

About Action/Results (A/R) Maps

A/R mapping is a way to visualize processes at a higher level compared to standard flow charts or other diagrams. Unlike these methods documenting the steps of a process, A/R mapping centers on the results of the work (actions) being done. The arrows between the bubbles depict the work that is done to accomplish the result. The circles represent the results of that work.

Capability Goal

The Process Capability Goal:
Is a declarative statement that describes what a process must be able to sustain in a specific time period or date. It can be a single goal, such as “1500 widgets produced daily, passing a 98% quality check by end of the quarter (03/31/2024)”.

“Map” Process

Map your process’s path. Start with the green bubble we refer to as the “Trigger” It is an event that initiates the process, such as “Lead Identified”. Next fill in the white circles as the results of your process, again using the noun-past tense verb descriptors. Such as “materials received” or “proposal created”. The red circle at the end of this exercise is a milestone, the end of a process segment, or end of process altogether.

Identify Pain

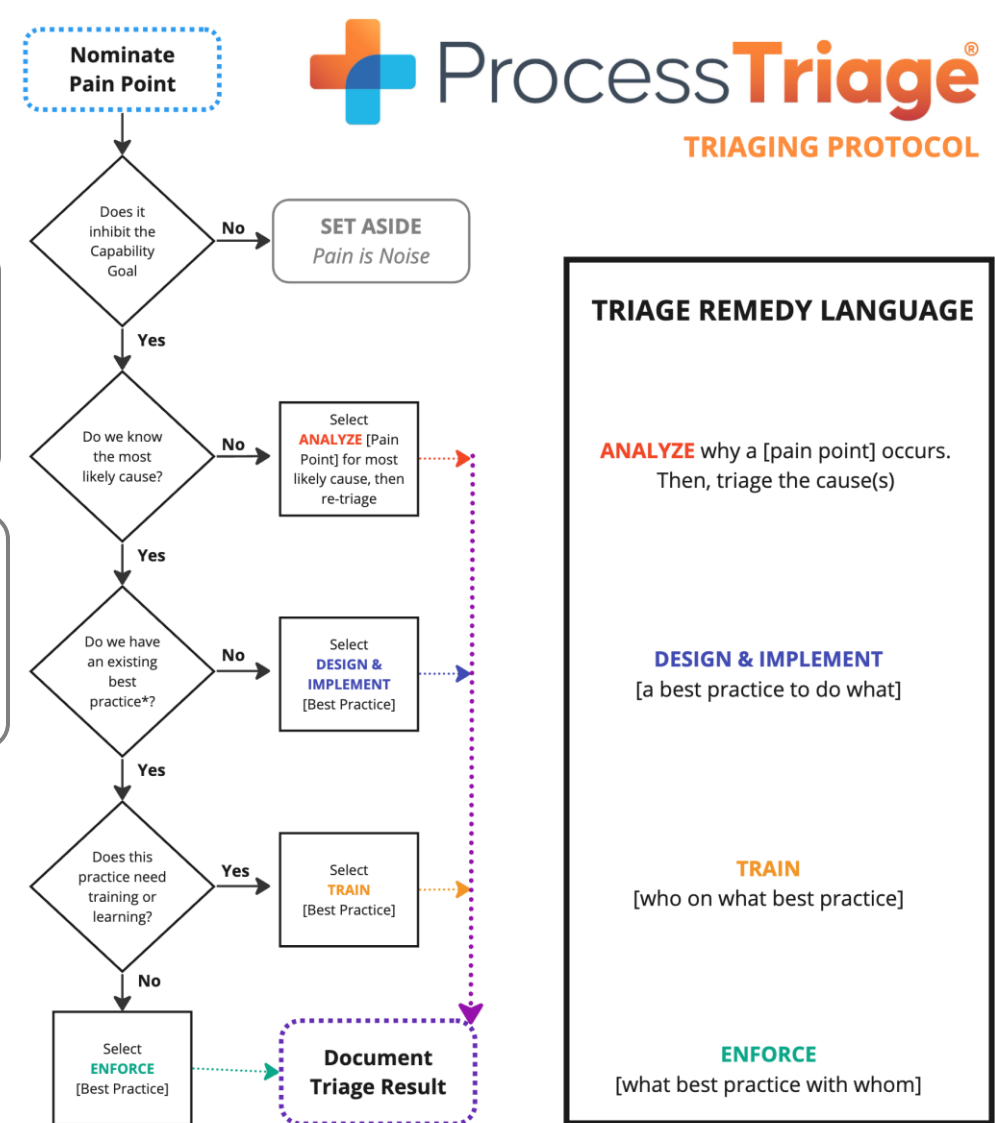
Point-of-Pain:
A recurring behavior or event that inhibits a *Process Capability Goal*. It is not a resource constraint but may be the effects from one. It includes measurements of how much and how often the observation occurs. It is placed on the map where it is observed (not where it originates). Points-of-Pain are triaged in to one of four solution types, sized, and ranked by highest opportunity value to the *Process Capability Goal* if implemented.

Triage Pain

Triage (French for “sort”),
Using the chart to the right, ask yourself the questions. If the answer is not a immediate yes, consider it as a no. Then, using the chart, analyze your pain point to determine if it is Analyze, Design, Train or Enforce.
“Design a worksheet checklist to ensure all required data is entered”

Rank Remedies

Rank your Remedies. Order them as to what will the greatest impact on your Process Capability Goal. Whichever Remedy will “fix” your process the best



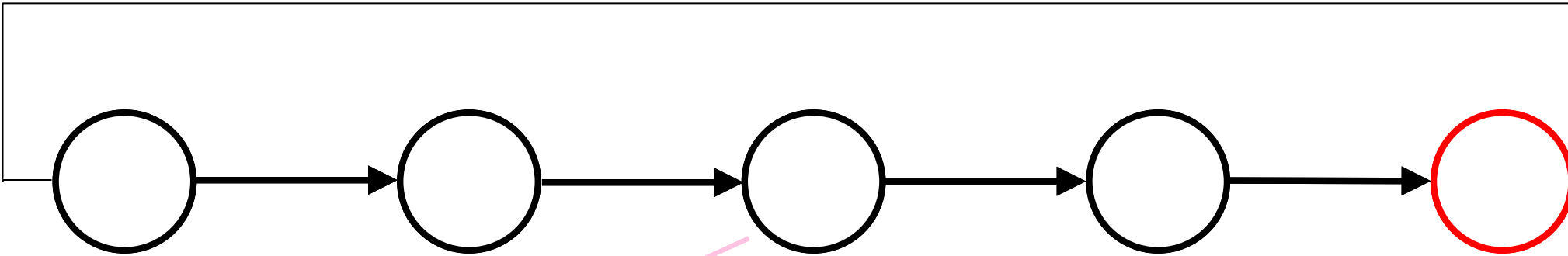
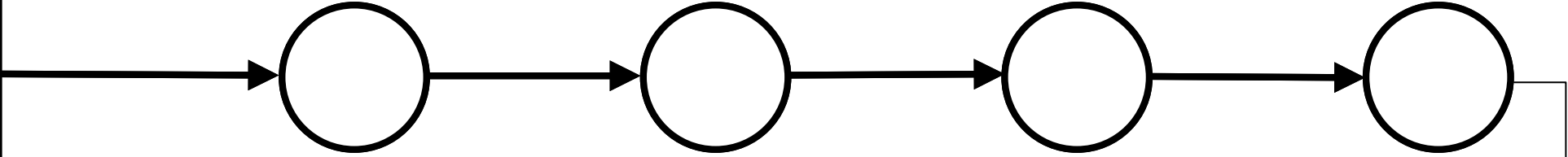
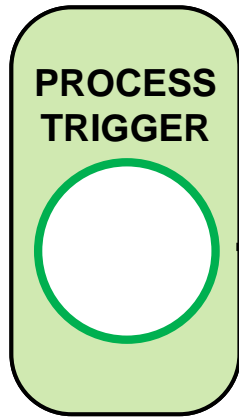
* Practice may be a process, procedure, policy, instruction, systems enhancement, tool or technology

Instructions &
Team Downloads
TheProcessFixer.com
/quickmap

ProcessTriage[®]

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- 50% of the time info is missing in the form

Process Capability Goal

NUMBER	ADTE	SOLUTION	RANKING
3	Design	Design a worksheet checklist to ensure all required data is entered	4