Table 1.

Questions to ask during process mapping sessions

■ What functions or events drive the process?

■ What inputs (triggers) start the process or process step?

■ Who are the suppliers (internal and external) of the inputs?

■ What are the outputs from the process or process step?

■ Who are the customers (internal and external) of the outputs?

■ What problems are being encountered that affect performance?

■ What suggestions for improvement are there?

■ Are there performance measurements in place to monitor the costs of the process?