

Business Process Mapping

A Primer

UNIVERSITY of
HOUSTON

STUDENT AFFAIRS & ENROLLMENT SERVICES

Enrollment Services

Business Process Mapping

1. Definition
2. Goals
3. Getting Started

Business Process Mapping

Definition

- ...refers to activities involved in defining
 - what a business entity does,
 - who is responsible,
 - to what standard a business process should be completed, and
 - how the success of a business process can be determined.

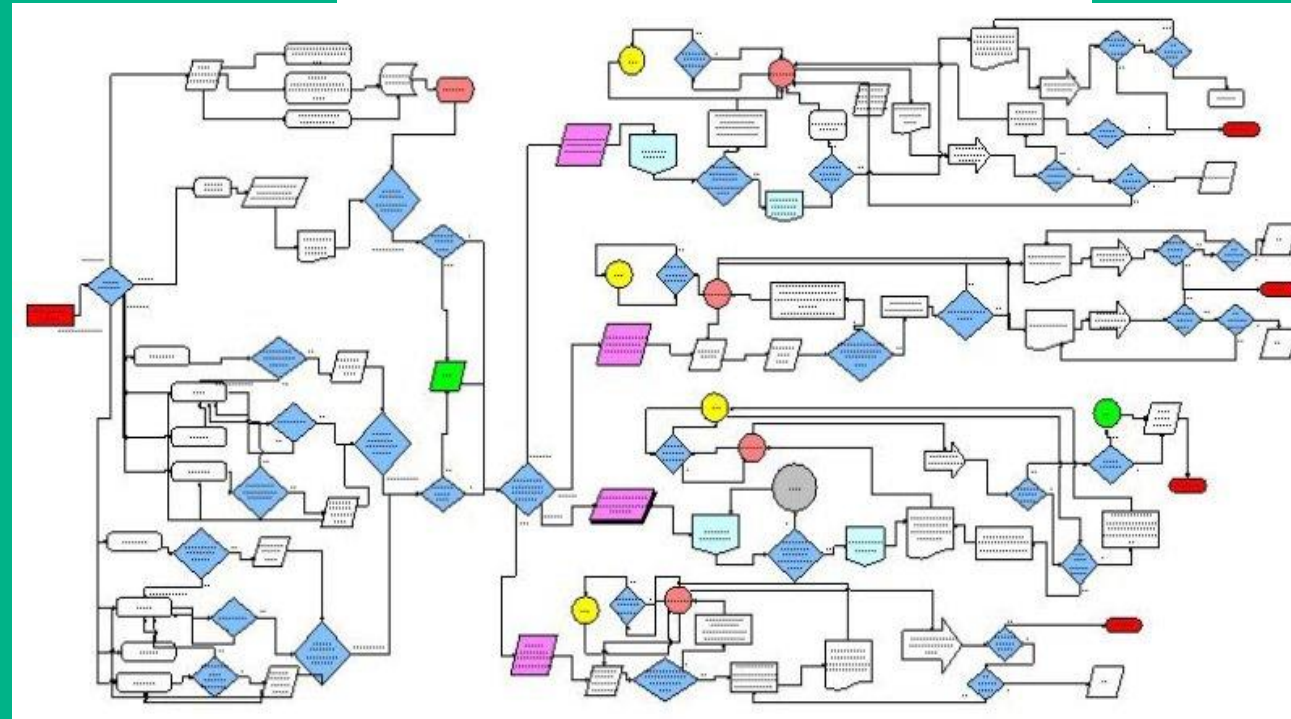
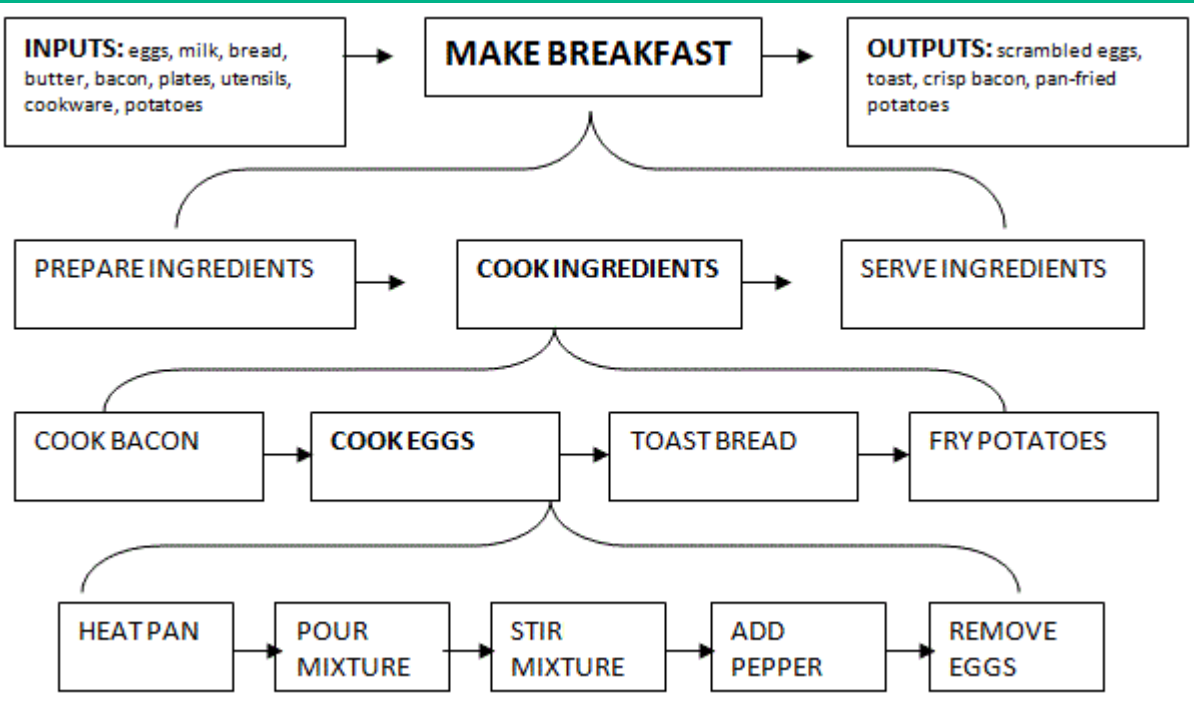
Business Process Mapping

Goals

- Process mapping is capable of supporting several important business goals:
 - Business process improvement
 - Training
 - Process / workflow clarification
 - Regulatory compliance
 - Internal audit
 - Role clarity

Business Process Mapping

Getting Started



- First Step in Comprehensive Business Process Documentation
 - Initially, Top-Tier(s) Level of Detail
 - Session NOT Focusing on Supporting Documentation

Process of Process Mapping

1. Administrative Support

2. Training

3. Tools

Process of Process Mapping

Administrative Support

- All staff need to understand and participate
- Time is required for accurate results

Process of Process Mapping

Training

- Consider your Mappers
- Theoretical and Practical
- Train the Trainers

Process of Process Mapping

Tools

- What does your institution support?
- Ease of use (consider your mappers)
- Mapping
- Storage

Example

1. Excel Template
2. Visio Template