

1

TITLE AND SCOPE

The very first thing you need agree is the title for the process you are capturing, where it starts and where it finishes. Setting the scope ensures that discussions are focused on this process and nothing else.

Use a Whybox to put one or more inputs and one or more outputs on the page. Remember, these don't need to be perfect, they can be changed later. It helps you focus the discussions.

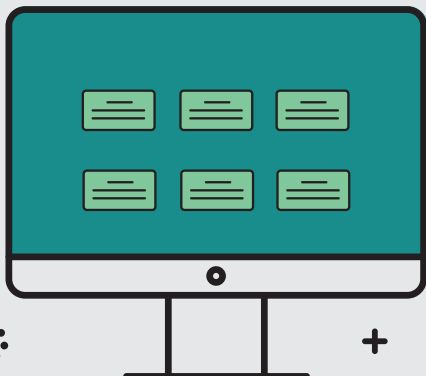


2

ACTIVITIES

What is the work that happens in this process? Start by putting some empty Whatboxes on the canvas, 6 is a good number to start with, you can always add more or delete the ones you don't need.

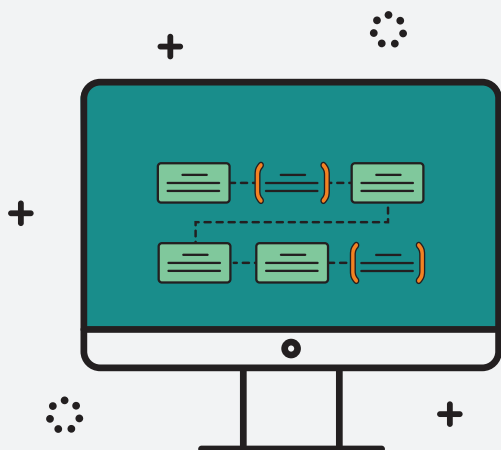
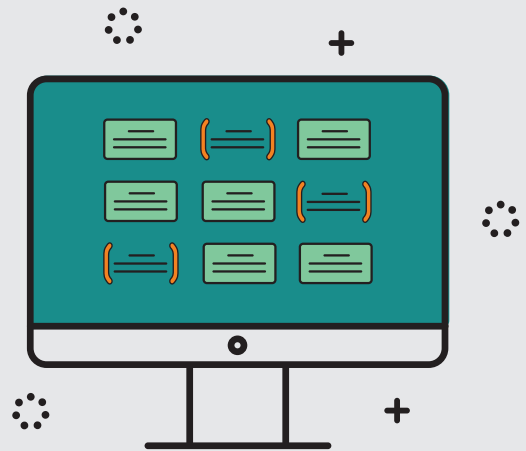
Use a Verb and Noun to describe activities, you are describing things that happen, so they need to be described in the language of actions. No need to worry about sequence, we'll come to that later.



3 OUTPUTS

For each activity, add at least one output using a Whybox. Remember, an output is NOT an activity so no verbs here please. And try to avoid using the past tense of the activity.

Outputs are where you really start to understand how the process works. Use them to drive the discussion. Ask questions like; why do you do that? What is the deliverable? What is a tangible outcome? If you can't come up with a good output, leave it blank and come back later.



4 FLOW AND WHO DOES IT?

Only once all the activities have an output, join them up in the correct order.

A process is not complete until the 'Who does it?' question has been answered. Enter a role for each box. If you're not sure, or it sounds like lots of people do it, leave it blank and come back later.

5 WHAT ELSE?

If you want to capture notes and extra information, try using Notes or attachments.

Once you've captured the process walk through it verbally with the team to check it makes sense.

