

Jihočeská univerzita
v Českých Budějovicích
University of South Bohemia
in České Budějovice

Methods of mapping and management of processes

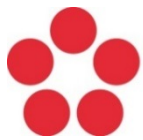
Doc. Ing. Ladislav Rolínek, Ph.D.



EVROPSKÁ UNIE
Evropské strukturální a investiční fondy
Operační program Výzkum, vývoj a vzdělávání



MINISTERSTVO ŠKOLSTVÍ,
MLÁDEŽE A TĚLOVÝCHOVY

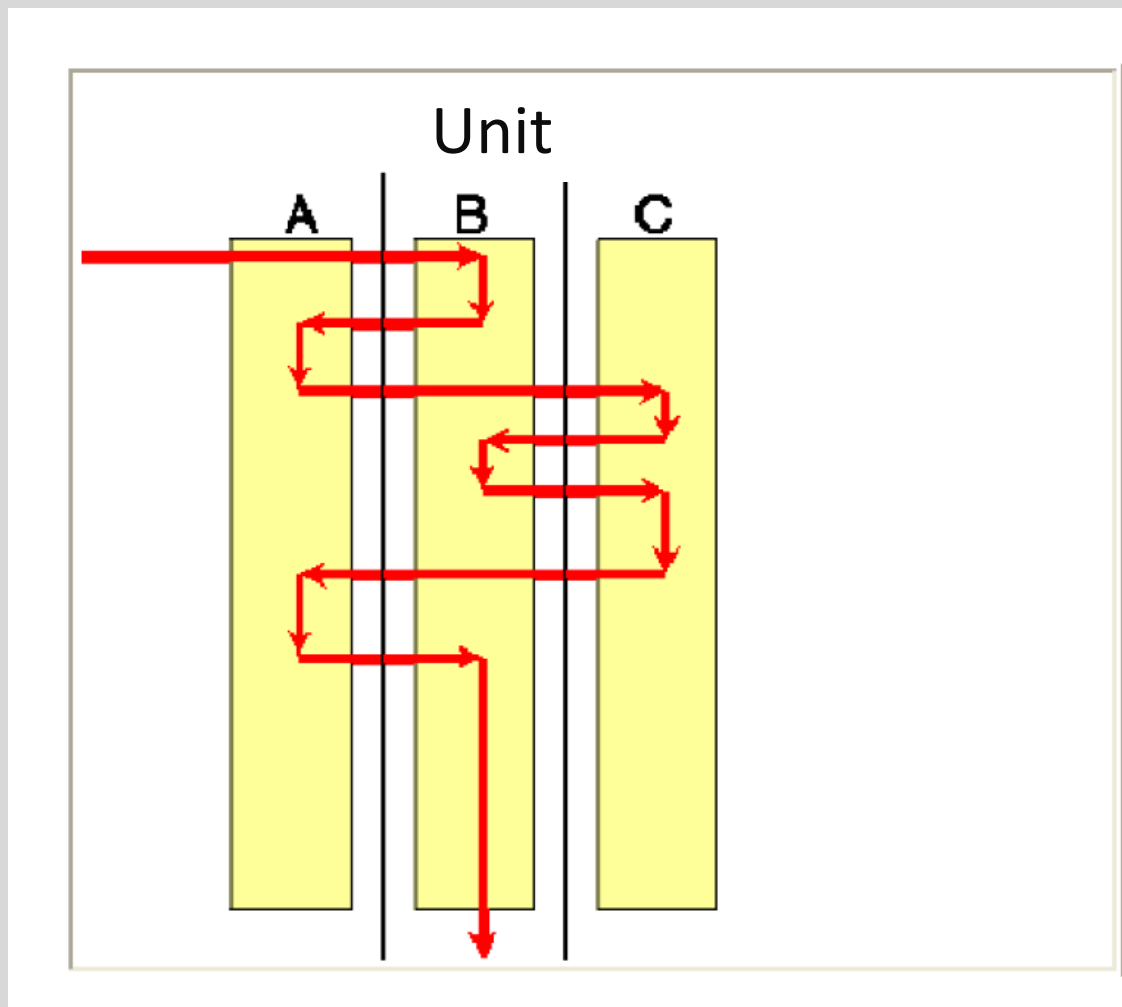
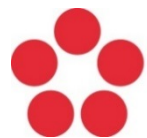


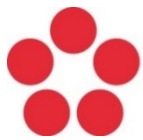
The process map gives an image of the business workflow and is a tool for describing a company operating on the principle of process management (organizational structure is a tool for functional management).

The Process Map is a tool for analyzing the processes, subprocesses and activities that are taking place in these processes.

The subject of improvement is not the organization as a whole or the individual departments, but **the processes**.

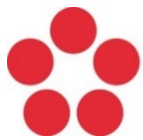
Processes respond to natural business activities, but are often misted by organizational structures.





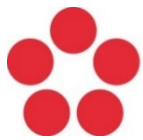
Process Map Elements:

- in design we do not care who does what, but **what is done**;
- the process map must be **simple and clear**;
- includes **customer requirements**.
- includes **potential customers** (important input for strategy creation).

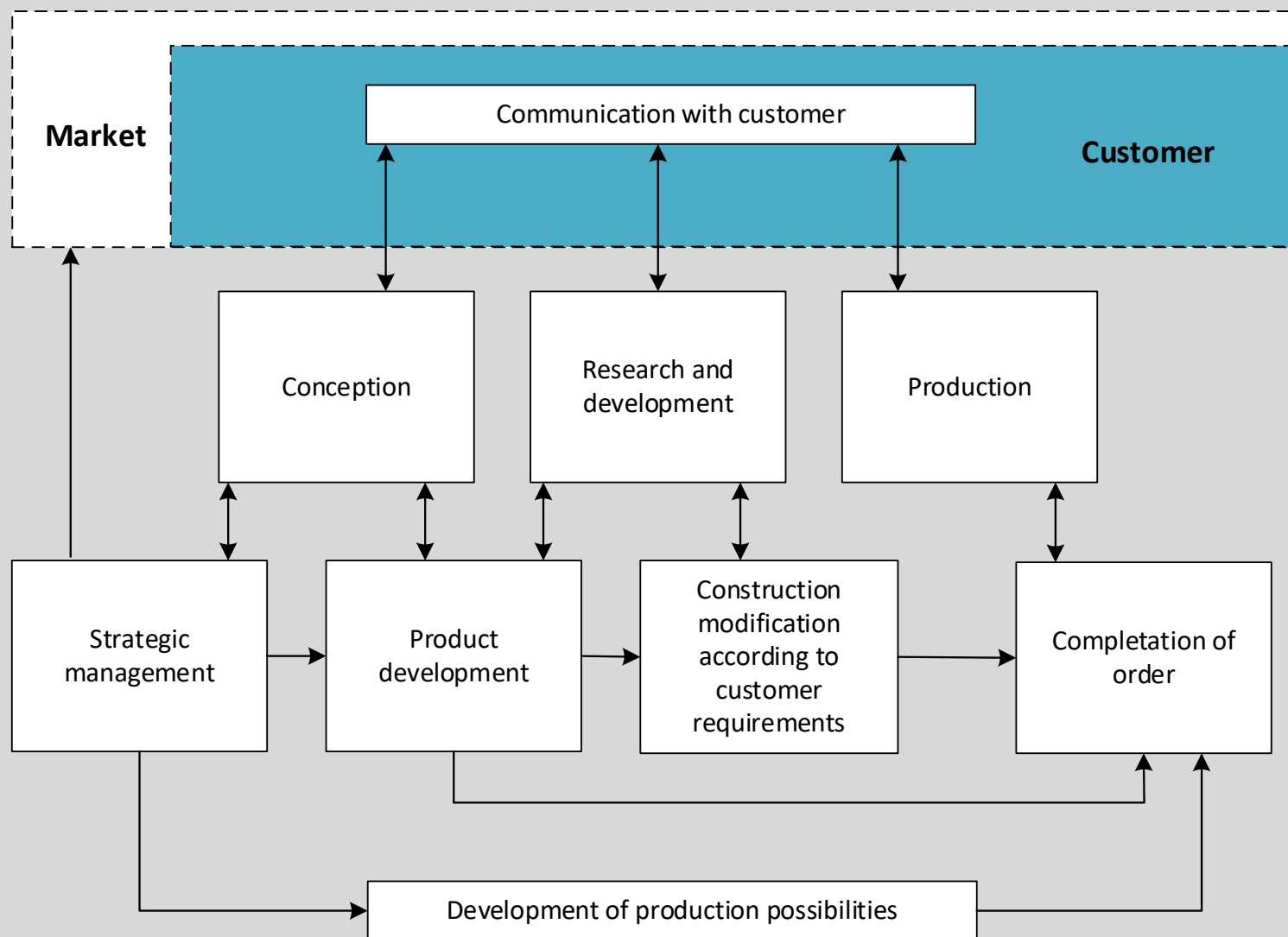
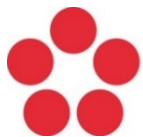


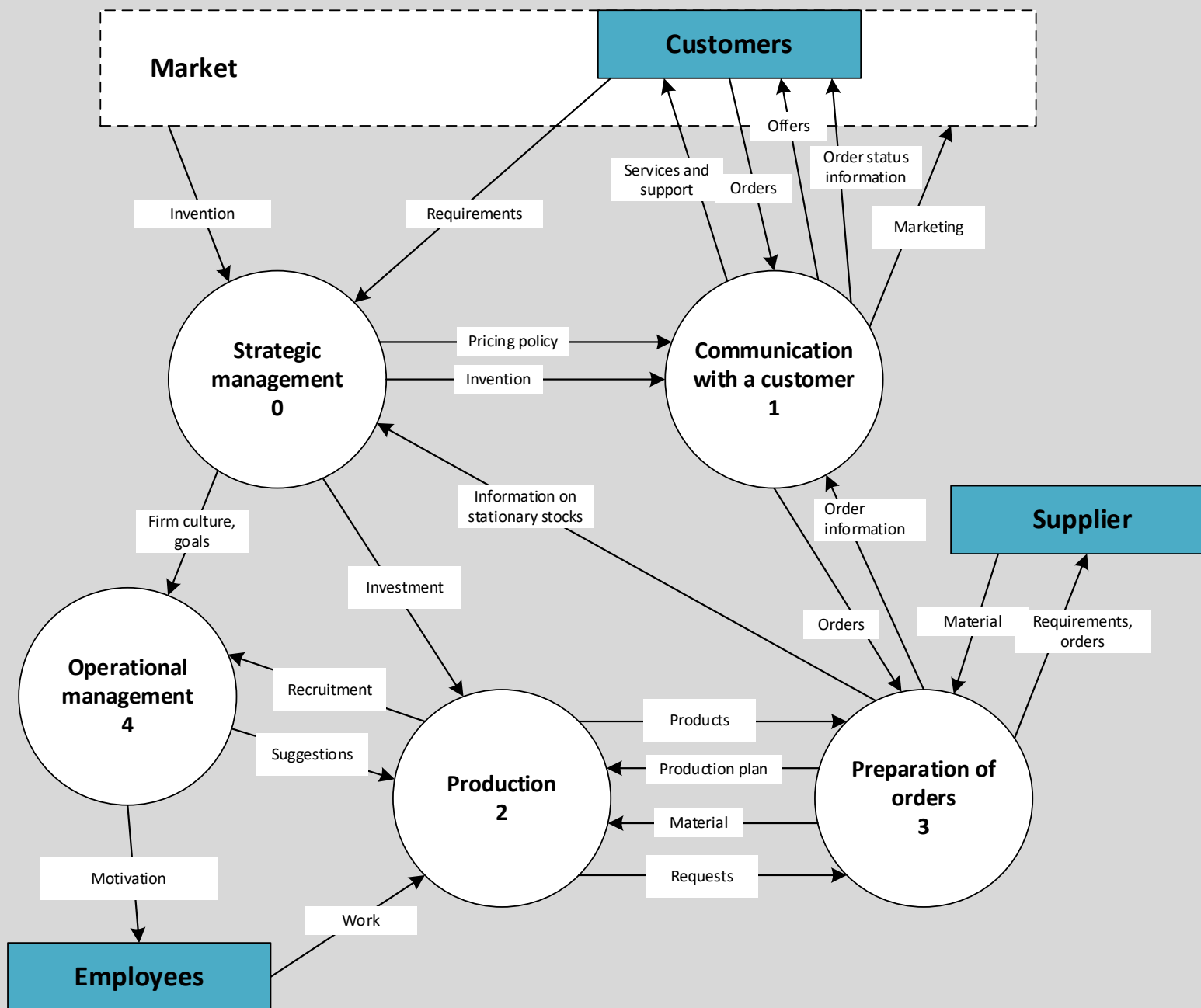
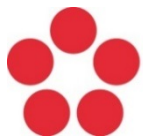
Process Map Making Policy:

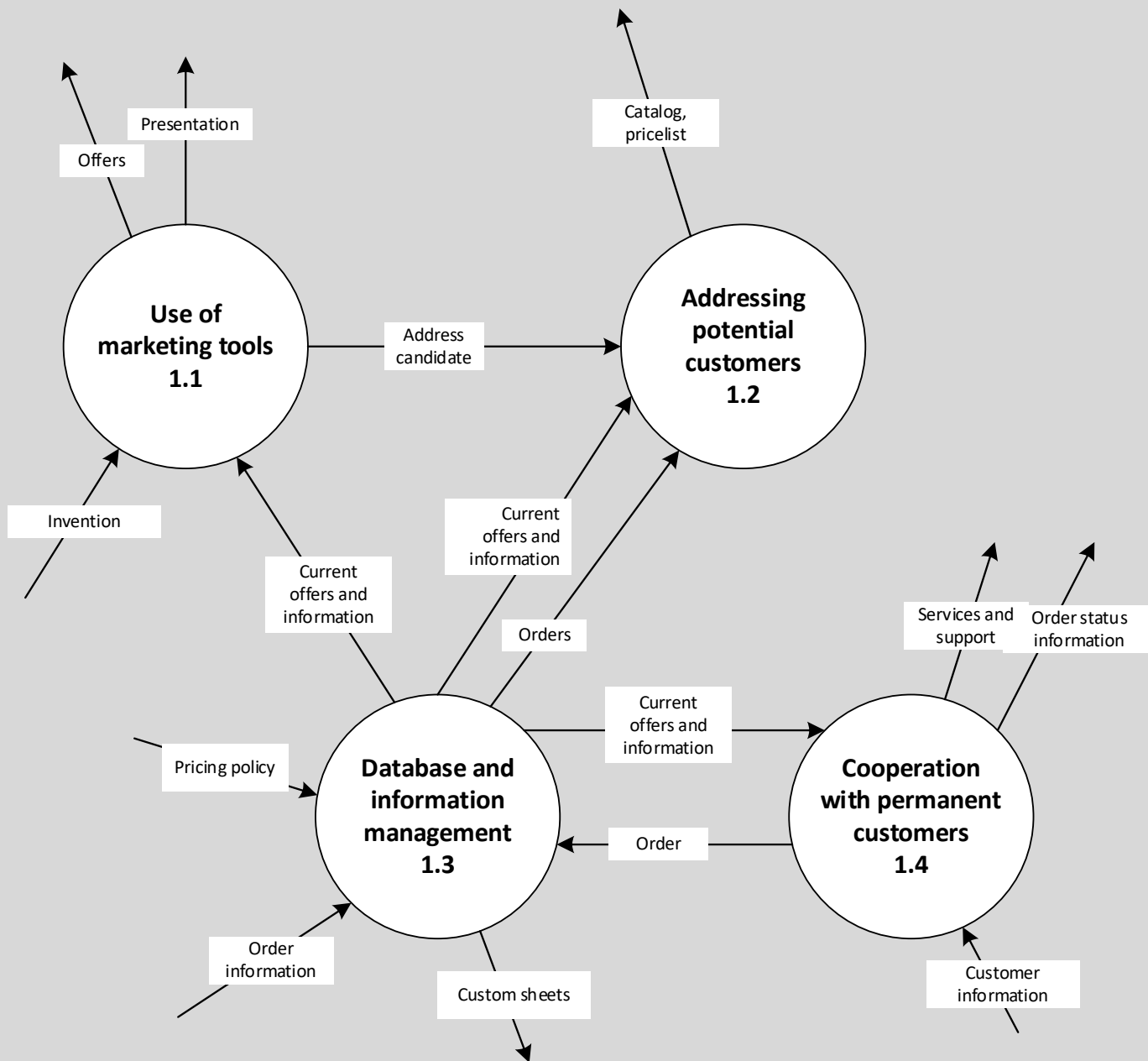
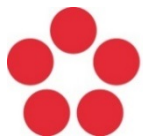
- Creative work is creative (there are no precise procedures);
- an enterprise consists of more or less interconnected processes;
- every process can be successfully perfected;
- changing a process usually causes the need to change other processes (change of activity in the process only affects other activities);

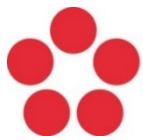


- the causal majority of the company's problems are seldom people who serve the process, mostly causal errors of either management work or poor process architecture;
- process simulation (or enterprise) simulation can provide additional information to determine the real improvement limits (SIP detection);
- the process map is not a detailed analysis of the processes but captures their interrelationships and interactions.



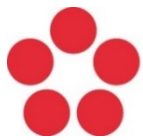






Methods for displaying processes

- Enterprise model
- Process analysis
- SIPOC
- Pools and lines
- Modeling in ARIS

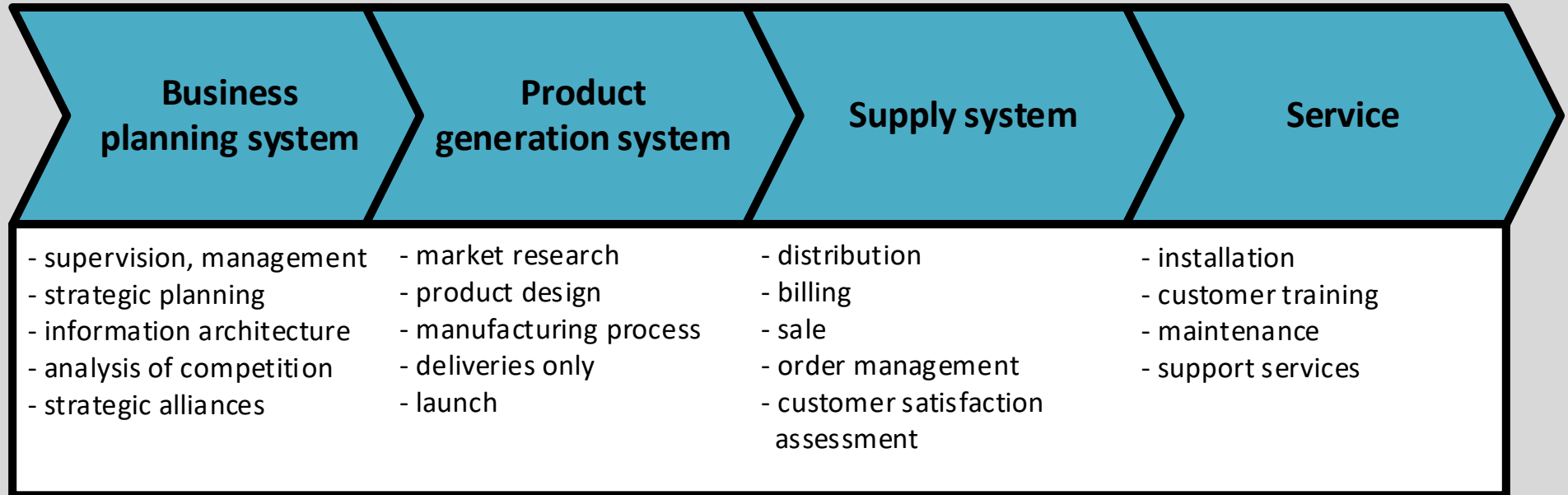
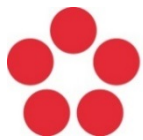


The model captures **the specification of existing processes** that are involved in creating value added for the customer.

It is a value chain of processes.

It creates an idea of the main processes.

The model was developed by McKinsey in 1994 and prof. G. H. Watson.



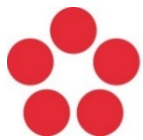
Next steps

Process analysis

Process benchmarking

Problem solving

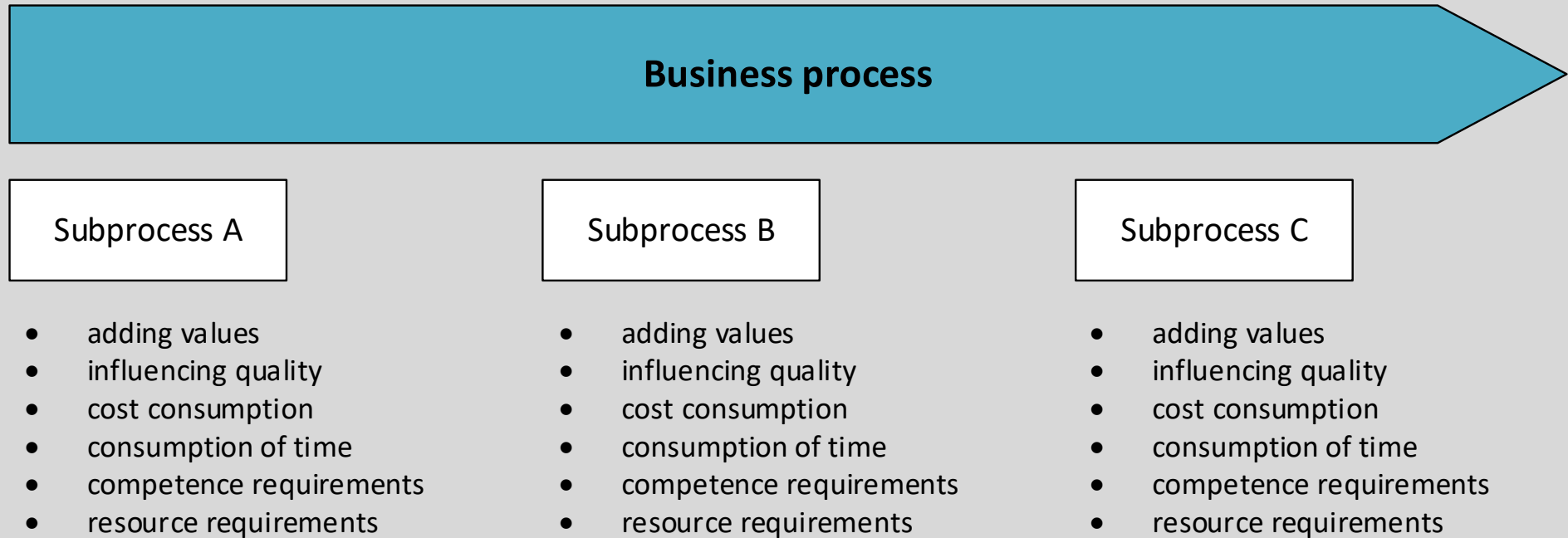
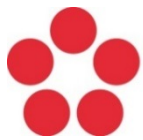
Project management



Process analysis follows the construction of process maps and determines the level of value protection for the customer.

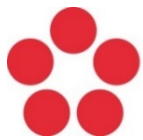
We find at the threads of their ability to add value to influence the quality, consume inputs like.

In particular, it provides documentation for process redesigning.

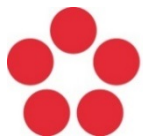


The result is a **documentation** with the following structure:

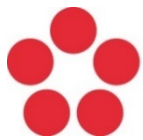
- **inputs** - products or services provided from the external environment of a thread and subsequently transformed into a form of output;
- **the owner of the subprocess** - who is responsible - defines the scope of its powers and responsibilities;
- **customer** - an internal or external customer;



- **process boundaries** - identify the range of authority between process owner, vendor, and customer;
- **activities** - sequences of activities through which inputs are transformed into desired outputs;
- **value added specification** (what is provided to the customer);
- **the amount of financial, material, technical and human costs** consumed in connection with the process;



- **cycle time** - time from registration of customer requirements to satisfaction;
- **critical success factors** - identify factors that affect customer overall satisfaction;
- **output** - the product or service being realized;
- **determining the priority of processes and subprocesses.**

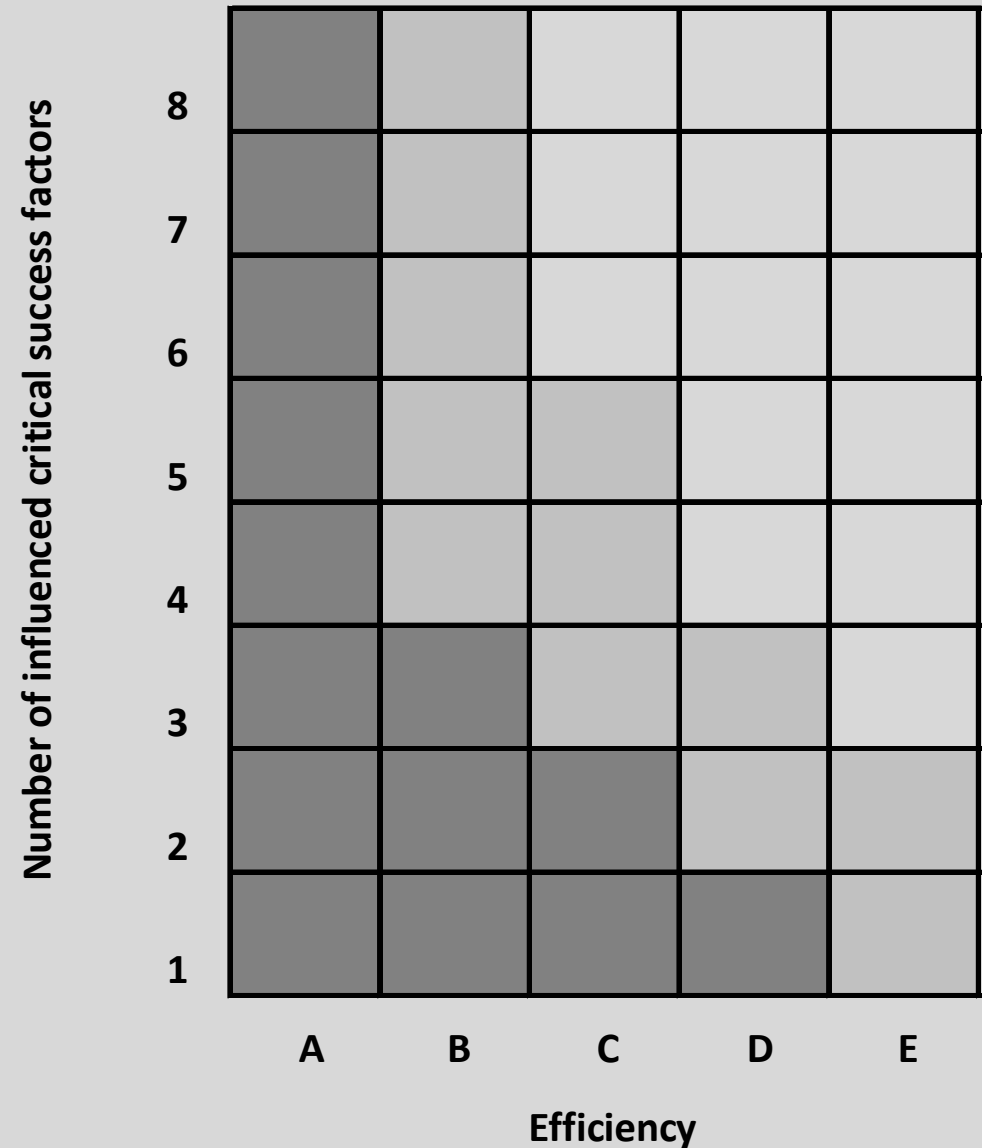


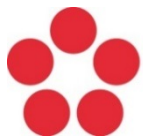
Determining the priority of processes

- A- excellent efficiency
- B - good efficiency
- C - passable efficiency
- D - inadequate efficiency
- E - poor efficiency

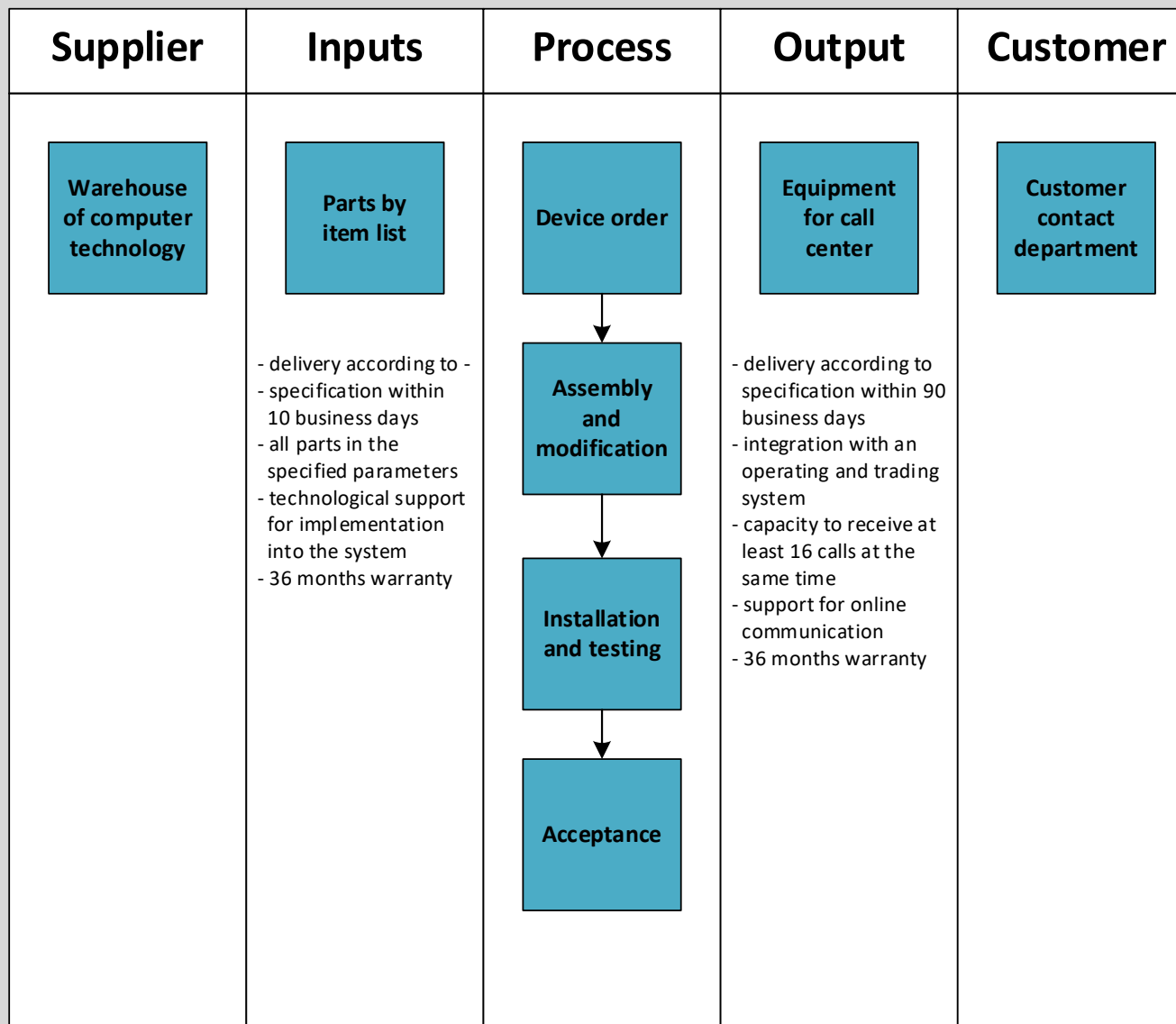
Legend:

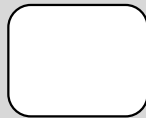
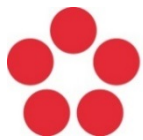
	Zone 1 - high priority
	Zone 2 - medium priority
	Zone 3 - low priority



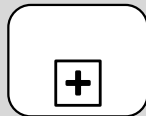


SIPOC - supplier, inputs, process, output, customer

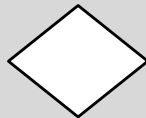




Task



Expanded
Subprocess



Gateway



Start Event



Intermediate/
Boundary Event



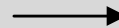
End Event



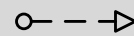
Data Store Reference



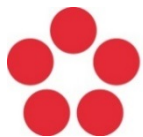
Data Object Reference



Sequence/Message
flow/Association



Data Input Association



Registration of participants

