



# Process Design

Mal Rogers  
Senior Consultant  
Operations Development  
8th November 2007

## Lean Principles

- **Value as expressed by the Customer**
- **Identify all of the activities within the process**
- **Flow**
- **Pull**
- **Perfection**

## 5 stages for Process Design

- **Notification**
- **Map the current state (or future state)**
- **Identify waste**
- **Implementation**
- **Continuous Improvement**

## Stage 1. Notification

- Various forms of initial contact
- Recording
  - Project Proposal
    - Key people
    - Objectives and scope
    - Key deliverables and milestones
    - Timings
- Storage

## Stage 2. Current State

- Existing documentation  
[\*spagmap\*](#)
- Mapping the current state  
Generic approach  
[\*generic map, MCR map\*](#)
- Measuring activities  
Gemba  
[\*MCR map with timeline\*](#)

## Stage 3. Identifying waste

- **Waste removal/minimisation**

Tools - 5 whys, 5S, activity sampling

Inter activity waste

Internal activity waste

- **Documentation**

## Stage 4. Implementation

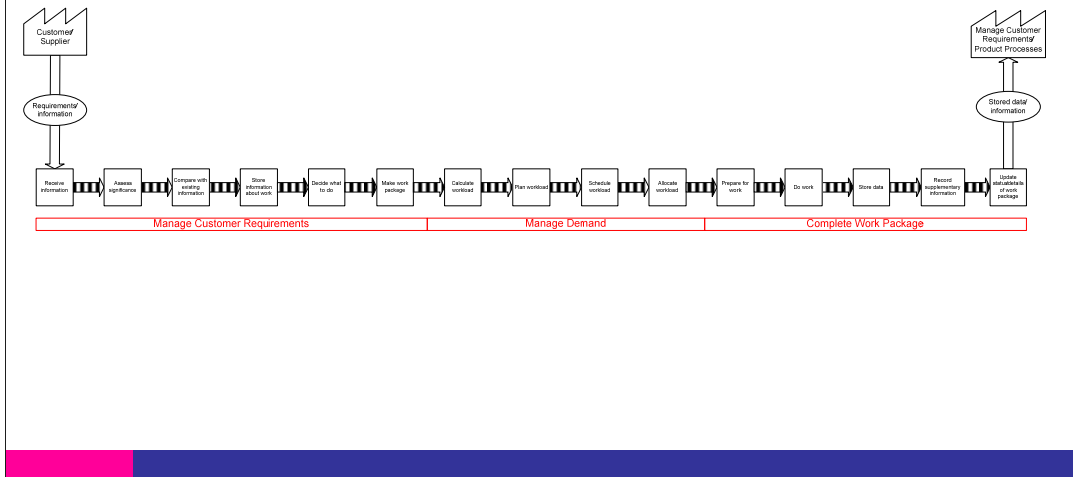
- Training
- Pilot/Production Trials
  - Involvement of sponsor/customer
  - Check against specification
  - Re-engineering required?
- Implement
- Sign off

## Stage 5. Continuous Improvement

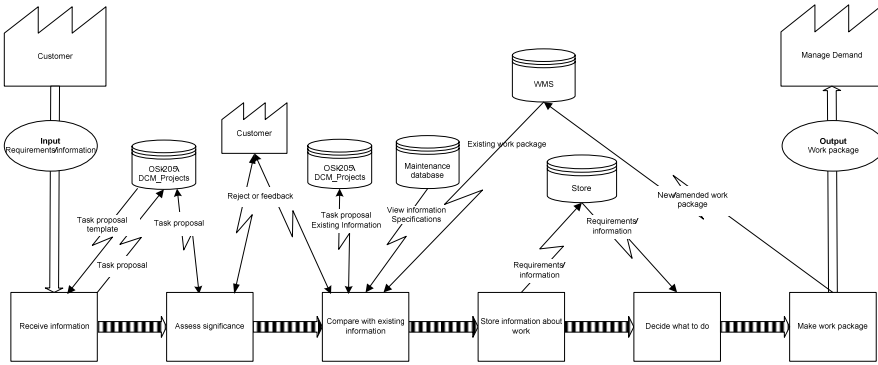
- Ideas Management
- Cross Business benefits  
[Best practice map](#)
- Implementation of new products
- Sustaining

**Questions?**

### Generic Process Map

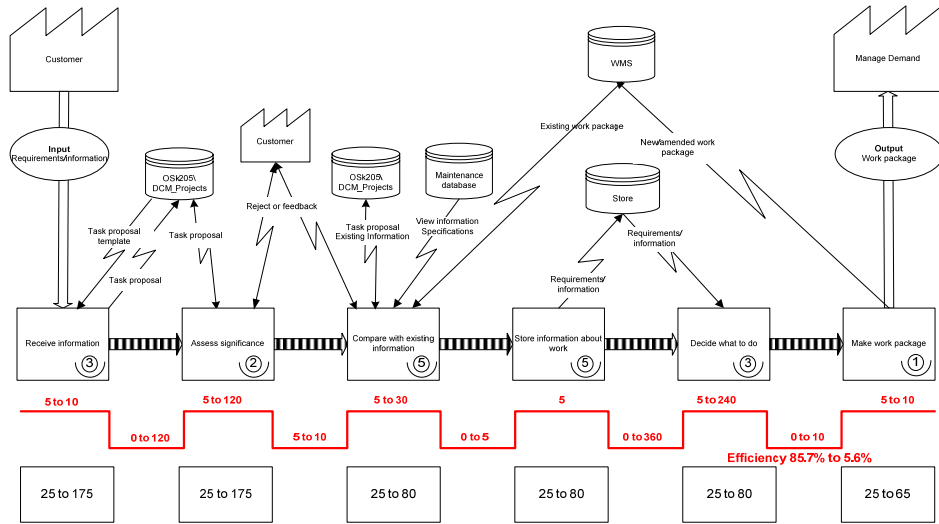


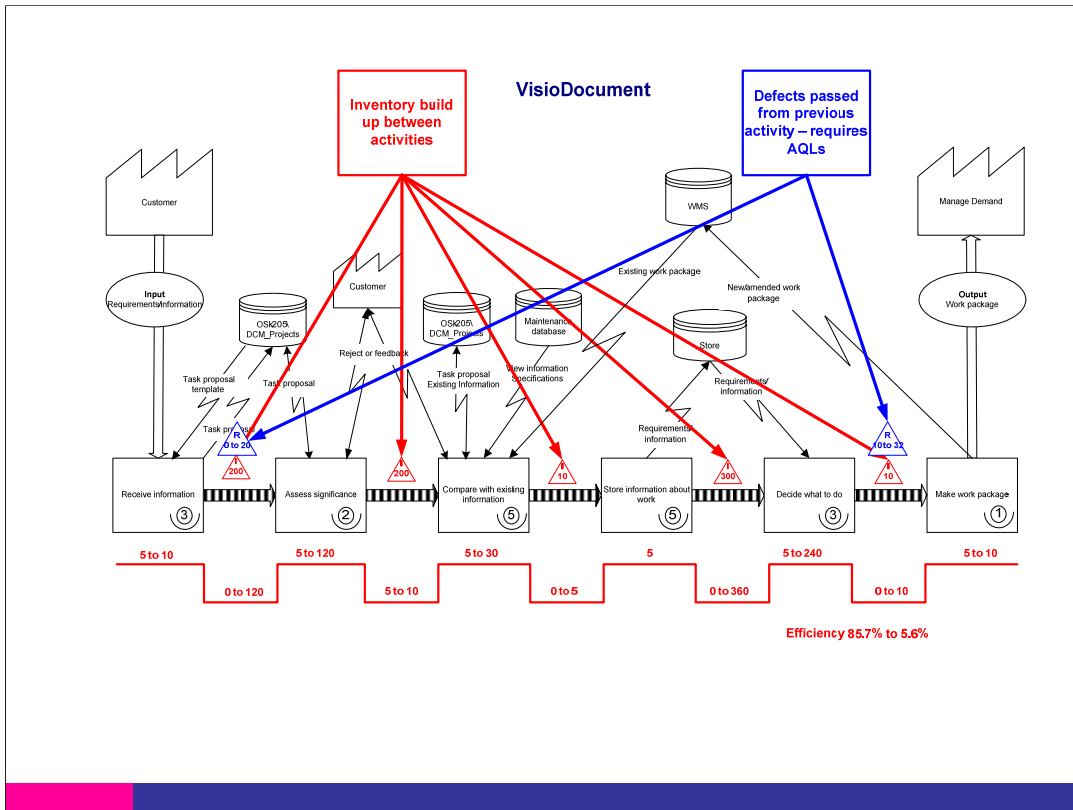
### Example Process Map



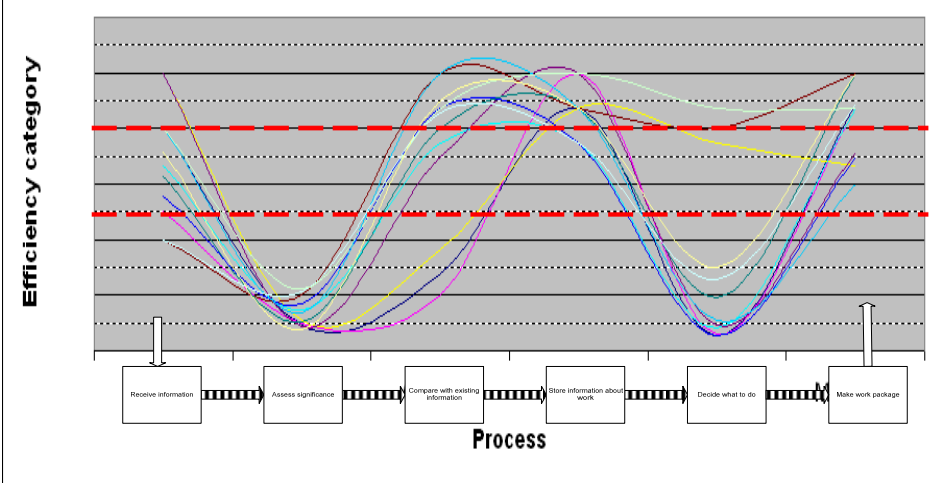


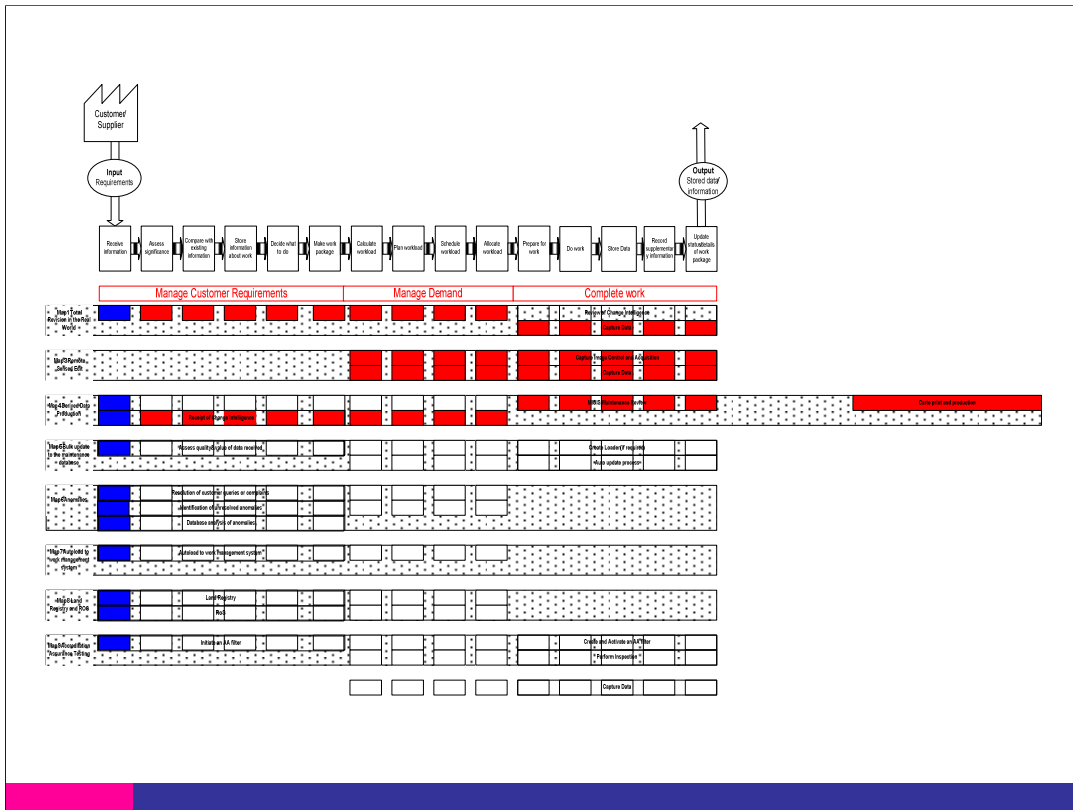
# VisioDocument





# Process Efficiency Indicator





**Questions?**