

Flow Chart - Deployment

What

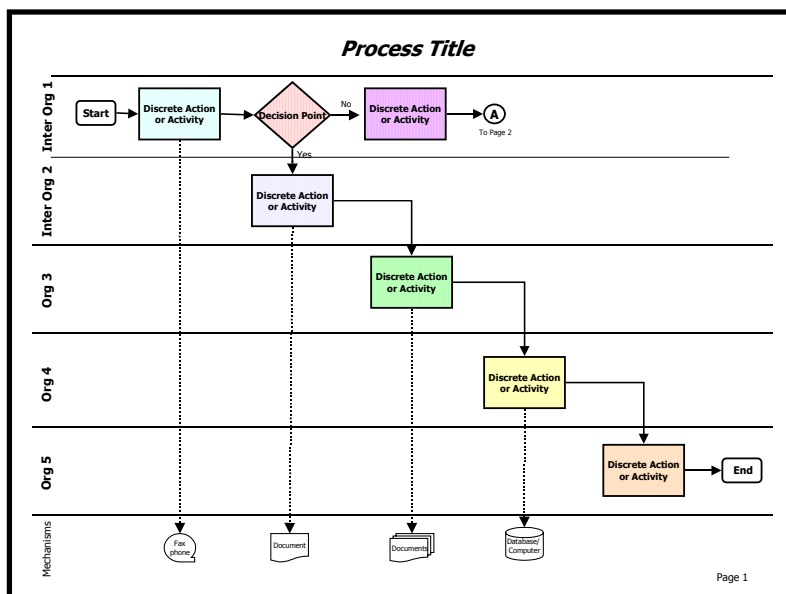
A Deployment Flow Chart is a pictorial representation showing all the steps and decision points of a process using symbols for common and repeated types of activities that is organized by the roles, functions, or organizations involved in the process.

When

When you need to identify the ideal or actual path a product or service follows. In improvement efforts it is used to identify deviations, or non-value added steps. When there is some question, or disagreement, about how something is really done the flow chart is used to document the process.

How

- 1. Select the right team:** Team members should be chosen for their working knowledge of the process.
- 2. Establish process boundaries:** Clearly define the start and stop points of the process. Complete boundaries should be identified.
- 3. Observe and record process operation:** Include the steps, all possible decisions, inputs, materials and equipment used and who performs the activity, Discuss these steps with process operators to ensure all variations, decisions, and alternatives are identified.
- 4. List all major steps:** Organize the Flow diagram from top to bottom by the order that organizations are involved in the process. Start with the first step at the upper left and the last step in the lower right. Identify the major parts of the process including all mechanisms used..
- 5. Draw the Flow Chart:** Using simple symbols, agreed to in advance, draw the flow chart by each major step. For very large, or detailed processes, you may choose to draw it in steps, adding detail as you go.



Tips!

Assign members to observe areas they are not familiar with. This allows for system learning and provides at least two members with knowledge of each area of the process for later steps.

Use Sticky Wall for your initial work. As detail is discovered, adding to, or changing the chart is easier when all you have to do is move the symbols and use tape to redraw the lines.