

ONE Select a Diagram or Chart Method

Action:

Create an easy-to-read chart with interpretive schema that clearly communicates a bird's eye view of the workflow and its main phases or stages, as well as an appropriate level of detail regarding the steps in each phase.

Help:

Select a diagram or chart that most people in your organization can read. Do not choose methods or templates that require special training or advanced knowledge to interpret.



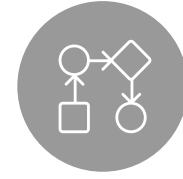
TWO: Diagram Each Major Phase in the Workflow

Action:

Write out each major phase; write the primary goal or objective in one sentence above each phase; and assign an intuitive graphic or symbol for referencing later.

Help:

Ensure that employees actually understand the real value added in each phase by asking them to write it in their own words and read it back aloud to each other. This will bring a unifying clarity to the entire organization.



THREE: Diagram Each Step in Each Phase

Actions:

1. Create a sequence of each step in each phase.
2. Use a schema that highlights the what, who, how, when, and where components of each step.
3. Label each step with a simple title or phrase.
4. Assign each step a symbol or graphic element for referencing later.
5. Execute the sequence of steps in the phase to test, and revise as necessary.



FOUR: Label the WHAT



FIVE: Label the WHO



SIX: Label the HOW



SEVEN: Label the WHEN



EIGHT: Label the WHERE

Write a brief description of the objective of each step.

Label each step with the person or persons names who are responsible for the action in that step

Write a detailed description of the actions involved with each step, in order as they occur.

Label each step with the time and date in which it should be completed.

Label where in the business the actions in this step occur (department, building, etc.)