

Process Flow Template

This is a row-per-step map of a single workflow, from a clear start to a clear end, that records what happens, who owns it, how long the step actually takes, and how long the work waits before it. The output is one ranked list of bottlenecks, the steps where the work sits longest or breaks most often, so you can argue about a fix from evidence instead of opinion. It earns its place the moment a process feels slow but nobody can point to where.

Frame the process

Process name

What to capture: The one workflow this map covers, narrow enough to fit on a page

Worked example: Export a customer's orders to CSV on request

Trigger (start)

What to capture: The single event that begins the process, so the map has a clean edge

Worked example: Support ticket created and tagged "data"

End state (done)

What to capture: What "finished" looks like, the moment you stop counting

Worked example: CSV file delivered to the customer

Mapped by / date

What to capture: Who built the map and when, so a stale map is obvious

Worked example: Priya, walked one real ticket on 2026-06-10

One row per step

Step name

What to capture: A short verb phrase, numbered, for what happens here

Worked example: 3. Engineer runs the export script

Owner / role

What to capture: The accountable role, not a name; mark "unclear" when none

Worked example: Backend developer; step 2 owner is unclear

Trigger

What to capture: What makes this step start, so you see what it waits on

Worked example: Dev picks the ticket off the data queue

Process time

What to capture: Active work time when someone is on it, with units

Worked example: 40 minutes, estimated (not yet measured)

Wait time

What to capture: How long an item sits before this step starts

Worked example: 2 days in the data queue, no SLA

Handoff

What to capture: Who the work passes to at the end, or "none"

Worked example: Hands off to QA for a spot-check

Rework / loop

What to capture: Where work can bounce back, and how often

Worked example: Back to step 3 on missing rows, about 1 in 4

Value tag

What to capture: Value-add, necessary, or waste, from the customer's view

Worked example: Step 2 wait is waste; QA check is necessary

Pain / note

What to capture: The known problem here, in one line

Worked example: Script paginates by hand, misses big accounts

Read-out (fill after the rows)

Total active work

What to capture: Sum of process time across all steps

Worked example: About 80 minutes of real work

Total end-to-end

What to capture: Work plus wait, the time the customer feels

Worked example: Roughly 3 days door to door

Flow efficiency

What to capture: Active work divided by end-to-end, as a percent

Worked example: 80 min of 3 days is well under 5 percent

Top bottleneck

What to capture: The slowest step, and whether it is process or wait

Worked example: Step 2: a 2-day wait, not the export script

Biggest loop

What to capture: The rework path that costs the most

Worked example: Step 4 to step 3, hit on 1 in 4 exports

First fix to try

What to capture: One change aimed at the top constraint only

Worked example: Assign a data-queue owner and a same-day SLA
