# FLOWCHARTS

A visual map of the process, designed to show steps and transitions, is helpful for finding bottle necks, roadblocks and other challenges that prevent a smooth flow in the service process. These challenges are excellent targets for improvement.

**Steps**

**Flaws**



**Transitions**

**Fixes**

**Step 1:** Draw the first and last step of the process you would like to flowchart.

**Step 2:** Fill in all the steps of the process (this can include decision steps by using diamonds).

**?**

**NO**

**YES**

**Step 3:** Note any laws to the process: This step has elements that people complain about, this transition takes too long and leaves people waiting, etc. (Remember that flaws can be located in the steps and/or in the transitions.)

***Tip****: draw the steps on Post-it notes so that you can move them around as needed.*

**Step 4:** Note any Fixes for the Flaws you have defined.

**Step 5:** Use the flowchart along with other tools to consider next steps for improvement projects.