

Description of Process Maps

1. What Is It?

A process map is a graphical representation of a business or technical process. **MTS** defines a process as a group of related functions or activities characterized by having...

- ▶ Distinct inputs & outputs (interprocess links)
- ▶ Subprocesses with intraprocess links

2. What Is It For?

Process Maps provide the context for:

- ▶ Establishing Operating Standards
- ▶ Developing Descriptions & Procedures
- ▶ Operating the Process
- ▶ Training on the Process
- ▶ Optimizing the Process
- ▶ Troubleshooting the Process

3. What Does It Do?

Process Maps enable the user to clearly see the processes' inputs and outputs plus the intraprocess and interprocess critical interfaces (also known as hand offs). This in turns allows for the establishment of input-output-intraprocess-interprocess specs which are essential for the control and optimization of the process.

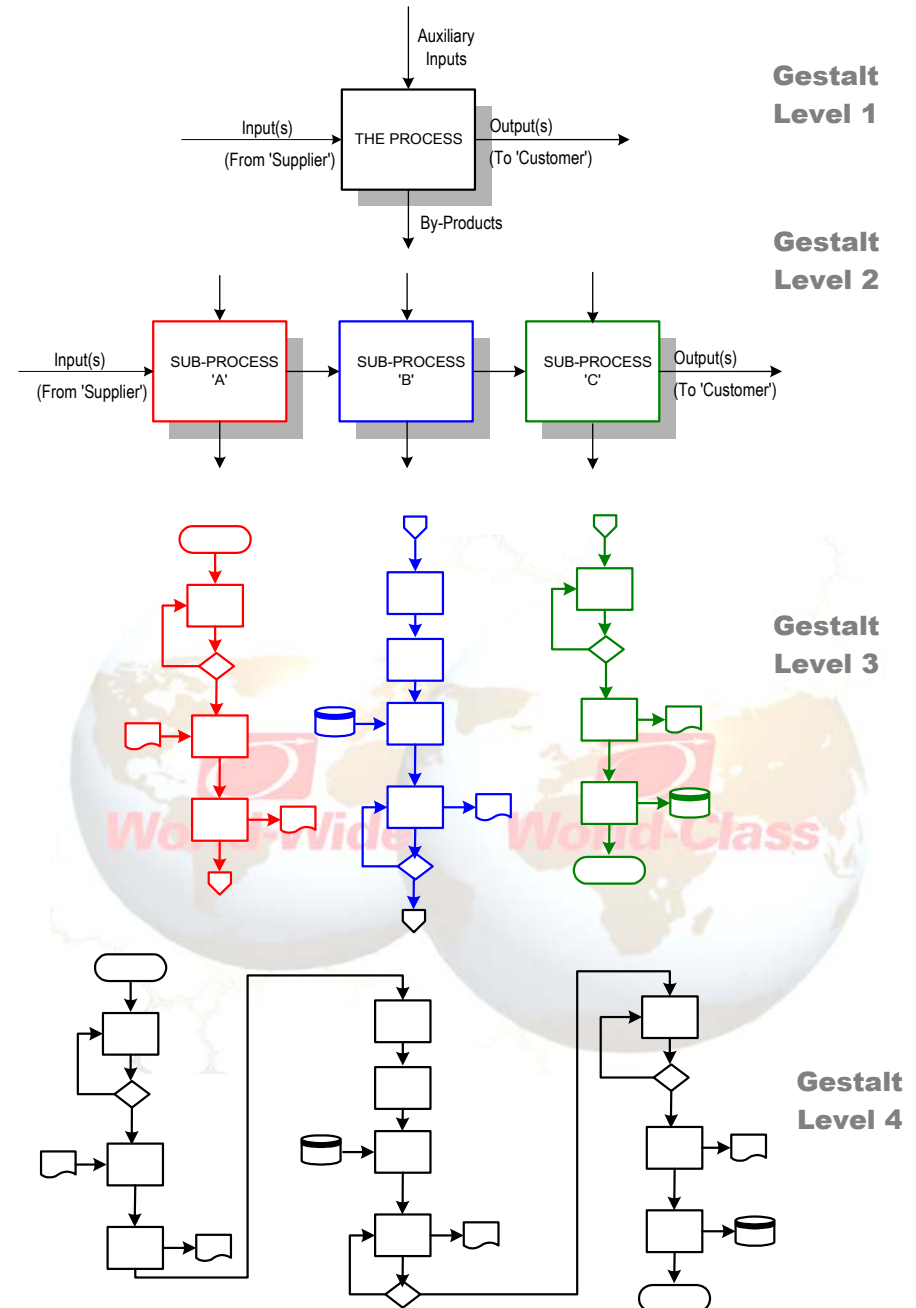
4. What Does It Consist Of?

MTS style Process Maps are developed in a hierarchy called gestalt¹ (whole-part-whole). See example on the right hand column of this fact sheet.

5. How Does It Work?

Process Maps can be developed by **MTS** people or by customer people under the guidance of **MTS**. Typically associated with the development of Process Maps is the development of Task & Competency Maps and Competency Performance Indicators. See separate Fact Sheets.

Example of a Typical Process Map Hierarchy



¹ Gestalt structure is one of the pillars of the MTS Documentation and Training System. The principal justification lies in the fact that the adult learning mind has a strong preference for dealing with structures and patterns, rather than with isolated facts.