



Process Mapping

Discovery Questions

General Process Discovery

- What is the objective of the process?
- Who is involved in this process?
- How long does it typically take from start to finish?
- Is there any existing documentation for this process?
- If this process is executed successfully what does the end result look like?
- If it is not well executed, what are the risks?

Process Initiation Discovery

- What action kick-off this process?
- Who is responsible for the action that kicks-off the process?
- Once the process is initiated, what is the first task?

Discovery For Each Step/Task

- What is required before this step/task can start?
- How long does it take?
- Who is responsible?
- Who provides support?
- What documentation, information or instruction is required to complete this step?
- What tools are used to complete this task?
- What IT systems are used to complete this task?
- Does this task need to be broken down into more detail on another page?
- How do you know this step/task has been completed successfully?
- Are there any other possible outcomes from this task?
- What happens next?
- If there are multiple options for the next step what determines those?
- Can the next task begin immediately or is there preparation or waiting time beforehand?
- Does this process interconnect with any other processes?

Process Improvement Discovery

- What facts or performance metrics exist?
- Are there any areas with in the process that commonly cause delays? Why?
- What works well, what needs improvement, and/or what obstacles exist?
- How effective are the systems/technology with which you interact?
- What are some of your ideas for overcoming the obstacles?