**Process Mapping Questionnaire – \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Process**

Functional Area:

Name and Role:

**Introduction:**

We are part of the working group documenting the current business processes of the \_\_\_\_\_ process.

We are trying to get a picture of how the process works so that we can find what is working well and how to improve the process where it is not working as well as desired.

We are looking for ways of making the process work smarter, and everyone’s work go smoother. This is not a job reduction project – we are trying to fix processes where necessary. We are collecting the feedback of employees, but not sharing the names of who said what.

Because you do the work of a \_\_\_\_\_\_\_\_\_\_\_\_\_\_ and the people who do the work know it best, we’d like to ask you for some feedback about the process. This is your chance to tell us about what is working well, and what is not working so well and to give us your suggestions to improve the process and maybe help fix some of the things that you find frustrating.

We have a few questions to ask you so that we can understand how the whole process works by looking at the different steps.

Do you have any questions about what we are doing?

**Overview Questions:**

In one minute, how would you describe your role to an outsider who doesn’t know anything about the process?

1. What is your role in the process?
2. What is currently going well in the process?
3. What are the major tasks that you do to support the process and what percentage of your time do you spend on each of these tasks? (write each process task step down on its own post-it note)
4. For each process-related task identified, ask the interviewee the following questions and note answers on the post-it note for the task:

|  |  |
| --- | --- |
| **Measure** | **Question** |
| **Pieces (P)** | How many pieces of work for this step do you receive in a typical week? |
| **Processing Time (PT)** | Approximately how much actual hands-on time does it typically take to perform the task (touch time)? |
| **Cycle Time (CT)** | Approximately how much time typically elapses between when the piece of work reaches your in-basket to when it gets to the next in-basket? |
| **Inventory** | Because the work often waits in piles to be processed, we’d like to know :  Typically, how many pieces do you have waiting to be processed? (IP)  Typically, how many pieces have you completed, and are waiting to be passed on to the next step? (IC) |
| **Complete & Accurate % (C&A)** | What is the percentage of work coming in to this step without anything going wrong? (first time through – eg. It is complete and accurate) |
| **Correction Demand (CD)** | What needs to be improved? How much time is being spent because this improvement is not in place? |
| **Batch (B)** | In this task, how many pieces of work do you gather before you pass the batch on to the next step? When you are finished working on a piece of work, how does it get to the next step? Show us how you travel to get the work done. |

1. At the end of the day, what information do you have that tells you that you’ve had a successful work day (related to the process)?
2. Do you have any questions for us?

Please come by the boardroom and have a look at the process map that we’re building – we’d like to get your feedback to make sure we’re reflecting the process correctly. If you have any additional information you’d like to share, please drop by or contact one of us. Thanks for your time and input!