



## Business process mapping

A business process can be defined as a set of activities that together achieve a specific organisational goal. Business process mapping is the visual documentation of the steps involved in a business process from start to finish, showing the task itself, any outputs, and responsibilities.

Process mapping can be a valuable exercise for many reasons. Taking time out to map the way you carry out your activities provides an opportunity to question how and why things are done in a certain way and to consider if there might be better a way. Process mapping helps to identify and address:

- Pressure points or bottlenecks which hold up and slow down processes, and frustrate staff.
- Duplications of tasks and effort.
- Areas where information systems and other resources are struggling or just missing altogether.
- Unnecessary steps which add little or no value.
- Areas where responsibility and accountability (should) reside but doesn't.
- Areas of risk and non-compliance with regulations such as the Data Protection Act or General Data Protection Regulation.

A traditional narrative-only requirements specification is open to misinterpretation; the addition of appropriately detailed process maps helps significantly to explain your organisation to potential suppliers, and allows you to have meaningful discussion with them about the activities you are trying to carry out.

### Our approach

Adapta's process mapping package, includes:

- A template governance framework, setting out which processes will be mapped and to what level of detail; timings, dates and the appropriate participants.
- Draft briefing notes for workshop participants so that they know what to expect on the day and can plan and prepare in advance.
- Workshop facilitation to map the agreed processes and identify potential improvements.
- Producing fair copies of the process maps in PowerPoint or Visio, for review and comment.
- Holding meetings (face to face or by telephone or video conference) to collect and discuss feedback on the drafts.
- Producing final versions of the process maps, incorporating any feedback.



## Facilitation

We would facilitate the workshops which can either be half-day or full-day sessions as best suits the participants involved. The sessions include:

- A brief presentation explaining the purpose and objectives of the workshop.
- An introduction to process mapping – the benefits to be realised and examples of process maps.
- Task level process mapping for us to take away and write up in PowerPoint or Visio.

We question tasks where appropriate and we encourage participants to identify and consider possible improvement so that we can record those and include the notes in the final versions.

## Deliverables

The key deliverables from process mapping is a set of annotated diagrams, explaining the organisations selected processes and identifying the areas where the organisation wants to improve.

Adapta has helped many organisations map their business processes, including:



### About Adapta Consulting

We specialise in providing charities, membership organisations and other not-for-profit organisations with tailored advice and practical guidance to develop the three areas key to achieving strategic and operational effectiveness – processes – through developing business processes and effective ways of working, people – by offering the support people need to manage change, and technology – to help select and implement new systems or technology. We are independent and objective and, in all our work, we set the highest professional standards to ensure we provide services which are tailored to our clients' needs.

For more information about us and how we can help you, visit our website at [www.adaptaconsulting.co.uk](http://www.adaptaconsulting.co.uk)

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