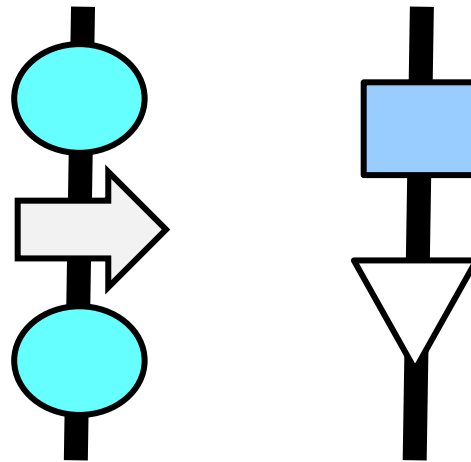


Continuous Improvement Toolkit

Flow Process Chart



Managing Risk

PDPC
FMEA RAID Logs
Fault Tree Analysis
Risk Assessment*
Traffic Light Assessment

Deciding & Selecting

Pros and Cons
Break-even Analysis
Force Field Analysis
Decision Tree
QFD
Kano Analysis
Critical-to Tree
Cause and Effect Matrix
Confidence Intervals
Probability Distributions
Graphical Analysis
Run Charts
Control Charts
Sampling
Brainstorming
Nominal Group Technique
Affinity Diagram
Attribute Analysis
Lateral Thinking
Visioning

Planning & Project Management*

Importance-Urgency Mapping
Cost Benefit Analysis
Pugh Matrix
SWOT
TPN Analysis
Prioritization Matrix
Paired Comparison
Pareto Analysis
Simulation
Mistake Proofing
Pull Systems
JIT
Ergonomics
Work Balancing
Automation
Bottleneck Analysis
Visual Management
Flow
Value Analysis
5S
Waste Analysis
SMED
Time Value Map
Process Redesign
IDEF0
Value Stream Mapping
SIPOC
Process Mapping
Service Blueprints

Understanding Performance

OEE
MSA
RTY
Descriptive Statistics
Cost of Quality
Reliability Analysis
Benchmarking
Focus groups
Photography
Measles Charts
Data
Collection

Understanding Cause & Effect

Tree Diagram**
Standard work
TPM
Design of Experiments
Regression
Multi-vari Charts
Relationship Mapping*
TRIZ***
SCAMPER***
Mind Mapping*

Identifying & Implementing Solutions***

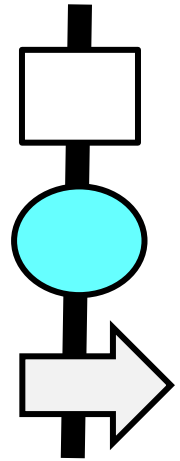
How-How Diagram
Hoshin Kanri
Kaizen
Standard work
Mistake Proofing
Pull Systems
JIT
Ergonomics
Work Balancing
Automation
Bottleneck Analysis
Visual Management
Flow
Value Analysis
5S
Waste Analysis
SMED
Time Value Map
Process Redesign
IDEF0
Value Stream Mapping
SIPOC
Process Mapping
Service Blueprints

Creating Ideas**

Designing & Analyzing Processes

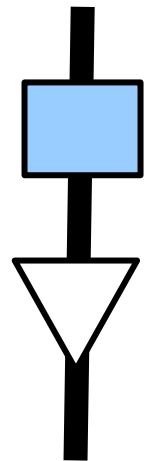
- Process Flow Chart

- ❑ The Flow Process Chart is a symbolic representation that illustrates the sequence of actions within a process.
- ❑ It is commonly used when analyzing the steps in a process to help identify and eliminate waste.
- ❑ It records the steps of a process along a vertical line.
- ❑ It is used to show the steps of a process using symbols along with text.



- Process Flow Chart

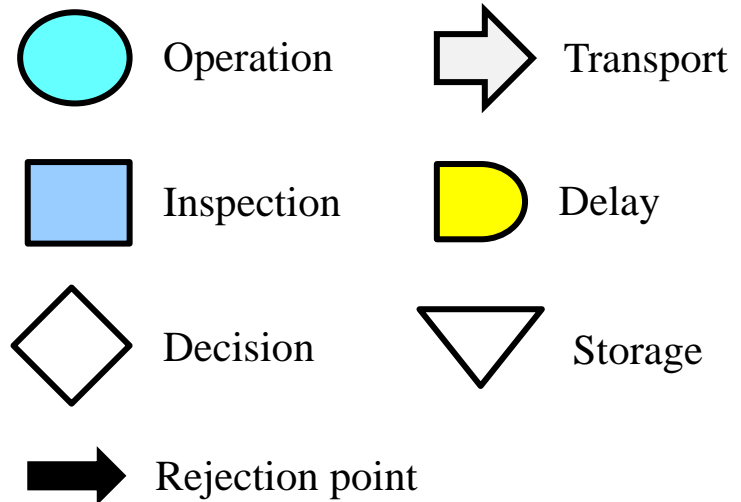
- ❑ A useful feature of the Flow Process Chart is that it can be drawn up as the process is happening.
- ❑ This will allow getting an accurate description of the process.
- ❑ By watching and recording, a person for example can follow a part, noting how and when it is produced, moved, checked and stored.
- ❑ This ensures that what actually happens gets recorded.
- ❑ Later when analyzing the process, some steps become obvious candidates for improvement, such as long delays and non value adding activities.



- Process Flow Chart

Common Symbols:

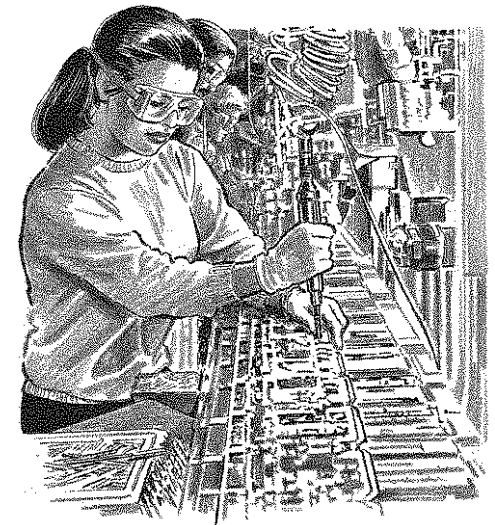
- ❑ **Operation:** Produce or process something.
- ❑ **Storage:** Storing materials or other items.
- ❑ **Transport:** Movement of people, materials or other items.
- ❑ **Delay:** Idle time of people, material or machinery.
- ❑ **Inspection:** Checking of items to ensure correct quality or quantity.



- Process Flow Chart

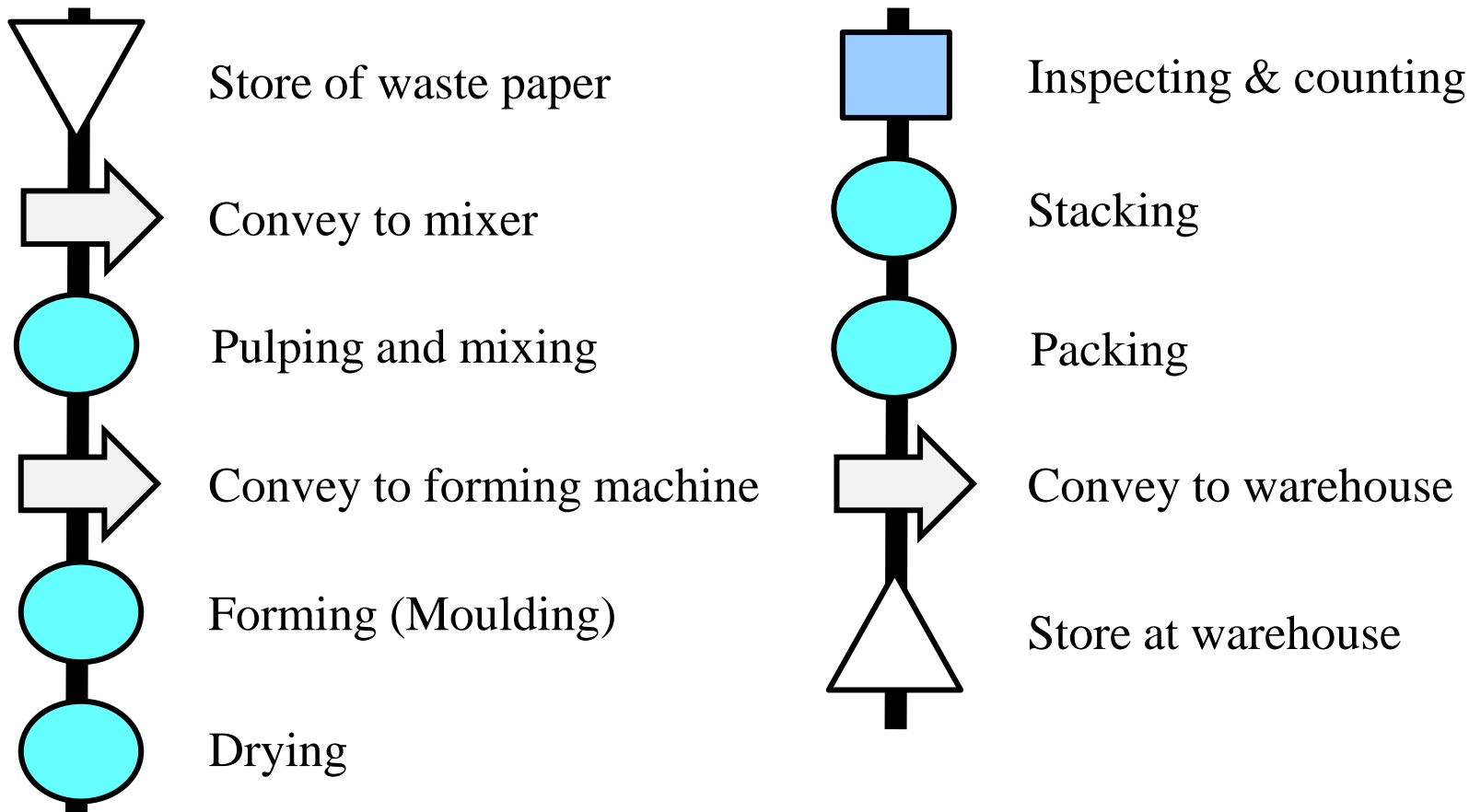
Three Types:

- ❑ A **man-type** chart which shows the actions of a person.
- ❑ A **material-type** chart which shows what happens to a product or item.
- ❑ An **equipment-type** chart which shows how a tool or other piece of equipment is used.



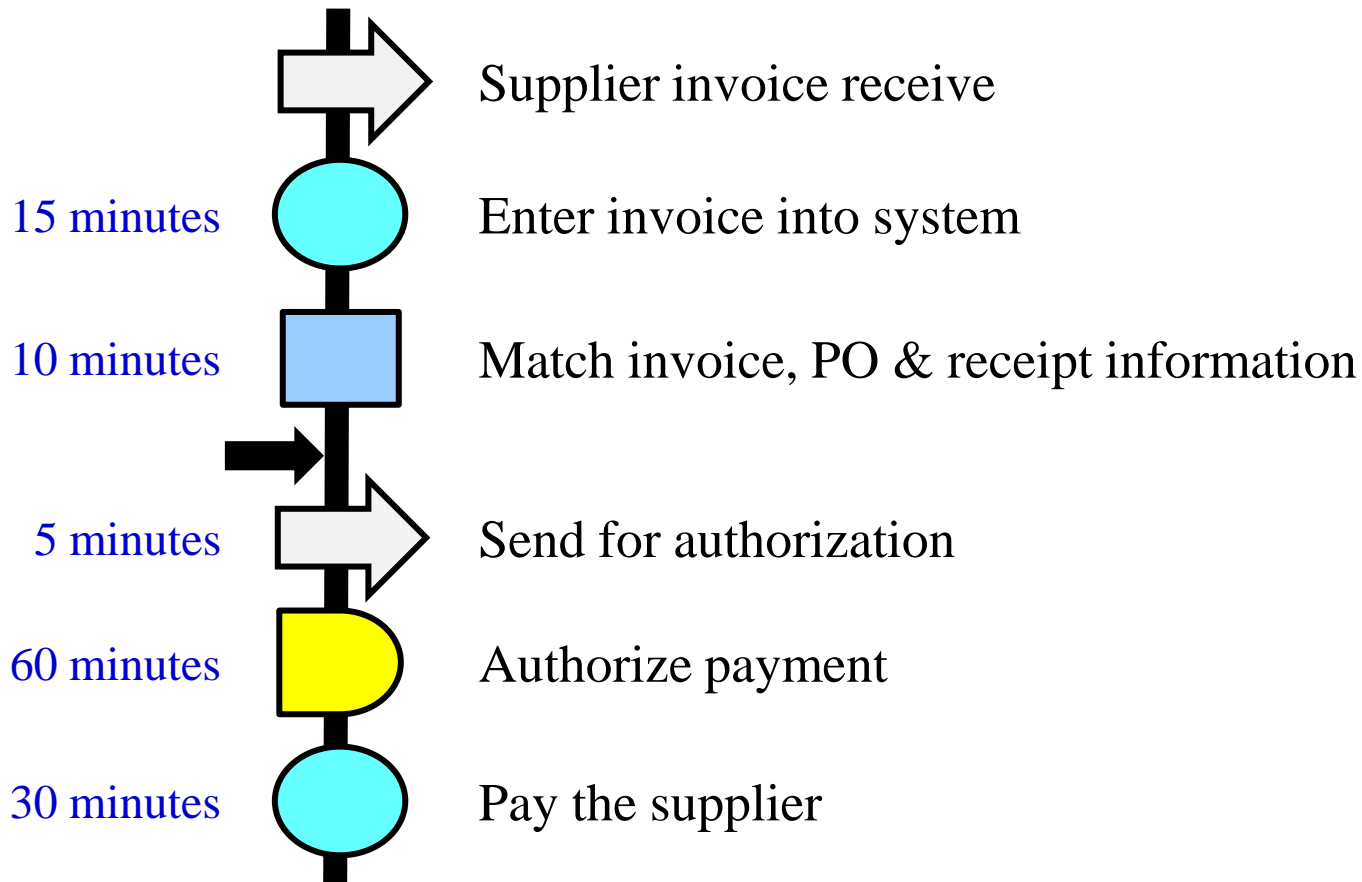
- Process Flow Chart

Example –Egg Trays Production:



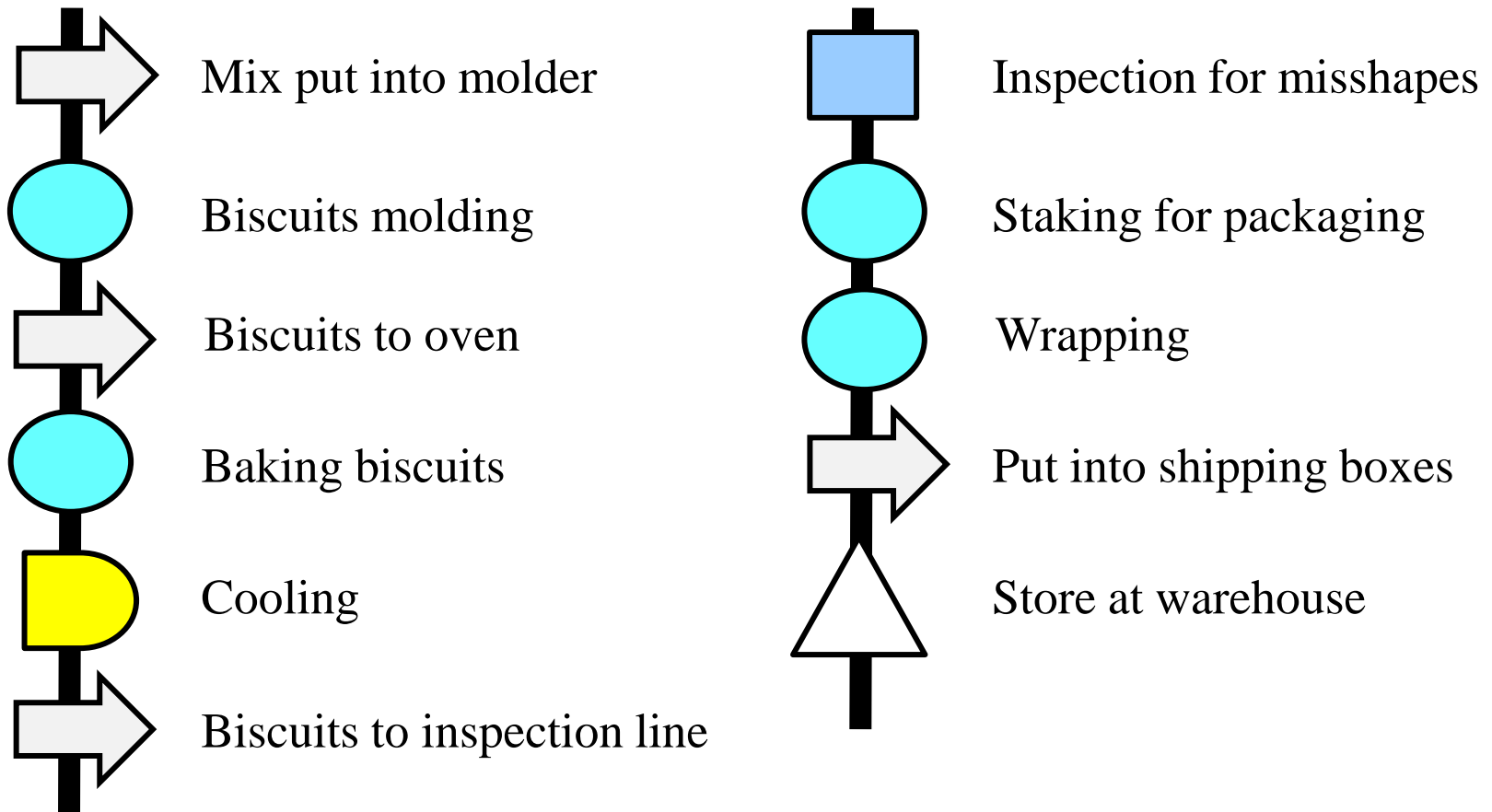
- Process Flow Chart

Example – Supplier Invoice Processing:

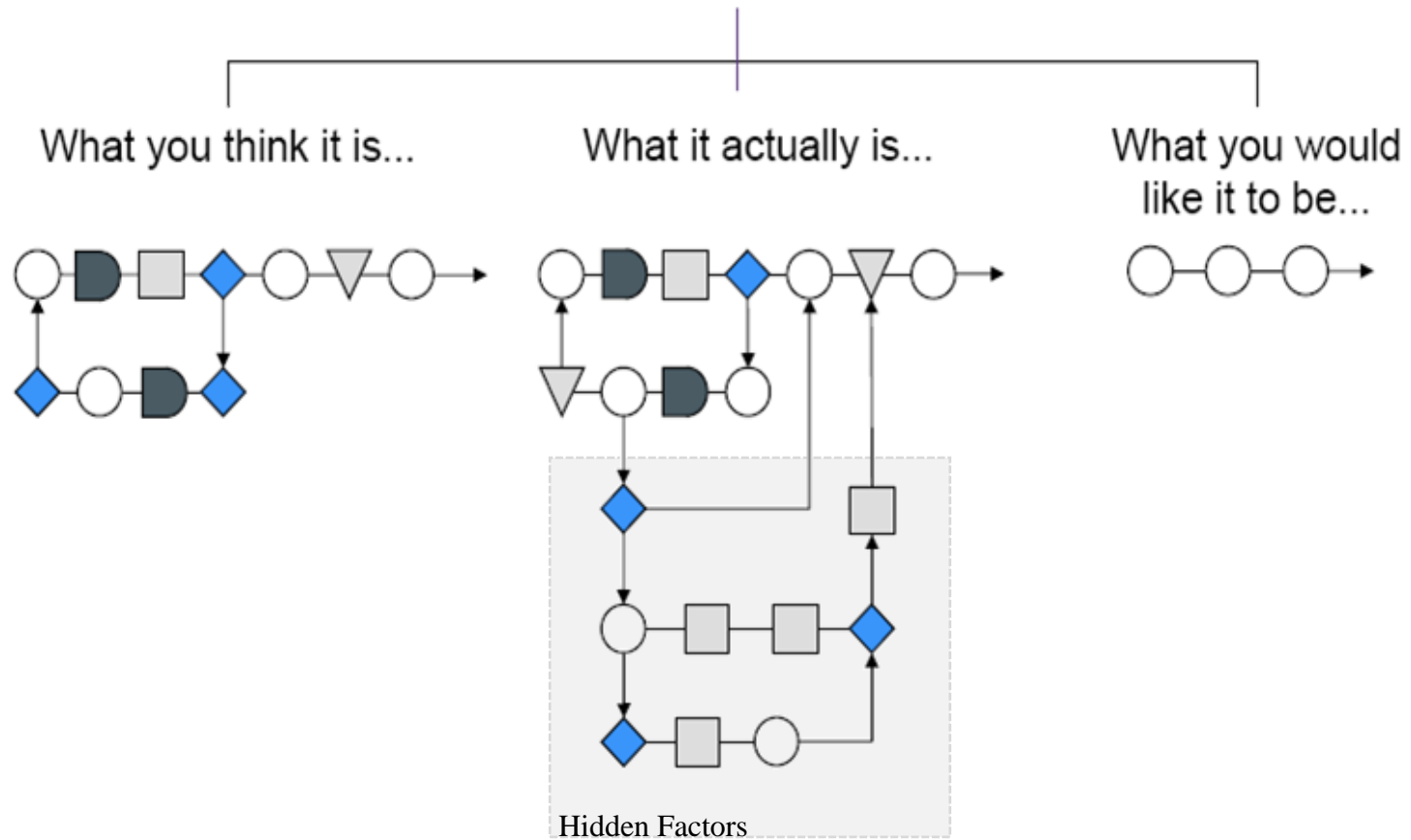


- Process Flow Chart

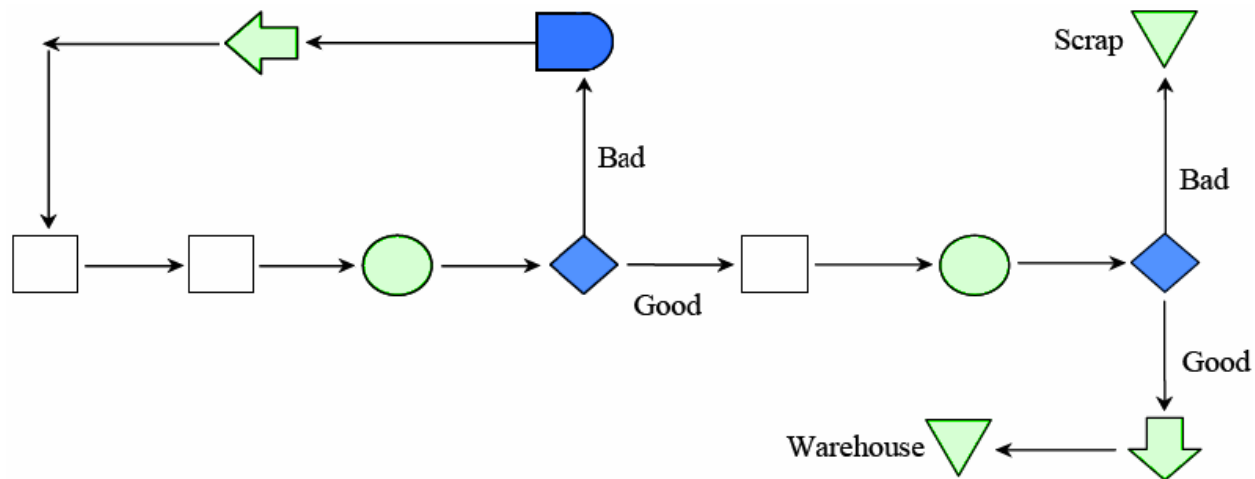
Example – How to Improve the Biscuit Production Process?



- Process Flow Chart



- Process Flow Chart



An outsider?
Walk the process and understand it