com/resources/c.../smartdraw.htm>

Marc

10th August 2004 04:22 PM

Quote:

*In Reply to Parent Post by **qualitygoddess***

I hope you will share the final version!

I will but it will be a few weeks. I'm in the middle of some APQP training and will be getting back to the corporate documentation soon.

ASQ_Web_Offerings_CN

10th August 2004 04:33 PM

Quote:

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

Have you tried SmartDraw? It does all this and more at a cheaper cost.

I've heard of it, but I haven't used it. Have to look into it.

Visio has been the industry standard I've used for the past five years. One of those things that sticks with you through a career. However, when cost is an issue, I'll make MS paint, or a similiar program work in my favor. I like to look at computers and software as a game I just have to conquer. Part of my Gen-X upbringing at age 30.

jewels

10th August 2004 04:38 PM

Don't be so cynical about WORD, it has it's advantages

For our purposes, we do not currently have elaborate flow charts of processes. I tried the Smart Draw free trial and it works great, but for what I need, WORD works fine. And everyone in our company has WORD. This way--the files I forward to others for review can be worked on in their hands using WORD instead of each of us getting another program that will not be used enough to pay it's price. At least not yet.

ASQ_Web_Offerings_CN

10th August 2004 04:45 PM

Quote:

*In Reply to Parent Post by **jewels***

For our purposes, we do not currently have elaborate flow charts of processes. I tried the Smart Draw free trial and it works great, but for what I need, WORD works fine. And everyone in our company has WORD. This way--the files I forward to others for review can be worked on in their hands using WORD instead of each of us getting another program that will not be used enough to pay it's price. At least not yet.

Very important point of certain software suites. Depending upon your situation, cross-departments, inter-office, and useability is key in choosing a software the suits your needs.

Greg B

10th August 2004 05:51 PM

1 Attachment(s)

Quote:

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

Thanks for the replies so far. I do like Caterpillar's format. I've been playing with the attached (very basic idea so far) but I'm still looking for ideas.

Marc,

I know I have posted many, many flow charts on the cove but I just saw the template that you posted and had to comment on it. IMO these types of flow charts are the simplest and often the most likely to be used, as operators understand them. I try to keep my Flow charts to one page, have the least amount of Decisions and ensure that responsibilities (left margin) and key check points (right Margin) are indicated. Coupled with training flow charts are a very effective tool.

Here is my latest procedure for 'New Product Specifications'. This style is used for the lowest level procedure or work instructions.

Marc

10th August 2004 06:04 PM

Good one, Greg. I like it a lot.

Cari Spears

11th August 2004 09:15 AM

Quote:

*In Reply to Parent Post by **Greg B***

...I know I have posted many, many flow charts on the cove...

Please, keep 'em comin'! Yours are some of my favorites.

TownDawg

11th August 2004 09:59 AM

My my.. look at the hairs stand up on the back of folks' necks when we start talking about software of choice.. ;)

Thanks for all the examples.. I will be looking at them today, and see what we have here.

TownDawg

11th August 2004 10:45 AM

1 Attachment(s)

- The blank turtle form, and process map form is rudimental, but works obviously. I already had templates similar.

The Caterpillar example is really nice. If I used it, I might only do it at the COPs level, but I really really like it.

I also like the Qmag example. I might utilize that format some for my QPs.

The CCMA example looks like applicable more to WIs -- it's similar to how we do our OWIs -- which is a lot like Toyota and others do them.

Here's my contribution. This is a flowchart I'm using for my COPs so far.. but I'm still in development..

DeborahO

11th August 2004 11:28 AM

More than just process maps - iGrafx

I have used many different programs (can't remember them all there are so many) for documenting processes and the best I have found so far is iGrafx. They have three different levels from flowcharts / process mapping to Six Sigma (interfaces with Minitab). You can run simulations from the flow charts that you develop.

For basic flow charting / process mapping it is very easy to manipulate and change the flow / format. It also has a function to export ("publish") to PowerPoint, Word and as a web page.

Good Luck,
Deb

cncmarine

11th August 2004 01:12 PM

I have to agree about Word and Visio

I know some people are anti micro-soft but they make a superior products

Greg B

11th August 2004 05:15 PM

Quote:

In Reply to Parent Post by DeborahO

I have used many different programs (can't remember them all there are so many) for documenting processes and the best I have found so far is iGrafx. They have three different levels from flowcharts / process mapping to Six Sigma (interfaces with Minitab). You can run simulations from the flow charts that you develop.

For basic flow charting / process mapping it is very easy to manipulate and change the flow / format. It also has a function to export ("publish") to PowerPoint, Word and as a web page.

*Good Luck,
Deb*

Deb, Welcome to the Cove. I use to have igrafix's early software called 'abc' and it was VERY easy to use. We then progressed to Flowcharter but the powers that be decided we would go ALL the way with the MS suite so now we have Visio. I am a big fan of Visio and all of my flowcharts, process maps etc are constructed in Visio. I just wish I could convert all of my old abc docs over, automatically.

Baldrick

29th September 2005 03:59 AM

PowerPoint and Visio for me

I'm sorry for not really adding anything new here - for what it's worth I like PowerPoint for anything graphic, its flowcharting options are more than adequate for all but the most complex diagrams.

However my company recently got some copies of Visio, and at first pass it seems to be on a different level, and definitely worth investigating further. In its defence, MS Office is used by a lot of companies as a standard package, and therefore the resulting diagrams are available to everyone. You might have compatibility problems using more specialist packages like Visio - it depends how you intend using the finished diagrams I suppose.

I confess to being at a loss as to why anyone would choose Excel as a graphic tool? Am I missing something? That seems to me like choosing PowerPoint to write a letter when you have Word available. :confused: Or am I being stupid?

Wes Bucey

29th September 2005 07:19 AM

I think graphing in Excel has to do with having dynamic graphs [versus static graphs] which change as the data input changes.

As for using different programs to "work around" something more usable in another one, I recall back when Lotus 123 was **THE** spreadsheet used by accountants. At least 5 accountants (from different firms) of my acquaintance used to do their word processing chores in Lotus 123 as well :confused:

sathis

29th September 2005 10:21 AM

Turtle Diagram

1 Attachment(s)
HERE IS ONE TURTLE DIAGRAM IN MS WORD

SATHISH
:rolleyes:

Groo3

29th September 2005 11:36 AM

1 Attachment(s)

Quote:

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

Have you tried SmartDraw? It does all this and more at a cheaper cost.

<http://www.smartdraw.com/resources/c.../smartdraw.htm>

Unfortunately, some of us have to contend with the corporate standardization practices... In the days leading up to the standardization of the software we now use, we did try iGrafx, Visio, and a couple other software packages... At the time, it made the most sense for our company to standardize on Visio... I liked some of the process mapping features of some of the other software, but Visio came out on top overall. I don't know how long SmartDraw has been around? but it looks decent enough to be a contender if we had to standardize today...

PS: Here's my contribution to a process map for our Internal Audit Process (made using Visio): (we have numerous other process maps, but I'm sorry to say those are items I cannot share at this time)

RosieA

29th September 2005 02:32 PM

1 Attachment(s)

My favorite on was posted by Shaun Daly and is in Visio. To me this map has everything and is understandable at a glance.

delawarebill

9th April 2007 07:47 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

This is certainly a helpful thread for me... We're beginning our certification audits soon, and I was told by our auditor that we "MUST" have a process map... Now I have some good ideas of how to put one together.

Thanks guys!

Colin

9th April 2007 11:10 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Your auditor is almost right - you must have 'a description of the interaction between the processes of the quality management system' - see 4.2.2 c).

The most common way of achieving this is via a process map which goes in the quality manual. I would advise to keep this fairly basic as many that I see are overly complicated for a high level description.

noboost4you

9th April 2007 11:32 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

1 Attachment(s)

How is this for an Interaction of Processes Map?

Please critique as heavily as possible :D

delawarebill

9th April 2007 11:37 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

In Reply to Parent Post by Colpart (Post 190613)

You're auditor is almost right - you must have 'a description of the interaction between the processes of the quality management system' - see 4.2.2 c).

The most common way of achieving this is via a process map which goes in the quality manual. I would advise to keep this fairly basic as many that I see are overly complicated for a high level description.

This might be kind of off the wall, but what if instead of a Table of Contents in my manual (It's electronic), I used hyperlinks in a map that is set up like figure 1 in Q9001-2000? I think that would illustrate the interaction rather splendidly!

noboost4you

10th April 2007 08:18 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

In Reply to Parent Post by noboost4you (Post 190621)

How is this for an Interaction of Processes Map?

Please critique as heavily as possible :D

I think it looks good. :applause:

Anyone else? :D

stephen pearce - 2008

12th April 2007 09:22 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

1 Attachment(s)
Hi All,

Here is our company Process Flow. Please find attached spreadsheet.
Give me your thoughts. I have been in the quality field for about 8 months.
I am slowly beginning to walk now.

Take care all.

Stephen

Greg B

18th April 2007 10:11 PM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **noboost4you** (Post 190621)
How is this for an Interaction of Processes Map?*

Please critique as heavily as possible :D

This is fine. If it covers your process then it is right for you! We have a very basic one that covers our entire business but then we have smaller ones for each area as we drill down into each process. [MY PROCESS MAPS](#)

Helmut Jilling

18th April 2007 10:17 PM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **delawarebill** (Post 190626)
This might be kind of off the wall, but what if instead of a Table of Contents in my manual (It's electronic), I used hyperlinks in a map that is set up like figure 1 in Q9001-2000? I think that would illustrate the interaction rather splendidly!*

It can work, if done well. I have seen a few good examples. They are client property, so I cannot share them, sorry.)

Helmut Jilling

18th April 2007 10:19 PM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **noboost4you** (Post 190621)
How is this for an Interaction of Processes Map?*

Please critique as heavily as possible :D

It is a pretty good map, but it does not seem to identify all the processes. Only some. Also, some of the boxes do not appear to be processes. Please clarify?

noboost4you

19th April 2007 08:47 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **hjilling** (Post 192035)*

It is a pretty good map, but it does not seem to identify all the processes. Only some. Also, some of the boxes do not appear to be processes. Please clarify?

Which processes am I missing? [Accounting mails Invoices, Assistant files POs and Acknowledgements?]

The boxes that aren't processes are the departments that have an impact on customer requirements. In some cases, each department may have more impact than the other. Continual Improvement is not a department, but more or less stating we are striving for Continual Improvement back and forth with the customer.

This is why I posted the map. I'm unsure of it myself.

:thanks:

Benjamin28

19th April 2007 09:02 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

I have to say I really like the format that Greg utilizes. It takes advantage of simplicity while providing a concise description for each point, the owner of the activity, and a nice input, process, output format. In a process map this is just what I would want to achieve, while avoiding the twisting turning often convoluted flow diagrams. :applause:

Helmut Jilling

19th April 2007 09:08 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **noboost4you** (Post 192074)*

Which processes am I missing? [Accounting mails Invoices, Assistant files POs and

Acknowledgements?]

The boxes that aren't processes are the departments that have an impact on customer requirements. In some cases, each department may have more impact than the other. Continual Improvement is not a department, but more or less stating we are striving for Continual Improvement back and forth with the customer.

This is why I posted the map. I'm unsure of it myself.

:thanks:

It is hard to say which are missing, because I do not know your company.

First and foremost, it is necessary for you to have a clear list of your company's processes. All activities of the company must be addressed within that list of processes.

On this map, it would be good if the processes were shaded differently than non-process items, so the viewer can tell the difference.

Some processes that might be missing would include Maintenance, Training, Calibration, to name a few. Would these be covered by one of the existing processes on the list?

noboost4you

19th April 2007 09:27 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

All activities must be addressed? From the second the phone rings/faxed is received to the second the package is shipped out the door? From the process maps I've seen, they are not that in depth.

Would this current map be considered a Production Processes Map? Simply because I state all the processes from start to finish for a particular customer.

We have work instructions that cover various processes such as Calibration of Gauges, building certain products, order entry, etc. Are you implying to that it would be wise to make a process map for each? I can't imagine you are, but just want to clear that up.

Benjamin28

19th April 2007 09:41 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

No, I don't think all activities must be covered....after all a process is a "set of activities utilized to accomplish a specific output" so many activities could fall under a process.

Would your support process section cover some of the core processes mentioned? I do agree that such things as instrument calibration/control and document control should be present. I like the work you've done though, this thread is great as I am currently looking at our processes to determine an internal audit plan and the first step is defining/mapping the processes.

Helmut Jilling

19th April 2007 09:45 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **noboost4you** (Post 192082)*

All activities must be addressed? From the second the phone rings/faxed is received to the second the package is shipped out the door? From the process maps I've seen, they are not that in depth.

Would this current map be considered a Production Processes Map? Simply because I state all the processes from start to finish for a particular customer.

We have work instructions that cover various processes such as Calibration of Gauges, building certain products, order entry, etc. Are you implying to that it would be wise to make a process map for each? I can't imagine you are, but just want to clear that up.

Perhaps I misunderstood your original question.

If this was just a single process map, then all processes do NOT have to be listed. Obviously, only those that link to this particular process.

However, your map did not title that it was just a process map for a single process, so I assumed it was the overview of your whole system (addressing cl 4.1.b). If that is the case, then yes, all processes would need to be represented somewhere.

Helmut Jilling

19th April 2007 09:49 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **Benjamin28** (Post 192087)*

No, I don't think all activities must be covered....after all a process is a "set of activities utilized to accomplish a specific output" so many activities could fall under a process.

Would your support process section cover some of the core processes mentioned? I do agree that such things as instrument calibration/control and document control should be present. I like the work you've done though, this thread is great as I am currently looking at our processes to determine an internal audit plan and the first step is defining/mapping the processes.

Hopefully, the processes were already defined or mapped at the beginning of the implementation. If that has not yet been done, then your team should first step back and address the requirements in clause 4.1.

If it has been done, then simply build your audit plan using those process names as they are defined and mapped.

The big difference between the old ISO and the new version, is the old version defined your system using the same standard 20 elements. The new version has you define your own system based on the

processes as they actually occur in your organization.

Helmut Jilling

19th April 2007 09:52 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **noboost4you** (Post 192082)*

...

We have work instructions that cover various processes such as Calibration of Gauges, building certain products, order entry, etc. Are you implying to that it would be wise to make a process map for each? I can't imagine you are, but just want to clear that up.

No, you don't have to make a process map for every process. You do need to define how all the processes fit together however. Most companies determine what their processes are, then make one high level flowchart showing how it all flows together.

Then, from there, develop work instructions, individual process maps, etc as need. Don't confuse the two.

Benjamin28

19th April 2007 09:53 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Actually HJ that is not the case, the processes are vaguely addressed, and the situation is more unique as we are accredited to NADCAP ISO 17025, but looking to adopt a process approach for auditing. In preparation for implementing that system I am trying to define the processes in more detail. As always, thanks for the advice :thanx:

Marc

19th April 2007 10:22 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **hjilling** (Post 192091)*

No, you don't have to make a process map for every process. You do need to define how all the processes fit together however. Most companies determine what their processes are, then make one high level flowchart showing how it all flows together.

For example, see: [this diagrammatic systems map](#) and the slides around it.

[Process Mapping Basics](#).

noboost4you

19th April 2007 04:21 PM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

[Simple Top Level Process Map](#) is very similar to the processes map that I created, no? For the most part, all of the sample maps I've seen resemble in some way that map.

All of our processes fit together when the customer is satisfied. If they are satisfied, we know what we did was goooooood :)

I guess I'm just not grasping how to define how all processes fit together. Accounting plays a role, Engineering plays a role, Administrative, Production, etc. all play a role in customer satisfaction to turn inputs into outputs. But for the most part the customer requests a product, we quote, receive p.o., build, ship, etc. And all in between Purchasing may buy parts needed, Accounting may do a credit check, Engineering may verify the drawings, etc. They are supporting functions with different processes.

Frank T.

24th April 2007 07:17 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

1 Attachment(s)

Here is an excel process map that can be altered. Its based on a previously posted one.

Let me know what you think.....

My :2cents:

Pazuzu - 2009

25th April 2007 09:41 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **Frank T.** (Post 192562)*

Here is an excel process map that can be altered. Its based on a previously posted one.

Let me know what you think.....

My :2cents:

That is quite the map! Very interesting...a bit confusing at first but really makes perfect sense! I like that!

Eesha

16th May 2007 02:21 PM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Hi Frank,

This is an excellent map because all the details of the process flow is included. However, could you pls. explain it a little as it is confusing.

Thanks and Best Regards,

Frank T.

16th May 2007 02:56 PM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **Eesha** (Post 195576)*

Hi Frank,

This is an excellent map because all the details of the process flow is included. However, could you pls. explain it a little as it is confusing.

Thanks and Best Regards,

What would you like explained?

It does look a little confusing at first, like Pazuzu said. But, all and all I think its self explanatory. It was a basic flow of how my company operated and was ultimately used to look for any opportunity for improvements.

Hope this helps. If you have any specific questions just ask. I will try and answer them the best I can. (If I can't another cover will :cool:)

Eesha

17th May 2007 12:03 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Hi Frank,

Please could you explain the flow cycle w.r.t. to the depts that have been mentioned in the semicircles.... i.e. What I am interpreting is that From Administration all other depts are coming out like Sales, Purchase,... the major chunk being operations. What is the semicircle that relates to Warehouse and Material. I mean i am not clear with the placing of the depts. By Warehouse and Material do you say that it can be incoming material and then after production it is the finished goods... Please explain and clear my ambiguity, because this process map is a classic one!

Frank T.

17th May 2007 07:00 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

1 Attachment(s)

Eesha,

IMO: To better understand the flow cycle, view the image as a nucleus (see attached example). The

administration being the core, a strong center, made up of upper management, etc. Then you have the different layers, inner layers being material, warehouse, operations and production, which is the inner workings of the "nucleus". The other layers, consisting of sales, purchasing, engineering and quality are what provide support, guidance and structure for the inner working layers. And of course without all these elements working in somewhat harmony, you have destruction.

This might be a bad analogy. :bonk: Hopefully someone understands what I meant.

Quote:

*In Reply to Parent Post by **Eesha** (Post 195668)*

What is the semicircle that relates to Warehouse and Material. I mean I am not clear with the placing of the depts. By Warehouse and Material do you say that it can be incoming material and then after production it is the finished goods...

That is what I mean.

Eesha

18th May 2007 12:08 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Thanks Frank for the explanation. I have somewhat understood it:)

jappel - 2010

18th October 2007 04:34 PM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

I am in the Automotive world as most in this discussion probably are, so besides specific procedures and work instructions, I would think that the overall map and the major process maps would be pretty similar. Does anyone have an overall plant process map, and maps of what they consider major processes of the plant that they would be willing to share?

tammyh

4th December 2007 03:33 PM

Re: The 'Best of the Best' Process Map Format

1 Attachment(s)

Here is process map for my business unit. It's pretty basic.

RobQuality

9th December 2007 08:51 PM

Re: The 'Best of the Best' Process Map Format

1 Attachment(s)

I will share a tool which I use which combines the SIPOC model with a process map. The example provided was used to define process to make a part for one of customers. I like this format for it saves time if you need to need to do a lean project at a later time.

If you like using other software to develop your process maps it is really easy to save map as a tif or

jpg and insert. Using excel to draw process maps can be time consuming for complicated processes. I prefer Viso myself.

Robert

Hugo Gonçalves

10th December 2007 06:33 AM

Re: The 'Best of the Best' Process Map Format

1 Attachment(s)
Hi there all,

Here's my contribution to the thread.
I'm a Visio fan, it has worked good for me and is compatible with Office.

I send you a digrama I've created, a hibrid process flow diagram, mixing processes, flows, documents and contexts.

Nothing formal but objective and intuitive. Please send me your feedback.

Best regards,
H

Pazuzu - 2009

11th December 2007 09:52 AM

Re: The 'Best of the Best' Process Map Format

Quote:

*In Reply to Parent Post by **RobQuality** (Post 226574)*

I will share a tool which I use which combines the SIPOC model with a process map. The example provided was used to define process to make a part for one of customers. I like this foramt for it saves time if you need to need to do a lean project at a later time.

If you like using other software to develop your process maps it is really easy to save map as a tif or jpg and insert. Using excel to draw process maps can be time consuming for complicated processes. I prefer Viso myself.

Robert

Love it!! Wow!

Frenchy

13th December 2007 03:52 AM

Re: The 'Best of the Best' Process Map Format

You can search on the web "Sipoc" template. (Supplier Input Process Output Customer). This template is used at the beginning of SSigma process.

I'm also using Igrafx flowchart when I need some details.

Have a good day

Anthony Houghton

22nd January 2008 05:18 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Quote:

*In Reply to Parent Post by **Frank T.** (Post 192562)*

Here is an excel process map that can be altered. Its based on a previously posted one.

Let me know what you think.....

My :2cents:

Hey Frank,

That is quite some diagram. I really like the way it shows the interconnectedness of everything. Is it a format you developed yourself? :agree:

Anthony

Frank T.

22nd January 2008 07:01 AM

Re: Process Maps - What is the 'Best of the Best' format you've seen?

Anthony,

No, it's not a format I developed myself. It's an altered diagram from one I found posted by another cover. I can't remember who the original belong to but I am truly grateful. For many others have found the one I posted very useful.

Douglas E. Purdy

23rd January 2008 01:30 AM

Re: The 'Best of the Best' Process Map Format

Quote:

*In Reply to Parent Post by **Hugo Gonçaves** (Post 226612)*

Hi there all,

Here's my contribution to the thread.

I'm a Visio fan, it has worked good for me and is compatible with Office.

I send you a digrama I've created, a hibrid process flow diagram, mixing processes, flows, documents and contexts.

Nothing formal but objective and intuitive. Please send me your feedback.

*Best regards,
H*

I would like to see your example, but I only have VISIO 2000. It will not open your newer version apparently. Would you convert to another graphic (i.e., jpg or wmf) so I may view?

Thanks,
Doug

Anthony Houghton

23rd January 2008 04:08 AM

Re: The 'Best of the Best' Process Map Format

1 Attachment(s)

Here I've added a .pdf file of the Process Review Turtle Diagram that I use. I find it useful for remembering what I need to look at.

Regards

Anthony

Helmut Jilling

23rd January 2008 08:48 AM

Re: The 'Best of the Best' Process Map Format

Quote:

*In Reply to Parent Post by **Douglas E. Purdy** (Post 232845)
I would like to see your example, but I only have VISIO 2000. It will not open your newer version apparently. Would you convert to another graphic (i.e., jpg or wmf) so I may view?*

*Thanks,
Doug*

Microsoft has a free Visio viewer download that allows read only of Visio files. I don't have Visio at all, but am able to open Visio files easily. Nice little program with no negative operating issues.

Jim Wynne

23rd January 2008 09:21 AM

Re: The 'Best of the Best' Process Map Format

Quote:

*In Reply to Parent Post by **Helmut Jilling** (Post 232868)
Microsoft has a free Visio viewer download that allows read only of Visio files. I don't have Visio*

at all, but am able to open Visio files easily. Nice little program with no negative operating issues.

The viewer may be downloaded [here](#). Note that MS also has an [Excel viewer](#). These viewers allow viewing and printing of files, but not modification.

wallyqc

29th January 2008 02:33 PM

Re: A Completed Sample

Quote:

*In Reply to Parent Post by **Douglas E. Purdy** (Post 84277)*

Marc,

The format looks interesting. Would you happen to have a sample of a completed process?

Thanks,

Doug

Did Marc ever send you this? If so, can you send me a copy?

Marc

29th January 2008 05:09 PM

Re: A Completed Sample

Quote:

*In Reply to Parent Post by **wallyqc** (Post 233901)*

Did Marc ever send you this? If so, can you send me a copy?

I'll have to read back through the thread. It's been quite a while. I'll get back on this.

Marc

29th January 2008 06:52 PM

Re: A Completed Sample

1 Attachment(s)

Quote:

*In Reply to Parent Post by **wallyqc** (Post 233901)*

Did Marc ever send you this? If so, can you send me a copy?

Here's an example from back then. Not the best, but all in all OK.

isomr53

9th February 2008 01:50 PM

Re: The 'Best of the Best' Process Map Format

I've been using Visio since before Microsoft bought them. My bias, It's awesome!

We are influenced by our experiences. Whatever works for you, run with it.

I have not developed templates recently, when I do I will post.

Hodgy Hotsauce

1st March 2012 10:39 AM

Re: The 'Best of the Best' Process Map Format

Thank, Hugo, for making these examples available!!

Hodgy Hotsauce

1st March 2012 10:59 AM

Re: The 'Best of the Best' Process Map Format

Thanks for making your example available.

Hodgy Hotsauce

1st March 2012 11:02 AM

Re: The 'Best of the Best' Process Map Format

Rosie,

Thanks for making your exam[ple available!!!

Brizilla

1st March 2012 12:42 PM

Re: The 'Best of the Best' Process Map Format

2 Attachment(s)

Here are examples of a Procedure and a Dept. Work instruction. in Map form.

Hodgy Hotsauce

1st March 2012 12:46 PM

Re: The 'Best of the Best' Process Map Format

Thanks, Bizilla (spelling?) The charts will be a great resource!

..:thanx:

AirdrieQPA

4th October 2012 10:32 AM

Re: The 'Best of the Best' Process Map Format

I like the basic idea, I am pitching to senior management next week that we should be moving to a process based QMS, our auditor has been slamming our fingers in the door (repeatedly) as they have difficulty identifying our processes.

AirdrieQPA

4th October 2012 10:41 AM

Re: The 'Best of the Best' Process Map Format

2 Attachment(s)

I would like to offer a process map that we are tinkering with at my company, we have many complexities in our processes as we have to meet several regulatory body requirements, or maybe we just made the complex for the sake of making them complex, I am still out on that but here we go. The two process are in the initial mapping phase and there are corresponding standard work flows and procedures to accompany both. Anything within the grey boxes is the process proper and those activities outside are the process interactions, which include our many ERP interfaces.

Mr.Happy

2nd November 2012 11:01 AM

Re: The 'Best of the Best' Process Map Format

1 Attachment(s)

Just another one, it is just a main flow for 3 step machining.

Cheers,
Mr.Happy

KBYoung

19th March 2013 10:47 AM

Re: The 'Best of the Best' Process Map Format

3 Attachment(s)

Marc,

I have been using a "Turtle diagram and flow done in "Visio" and as they are templates it is a simple copy to put them in Word.

[Attachment 16728](#)

[Attachment 16729](#)

[Attachment 16730](#)

Marc

19th March 2013 11:33 AM

Re: The 'Best of the Best' Process Map Format

Thanks for linking to the attachments. We all appreciate it!

Yes - Visio is essentially Microsoft and integrates into Microsoft documents. On the other hand, programs such as SmartDraw also integrate into Microsoft documents.

TeeQ1

19th March 2013 03:18 PM

Re: The 'Best of the Best' Process Map Format

1 Attachment(s)
Marc,

Have you seen the SIPOC table that Duke Okes included in his latest book, Performance Metrics:agree1:? I think it is really good.

Tom

insect warfare

19th March 2013 04:20 PM

Re: The 'Best of the Best' Process Map Format

1 Attachment(s)

I have attached a production process flow that I did in Excel...it only outlines the value-added activities and I think it is pretty straight-forward from an overhead view. We also have work instructions which go deeper into each activity outlined in blue.

Brian :rolleyes:

Mikael

21st March 2013 09:55 AM

Re: The 'Best of the Best' Process Map Format

1 Attachment(s)

Well, I think Access (database) could be a nice tool to deal with lots of data, though I never have had time to set up such a base :/

I attached a picture of a dynamic 3D model, which is kind of impossible to make on static 2D, but still I tried, lol. Don` t worry about the details, it is just for inspiration, and perhaps to discuss the use of 3D models, do we really need it, when is it to complex!?. (The model was not made for specific process flow, but for product quality and some SCM).

RCBeyette

21st March 2013 11:22 AM

Re: The 'Best of the Best' Process Map Format

Mikael, are you suggest using 3D models for process flow (as that is the topic of this particular thread)?

While an interesting theory, I admit to being one who likes to keep things as simple as possible in this area and a 3D option might negate the value gained from using a process map.

At the end of the day, however, it all depends on what the purpose of the process map is.

Peter Fraser

21st March 2013 11:39 AM

Re: The 'Best of the Best' Process Map Format

Maybe not for a single process, but I reckon that 3D (or more) is required if you want to show the full sequence and interaction of processes in a system...

Mikael

21st March 2013 12:34 PM

Re: The 'Best of the Best' Process Map Format

RCBeyette: I posted it so we can discuss pro & cons, possibilities. It is ment as inspiration. It takes some little more effort to set up stuff in a 3D program, and it is not so esay to share, so indeed there has to be a really good reason to go 3D. Though sure it looks and sound fancy.

Mikael

21st March 2013 12:37 PM

Re: The 'Best of the Best' Process Map Format

Quote:

*In Reply to Parent Post by **Peter Fraser** (Post 514715)
Maybe not for a single process, but I reckon that 3D (or more) is required if you want to show the full sequence and interaction of processes in a system...*

Interaction could be shown with animation, but it can still be 2D?

lday38

26th March 2013 09:51 AM

Re: A Completed Sample

I like that the documents produced and able to be audited show up on the process map.
Lin

milind dhakad

1st April 2013 01:04 AM

Re: The 'Best of the Best' Process Map Format

Dear Marc,
good morning.
The format is really good but if you ask me for the ideal process flow then, as per my knowedge ,i would like to add following points
1)activity is VA Or NVA
2)What is input (in terms of variable or attribute data
3)what is current control in the inputs
3)Out put measurement system
4)What is cycle time(may be tentative)

If these 5 points are present is PFD then it will very easy to prepare the FMEA and control plan.
 Min requirement or in terms of 6 sigma ,you will low hanging fruits from PFD only
 Thanks

**The time now is 10:19 AM. All times are GMT -4.
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Auditing Information	The Deming PDCA Cycle	QMS Implementation	FMEA Information	APQP Information
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
		Fishbone / Cause and Effects Animation		

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