
Tools

Flowchart

Representing a Process Graphically

Background

A flowchart pictures the actual flow or sequence of steps in a process. A flowchart is comprised of a set of standard geometric shapes that represent task types. Lines and arrows connect the shapes. Notes can be added to provide more detail.

When to Use

- When a sequence of events needs to be clarified or designed
- When gaps, redundancies, and inefficiencies need to be identified
- When task responsibilities need to be monitored
- When comparing the actual flow with ideal flow of work

How to Use

1. Determine the starting and ending points of the process.
2. Identify key tasks and decisions points in the process.
3. Record all tasks and decision points in the process using the appropriate shapes
4. (Deployment flowchart only) Identify responsibilities by arranging the tasks and decision points by responsibility. Indicate stakeholder groups who provide support for tasks.
5. Distribute the draft flowchart to impacted stakeholders for review.
6. Use feedback to improve the flowchart.
7. Collect data on the implementation for inclusion in the next revision.

Oval - starting and ending point

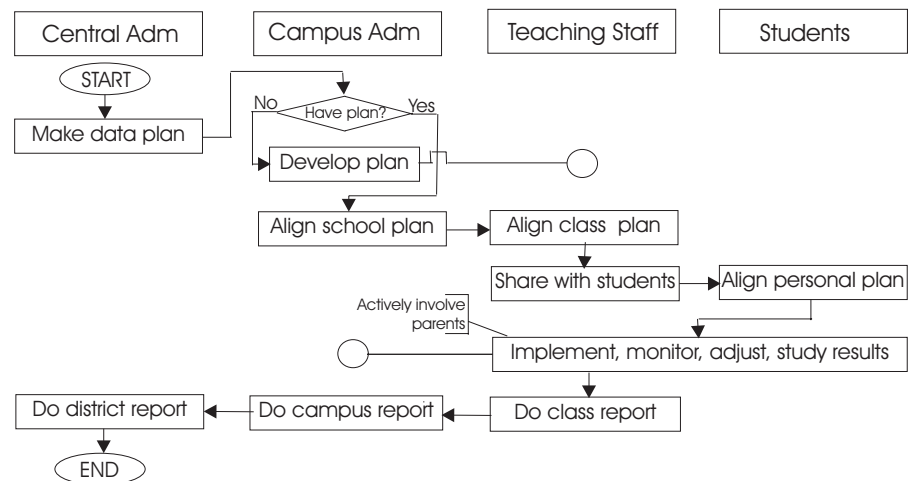
Rectangle - task

Diamond - decision point

Circle - support

Bracket - clarification note

How Does It Look



Next Steps

Share the flowchart with impacted stakeholders. Monitor the process to identify improvement opportunities.

