

Flowchart



Definition

A drawing of any process, using standard symbols, that includes tasks, decisions, paperwork, and others in the sequence in which they occur.

Utility

A Flowchart provides a common understanding of the process as it currently operates or as it is projected to operate. It defines the system the team will study. The Flowchart can be studied to look for ways to streamline, simplify, error-proof, and redesign the system. It also can be useful in system design to show how a system will work.

Construction

1. Define the boundaries to the process. (Where does it start? Where does it stop?)
2. Observe the process in operation; ask people how work is done or should be done, and note the order in which steps occur.
3. List the major steps in the process (tasks and decisions).
4. Using the symbols, draw the Flowchart (or piece it together using Post-Its and easel paper).
5. Study your Flowchart.

