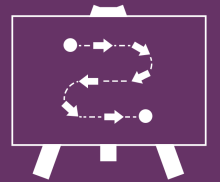**Fontys** SERVICE ENGINEERING LAB

PROCESS JOURNEY

How to use

Example

Process Journey

The Process Journey helps you to draw your workflow or business proces as a series of activities. Each process has a start and an end. There is something that triggers the process and there is some result. Between the start and the end there are connected activities. With the Process Journey you get a clear picture of your process which enables you to analyse and improve the process.

Tips for use

You can make your own Process Journey. It requires some skill and especially good knowledge of the process. Make sure to involve people that are familiar with the process.

Have a look at the example of the Process Journey for Pizzeria Toscana to get inspired how this tool is applied in practice.

How to use

It is important to keep in mind that you need to consider how far you want to go into depth with your process description. For example, you have the activity 'write down an order'. Of course you could say that getting a pen as well as getting paper are also activities. Getting into those details will make a very long process while it is not really relevant.

So how can you describe your own process? Follow the following steps.

Determine the start and the end of your process

A process is a defined set of activities with a start and an end. The start is an event that triggers the process, also known as input. The end of a process is the result of all the steps in that process, the output. To make a process journey start by determining the start and the end of your process.

Determine the activities in your process

To get from the start to the end of your process you need take action. Activities are performed to make sure that at the end of the process there is the result and output that is wanted. A product does not create itself, activities are needed. Make a list of all the activities in your process that are needed to create the output. The activities are all the things done by you, an employee or a machine.

Draw your process

Get a pen, paper, and some sticky notes and draw your process. Write each activity in the process on a sticky note and then place all activities in the right order on a whiteboard or on a sheet of paper.

You can draw your process by using three graphical elements.

- Use a circle to represent the start or end of the process.
- Every activity is represented by a rectangle (sticky note).
- Use arrows to represent the flow between activities. The flow shows which activities follow each other.

Keep an eye out for activities that might have multiple outcomes. For example, when ordering a pizza, a customer may select take out or select home delivery, resulting in a different process.

To indicate the start en end of a process

To indicate activities (Sticky notes can be used as well)

To draw connections between the activities. The arrows show how the activities are connected chronologically.

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Example Pizzeria Toscana

industry	Restaurant
products & services	Italian dishes, delivery and in the restaurant
size of business	7 employees
revenue	€245,000
location	Breda

Pizzeria Toscana was set up by Lorenzo and his wife. The restaurant has become successful because of its pizzas and fresh dishes with authentic Italian taste. Especially in the weekend and with nice weather the restaurant and the terrace are packed.

Pizzeria Toscana's Process Journey

Because it is so busy, the pizzeria wants a clear picture of the processes that take place when serving a pizza. This is a process triggered by the action: "customer ordered pizza" and has a clear end to "customer eats pizza". On the Process Journey, Lorenzo has written all the steps that must be followed to reach "customer eats pizza". Now he has gained good insight into all the actions that take place in this process. By writing down all the actions that take place between the start and endpoint Lorenzo is able to, for example, do a Deadly Waste check to better structure his processes.

process journey

name **Pizzaria Toscana**

Order intake

Customer orders pizza → Write down order → Write down delivery/takeout

- **Takeout** → Pass on order
- **Delivery** → Write down customer information → Check customer information → Pass on order

Baking the pizza

Pass on order → Choose ingredients

- **Special** → Gather ingredients → Prepare pizza
- **Normal** → Prepare pizza

Prepare pizza → Bake pizza

- **Good** → Hand over pizza
- **Burned** → Choose ingredients

Supply the pizza

Package pizza → Cut pizza → Create invoice

- **Takeout** → Process payment → Hand over pizza → Customer eats pizza
- **Delivery** → Hand over pizza to courier → Travel to the customer → Receive payment → Hand over pizza → Travel to pizzeria → Process payment

Hand over pizza → Customer eats pizza

Inspired by Business Process Modelling Notation (BPMN), maintained by the Object Management Group.

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