

Process Map (Template)

Map a process on one page: trigger → steps → handoffs → quality checks.

Tip: map what ACTUALLY happens first, then improve it.

Process details

Process name	Owner	Version/date	Applies to

1) Trigger + outcome

Trigger (what starts it)	Outcome (what 'done' looks like)

2) The steps (keep it to 8–15)

Step #	Step description	Who does it	Tool/template	Quality check
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

3) Common failure points (where it breaks)

- Where do mistakes usually happen? _____
- Where do delays usually happen? _____
- What causes rework/callbacks? _____

4) Improvements (what we'll change next)

Improvement idea	Owner	Due date	Status
