

Solution sheet

Process mapping

Documenting your business processes.

We'll talk to the people who do the job, and prepare high-quality, industry-standard process documentation for you.

The problem(s)



You need to train new staff

But everything is locked in people's heads. What have you got to show your newest team member?



Processes are slow

It seems to take too long to do simple tasks. What is the hold-up?



You've lost a key member of staff

Has a key member of your team left, and you need to work out how they got so much done?



You've spotted mistakes

Important steps are being missed. You need to tighten up your processes to make sure everything gets done.



Your notes are a bit hit-and-miss

Perhaps you've asked people to document their processes before, but the results are not standardised.

How we help



Choose the right level of documentation

We'll help you choose what you need—eg standard operating procedures, training manuals, diagrams etc.



Get a fresh perspective

Get an external perspective on your business processes.



Encourage teamwork

by visualising how each person contributes to the process.



Improve performance

by seeing where you can save time and money.



Provide world-class service

by following consistent, standardised procedures.



Reduce stress

by reducing confusion and introducing clarity.



Identify your key processes

We spot and document your most important processes.



Sit with your team to piece together their processes

We'll talk to front-line staff, usually one-to-one, and find out how they work in as much detail as you need.



Visualise your processes

We'll prepare diagrams to visually show you how your business processes work.



Offer suggestions for improvement (optional)

If you want us to, we'll highlight areas that could be improved with some suggestions.

How it works



Discovery session

- Meet with directors or managers
- Agree what documentation you need
- Identify key processes
- Agree the scope of work you want us to do
- Prepare a project plan



Gather information

- Talk to individual team members
- Read any documentation you have



Write and review

- Write up your documentation off-site
- You review and we'll amend the documentation if needed



Save time

by letting us do the hard work.



Gain a partner

We're on your side, working to make your project successful.

Related services



Process improvement

Optimise your business processes.



Software selection

Choose the right software for your business.