**Tips: Using Process Mapping to Improve Your Laboratory**XC 03

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| 1. Assemble your team for a quick walk through
2. Return to meeting room and draw your map (use butcher block paper with post-it notes)
3. Once the initial map is drawn, take your team back for a thorough walkthrough while considering the following:
* Cycle times associated with each step
* Places where there is potential for specimen bottlenecks or excessive queuing by patients
* Transport distances and time
* Potential sources of variation
1. Return to meeting room and make any changes to the map
2. Discuss problems encountered such as bottle necks, excessive queuing, and significant variation
3. Brainstorm solutions to problems
4. Write Solutions on your Process Map & Implement changes
5. Begin the Plan-Do-Check-Act (PDCA) Cycle to assess effect of changes

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