



Exercise 1: Processes in Your Organization

Explore Processes in Your Organization

| Brainstorm Mission-Critical Processes that Need Improvement | Process 1: | Process 2: |
|--|------------|------------|
| Process Name <i>(The name of each process should begin with a verb and end with a noun)</i> | | |
| What is the purpose of the process? / What outputs are produced? | | |
| What event(s) kick-off the process? | | |
| What event(s) end the process? | | |

Example

| Brainstorm Mission-Critical Processes | Process 1: |
|--|--|
| Process Name <i>(The name of each process should begin with a verb and end with a noun)</i> | Hire New Employee |
| What is the purpose of the process? / What outputs are produced? | Provide talent to meet the organization's business objectives |
| What event(s) kick-off the process? | Person submits application |
| What event(s) end the process? | <ul style="list-style-type: none"> ● Hired person notified of acceptance ● Person's information added to HR System |

Please feel free to contact us!

<https://www.boisestate.edu/opwl-process-management-lab/>

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Prioritize a Process to Improve

| Consider Symptoms of Broken Processes | | |
|--|---|--|
| <ul style="list-style-type: none"> • Delays • Errors • Rework | <ul style="list-style-type: none"> • Too many steps • Too slow • Erratic quality | <ul style="list-style-type: none"> • Frustrations • Product is too expensive • Lost opportunities |

| Process Name | Process 1: | Process 2: |
|---|------------|------------|
| What are a few major problems / frustrations with the process? | | |
| Overall, how do these issues impact your organization's ability to serve its mission? | | |

Place a ★ by the process you would select for improvement.

Example

| Process Name | Process 1: Hire New Employee |
|---|--|
| What are a few major problems / frustrations with the process? | <ul style="list-style-type: none"> • Too many signatures • Delayed approval loses our top candidates |
| Overall, how do these issues impact your organization's ability to serve its mission? | Unfilled positions leave us with too few hands to do our work |