



## Process Mapping Integrates Processes Organization Wide

The COO of the US division of a European company called on P Squared Consulting to solve a problem. He found that he was spending a great deal of his time acting as an expeditor for the company - mostly due to lack of process clarity. Further within the organization, employees described the company processes as helter-skelter, random and variable – truly the enemy of quality! Many employees were not sure what processes they were responsible for or how to perform their jobs properly. This further created mistrust between work teams.

After receiving management approval, P Squared started implementation by training work teams in simple process improvement methods that everyone in the organization could understand and know how to apply. We then worked with each team to clarify their processes by chartering the departmental teams – this established their mission as a team, defined the processes that they owned, and mapped out their processes.

Once their processes were detailed, interdependencies with other teams were identified allowing a solid customer–supplier relationship to be developed. Each team knew who their “customer” was, what was to be supplied to that customer, and what their customer expected of them. Knowing their customer specifications allowed them to provide what was needed virtually 100% of the time!

Department processes were then integrated company wide. The integrated process flow was posted on a wall in the main conference room. Everyone could see where they fit in and what they were supposed to be doing. When problems arose, they could walk together to the posted process flow and point to where the problem occurred. This was further used as a new employee training tool to demonstrate how the internal company processes worked.

Commenting on the results, the COO said:

***“We are receiving high value ideas for improvement which were not possible without the synergy of everyone’s involvement. I have an empowered organization that runs the day to day operations so I can focus on the growth of business”***