

10 STEPS FOR THE PERFECT PROCESS

1. SCOPE

What is the scope for this process? Capture the Title, initial input and final output

2. ACTIVITIES

What is the work to be done? Verb and Noun, no need to worry about sequence

3. OUTPUTS

For each activity, add the output, trying to avoid just putting the past tense of the activity

4. FLOW

Only once all the activities have an output, hook them up. What does this output trigger next?
This checks you've got the right activities

5. WHO

A process is not complete until the 'Who does it?' is filled in for EVERY activity. For higher levels, who is responsible? For lower levels, who does it?

6. ENRICH

Add in things like systems, data, document links, requirements, etc... depending on the reason you're process mapping

7. TIDY

Align the tops, space apart... a neat process is a happy process

8. SHARE

Don't keep the process to yourself, make sure the access rights are set up correctly and share the link to a wider audience. Switch on Comments if you want feedback directly through Skore

9. REFINE

Take the feedback and improve the process

10. PUBLISH

Decide who should approve the process (usually the Process Owner!) and Publish. Remember, this is just a line in the sand, it will change and need to be re-published. You can always roll back to an earlier version if needs be