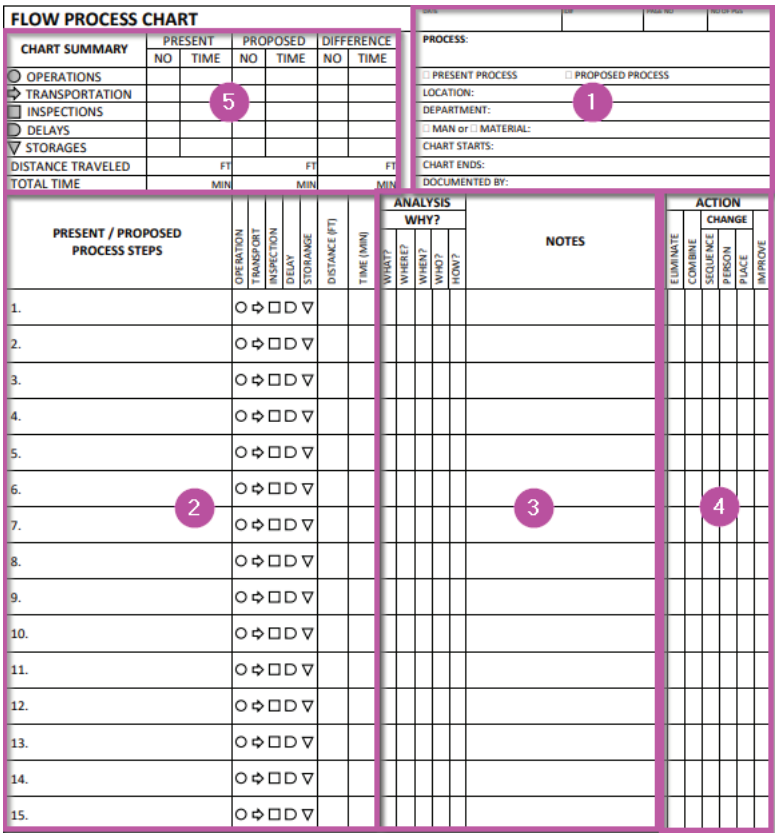
Flow Process Chart **Instructions**

What is a flow process chart?

The flow process chart is a tool used to identify areas for improvement in a process. It graphically displays the detailed sequence of operations and allows for a systematic analysis of each step. Using this tool will help to eliminate wasteful and inefficient operations by streamlining and simplifying the process.

Benefits of using the flow process chart

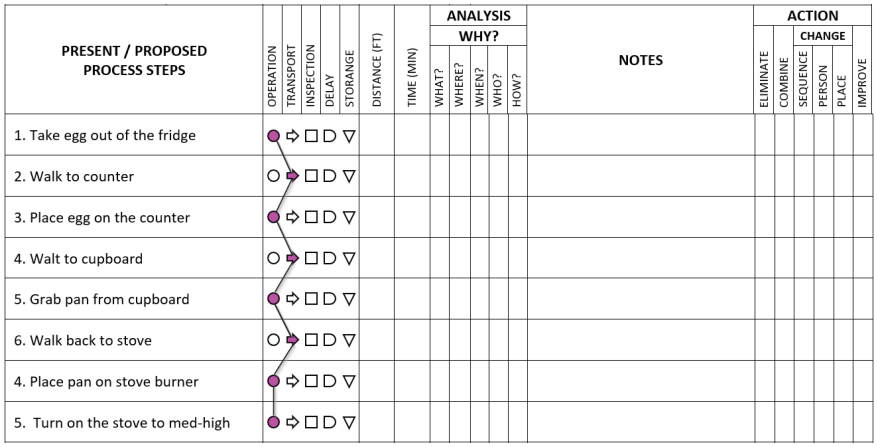
- Improved workflow and process simplification
- Improved service quality
- Improved clinic layout
- Improved working conditions
- Improved use of resources
- Shorter cycle times
- Reduced process wastes and costs



How to use the flow process chart

1. **Section 1** - Identify and select the task or process that needs improvement. Choose whether this process will be from the material or operator perspective.

2. **Section 2** - Record detailed information about how each step is performed. List the steps in the process, including when and object/person is in transit or waiting. Categorize each step based on whether it is an operation, movement, inspection, delay, or in storage. Shade the corresponding shape and draw a line between each step connecting the shapes.
    a. Operation/Task (○): is the main step of the process where an action is performed or material is changed.
    b. Move/Transport (⇨): movement of person or materials from one place to another.
    c. Inspection (□): a quality or quantity check.
    d. Delay (D): a delay in the sequence of events when a person or material cannot go to the next activity.
    e. Storage (▽): controlled or more permanent storage of goods.



PRESENT / PROPOSED PROCESS STEPS	OPERATION	TRANSPORT	INSPECTION	DELAY	STORANGE	DISTANCE (FT)	TIME (MIN)	ANALYSIS WHY? WHAT?	WHERE?	WHEN?	WHO?	HOW?	NOTES	ACTION ELIMINATE	COMBINE	CHANGE SEQUENCE	PERSON	PLACE	IMPROVE
1. Take egg out of the fridge	●	⇨	□	D	▽														
2. Walk to counter	○	⇨	□	D	▽														
3. Place egg on the counter	●	⇨	□	D	▽														
4. Walt to cupboard	○	⇨	□	D	▽														
5. Grab pan from cupboard	●	⇨	□	D	▽														
6. Walk back to stove	○	⇨	□	D	▽														
4. Place pan on stove burner	●	⇨	□	D	▽														
5. Turn on the stove to med-high	●	⇨	□	D	▽														

3. **Section 3** - Examine and analyze all aspects of each step by asking the why's. Dig into the what, where, when, who, and how. Note any pertinent details about the step.
4. **Section 4** Brainstorm ideas to make improvement to the process by eliminating, combining, or changing the steps in the process.
5. **Section 5** - Summarize findings for the current and proposed process.
6. Submit new process change ideas for approval.
7. Implement changes.
8. Monitor to ensure new process is being followed.

Limitations

One limitation of the flow process chart is that it is used to analyze sequential processes only (not parallel processes).

Video tutorial

If you need a more detailed review of how to use the flow process chart watch this 9 minute Youtube video tutorial by an IE professor from the University of the Punjab Lahore: https://www.youtube.com/watch?v=tHjrY8RcQkA