

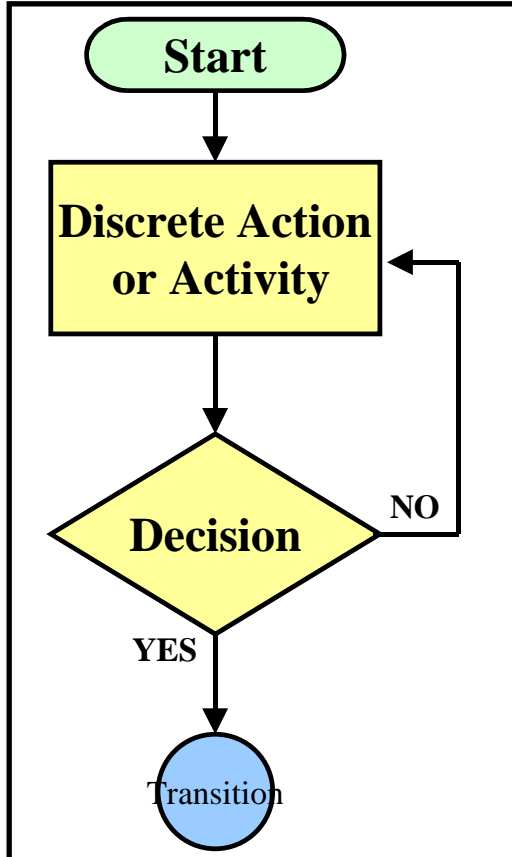
Flow Chart

What A 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.

When When you need to identify the ideal or actual path a product or service follows. Flow charts are used to define a process. In improvement efforts it is used to identify deviations, or non-value added steps.

- How**
1. **Select the right team:** Once a process has been identified gather the best possible team to conduct the work. Team members should be chosen for their working knowledge of the process to be improved.
 2. **Establish the 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, and materials used, Discuss these steps with process operators to ensure all variations, decisions, and alternatives are identified.

Tip: 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.



4. **List all major steps:** Identify the major parts of the process.

5. **Draw the as-is 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.

Tip: Use Post-it Notes 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 erase and redraw the lines.

CAUTION!

Common Symbols

Oval:	Start & Stop
Rectangle:	Process Step
Diamond:	Decision Point
Small Circle:	Continued on...