Mapping Session

Define Document

Process Name:

Sponsor:

Facilitator:

Date:

**DEFINE: Problem Statement**

|  |  |
| --- | --- |
| 4W2H Problem | Answer |
| **Why** is it a problem? What are the consequences |  |
| **Where** is it a problem? What part of the process |  |
| **Who** is affected by the problem? |  |
| **When** does it happen? Regularily or as an event? |  |
| **How** do you know it is a problem? |  |
| How much time, defective output, preventable demand as a result? |  |
| Draft Problem Statement |  |

**DEFINE: Voice of Client**

|  |  |  |
| --- | --- | --- |
| Client Name: | | |
| **Category** | **Question** | **Answer** |
| **Current Areas of Strength** | What about (process name) is currently working well? |  |
| **Ideal State** | Describe the perfect (process name) process. What about these attributes would make it “perfect” for you? |  |
| **Ideal Outcomes** | What are the outcomes of this process, perfectly delivered? (e.g. speed, quality, etc). How do these outcomes contribute to achieving your goals? Why? |  |
| **Gap** | If there is a gap between what you need and what you receive, how do you suggest closing the gap? |  |
| **End User Role** | What should be your role as an end user in making this process work perfectly? |  |
| **Other** | Other feedback that we should consider? |  |

**DEFINE: Project Charter**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Charter** |  | **Updated** |  | |
| **Objectives and Problem Statement** | | **Out of Scope** | | |
|  | |  | | |
| **Critical Success Factors** | | **Team Members** | | |
|  | |  | |  |
| **Sponsor** |  | **Facilitator** |  | |

**DEFINE: SIPOC**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Who supplies the inputs for our product or service?* | | *What do the suppliers provide to trigger our process?* | | *What are the start and end points of the process associated with the problem and the major steps in the process?* | | *What product or service does the process deliver to the client?* | | *Who are the customers / users for our product or service? What are their performance requirements?* | |
| **Suppliers** | | **Input** | | **Process** | | **Output** | | **Customers** | |
| **1** |  | **1** |  | **Starting Point** | | **1** |  | **1** |  |
| **2** |  | **2** |  |
| **3** |  | **1** |  | **3** |  |
| **2** |  | **1** |  | **2** |  | **1** |  | **2** |  |
| **2** |  | **3** |  | **2** |  |
| **3** |  | **4** |  | **3** |  |
| **3** |  | **1** |  | **5** |  | **1** |  | **3** |  |
| **2** |  | **Ending Point** | | **2** |  |
| **3** |  | **3** |  |