Workflow map

Map it as it actually runs today, not as it is supposed to run. Fill it in by watching.

WORKFLOW

STARTS WHEN

ENDS WHEN

WHO TOUCHES IT, IN ORDER

STEPS

Active time vs waiting time. The waiting column is usually larger, and nobody measures it.

#	STEP	WHO	TAKES	WAITS	NOTICED IF REMOVED?
1					
2					
3					
4					
5					
6					

THE HANDOFFS

Every point the work moves. Most elapsed time lives in these gaps.

FROM	TO	WHAT IS HANDED OVER	HOW

DONE TWICE

Every duplicate capture is a chance for two copies to disagree.

INFORMATION	FIRST CAPTURED IN	CAPTURED AGAIN IN	WHICH IS TRUSTED?

STEPS THAT EXIST FOR NO REASON

Do not delete them yet. This list is the cheapest place to start.

1. _____

2. _____

3. _____