Process Mapping Methodology Summary

This information leaflet provides an executive summary of the content of the Global Pharma Networks Process Mapping toolkit.

Toolkit Content:

Introduction:
Provides an introduction to process mapping, what it is used for, and how companies can benefit from using it.

Process Mapping Technique:
Introduces the symbols and methodology prescribed by GPN. This involves the meaning of the symbols, how and when they should be used and how we differentiate the value added from the non value added steps and how we investigate the optimisation of these steps.

Method and Techniques for applying and managing the process mapping tools:
This section describes how process mapping should be carried out and who should be involved in it. It also describes how the process mapping team should manage the task at hand and introduces supporting tools and methods that the team should use to ensure that all ideas are explored, and most of all to ensure that the changes identified are agreed and implemented.
This section includes information on team selection, roles & responsibilities, planning and managing the work and deliverables, and also additional tools that will help the team identify and challenge the opportunities.

Process Mapping Sessions:
The most effective way to carry out process mapping is in team sessions followed by data gathering. This section describes how the team should be mobilised and how to operate the process mapping workshops, and it provides the necessary support to the team leader and facilitator on how to organise and manage these sessions.

Supporting material:
This section lists the tools and supporting material needed to run the process mapping team, including charts, handouts, workbooks etc. We also introduce software options for better team collaboration once we have progressed from the 'current physical' to the 'current logical' state.