Flowchart

DESCRIPTION

The flowchart is a helpful tool used to understand the sequence of steps in a process and how a process works. The steps in the flowchart can be analyzed to identify process gaps, bottlenecks, and rework loops in a process. In addition, the effectiveness of each step in the process can be analyzed to determine the effectiveness of the whole process.

STRENGTHS	WEAKNESSES
Flowcharts provide a visual display of the steps in a process and help communicate the process to others. Areas for improvement can be addressed by analyzing the flowchart.	The flowchart can be inaccurate if created by individuals not familiar with the process. In addition, it may be difficult to understand if created with too much detail.

APPLICATIONS

1. To better understand a process.
2. To identify areas of improvement.
3. To display current and future state of a process.
4. During root cause analysis.

HELPFUL HINTS

To construct:

1. Define the process to be analyzed.
2. Define the boundaries of the process to be analyzed.
3. Brainstorm the steps in each process and arrange in proper sequence.
4. Draw arrows to show the flow of steps of the process.
5. Review the flowchart with individuals involved in the process to ensure all steps are arranged in the correct sequence.

EXAMPLES