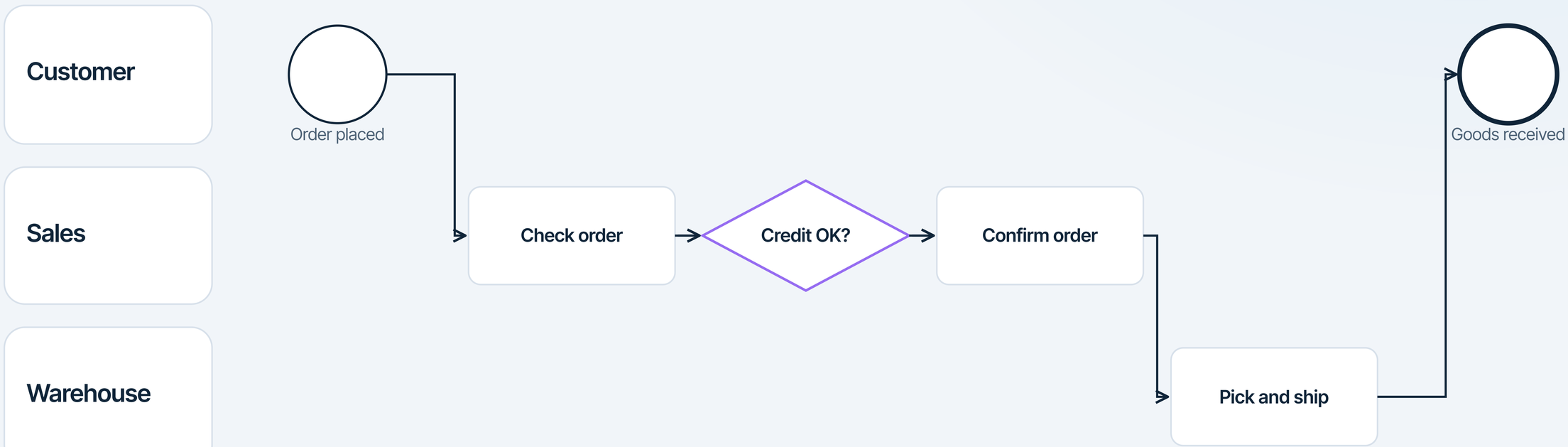
PROCESS IMPROVEMENT

BPMN Process Mapping Essentials

BPMN (Business Process Model and Notation) is a standard visual language for process diagrams. A small core set of events, activities, gateways and lanes covers most needs.

01 THE CORE MODEL

ANNOTATED DIAGRAM · FOUR CORE ELEMENTS



Events

Circles: something that happens, such as a start, a message or an end.

Activities and gateways

Rounded boxes are work; diamonds are decisions or splits.

Lanes

Rows that show which role or system performs each step.

02 READING AND DRAWING

A few symbols used consistently beat the full notation used loosely.

FULL NOTATION — CORE SUBSET

OVER-MODELING

- Dozens of symbol types nobody reads
- Every exception drawn on one page
- Diagrams owned only by analysts

PRACTICAL BPMN

+ Events, tasks, gateways and lanes
+ Main path first, exceptions after
+ Readable by the people doing the work

03 WORKED EXAMPLE

CREDIT CHECK GATEWAY · WHAT THE DIAGRAM REVEALS

GATEWAY
Credit OK?
decision in sales

→

YES
Confirm order
goes to the warehouse

·

NO
Manual review
missing from the model

→

FINDING
Hidden loop
delays new customers

04 MANAGEMENT TAKEAWAYS

01
Agree on a symbol subset
Pick the elements your organization uses and stick to them.

02
Model the main path first
Add exceptions once the main flow is agreed.

03
Validate at the gemba
Walk the diagram with the people who do the work.

05 COMMON MISTAKE

LIMITATION
Mapping the system, not the work
Diagrams copied from software screens miss workarounds, waiting and manual steps.