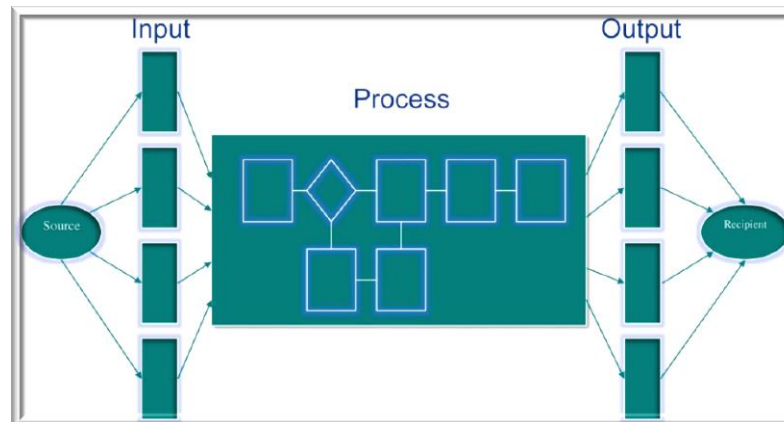


Biorisk Implementation

Process Mapping



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Group Exercise #1

In your group, take 10 min to discuss and answer the following question:

What and who is involved in managing waste in the laboratory?

Report your answers

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Biological Waste Management

- Waste
- Equipment
- People
- Procedures
- Documents
- Resources

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Definition of a Process

- Simple: How things get done
- Formal: A process is a series of definable, repeatable and measurable, verifiable, steps;
- ...which transforms some input from a supplier into a useful, “value added”, result or output for an internal or external customer

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Question:

Where does a process reside if it is not documented?



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Question:

Can you think of an example of a process that is not repeatable?

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Process Mapping - Definition

- A process map is a *graphical* chart that shows how work flows through the functions in an organization.
- It captures and records the sequence of steps required to convert inputs to outputs

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Question:

Why do process mapping?



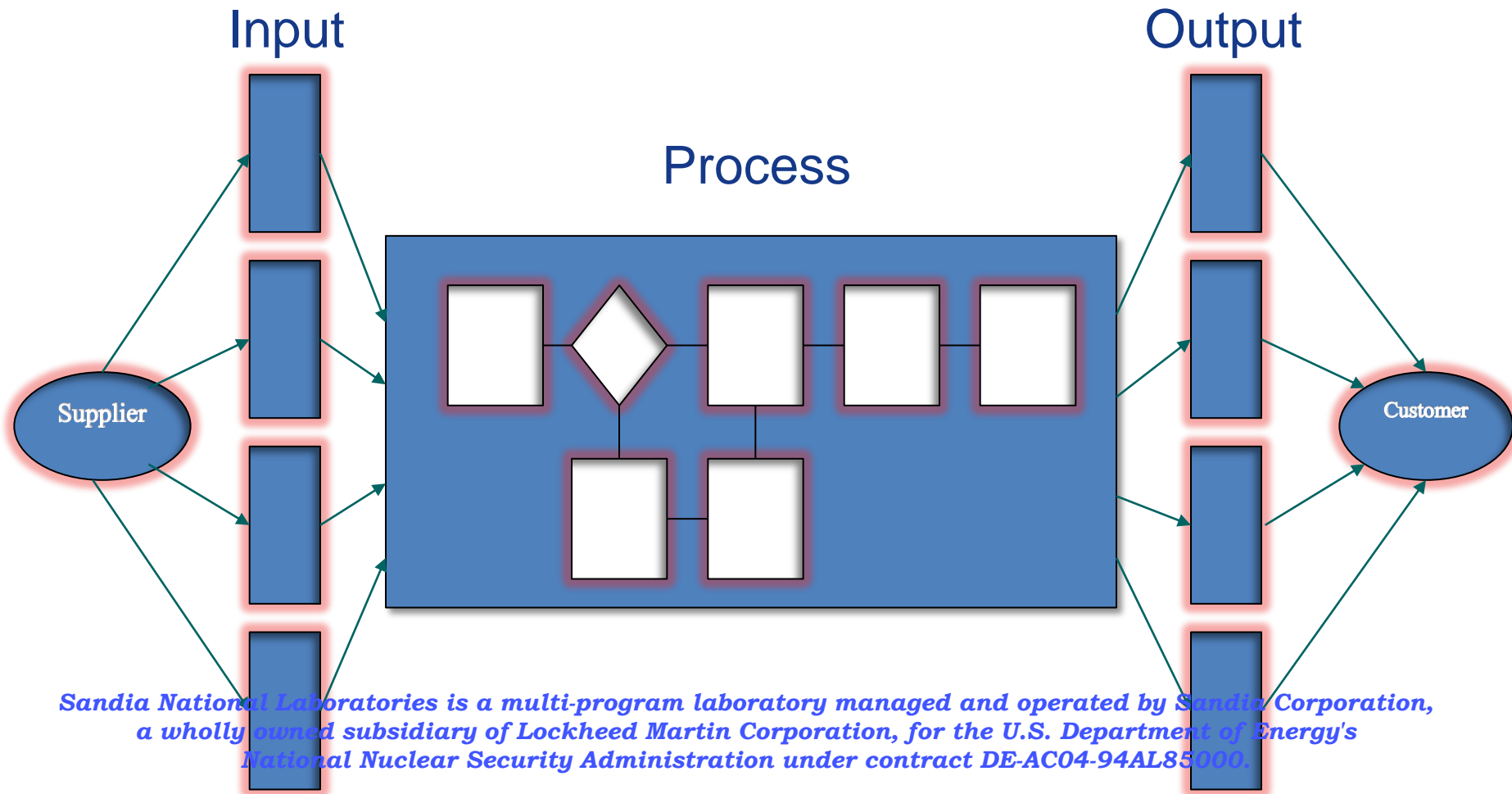
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Why do Process Mapping?

- “A picture is worth a thousand words”
- Promotes process improvement
- Identify issues/weaknesses
- Links employees duties to others
- Helps train people
- Defines how work is performed

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Process Mapping



Process Mapping Levels

- Level 1
 - High level
 - The “What”
- Level 2
 - Shows process in more detail
 - The “Who does What”
- Level 3
 - Transactional Level
 - Sometimes referred to as a Flow Chart
 - The “How”

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Process Mapping Levels

Process mapping levels have
NOTHING to do with Biosafety
Levels

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Process Mapping Levels



Forest

Level 1



Trees



Roots

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Level 3

Level 1 Map – The What

- A level 1 map shows the process at its highest level
- Typical 5-7 steps
- Useful to orient management to what you are doing
- *Defines the scope of the process*



Group Exercise 2

In your groups, take 15 minutes and develop:

- Level 1 Map for “Risk Assessment Process”

Focus on the ‘What’

Use the flipcharts and post-it-notes

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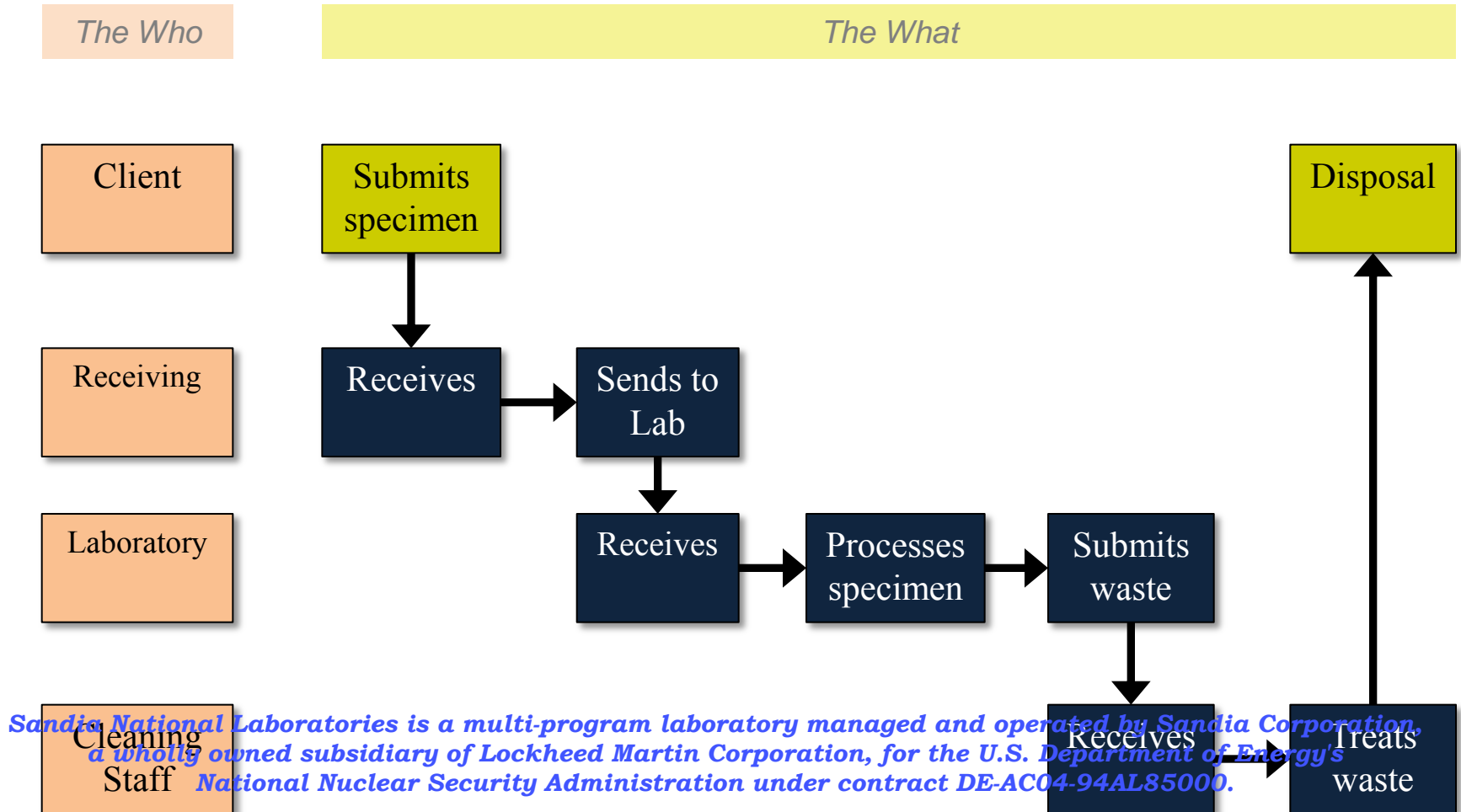
Level 2 Map

- The Who does What?
- A level two map shows the process in more detail



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Level 2 Map



Group Exercise 3

In your groups, take 30 minutes and develop:

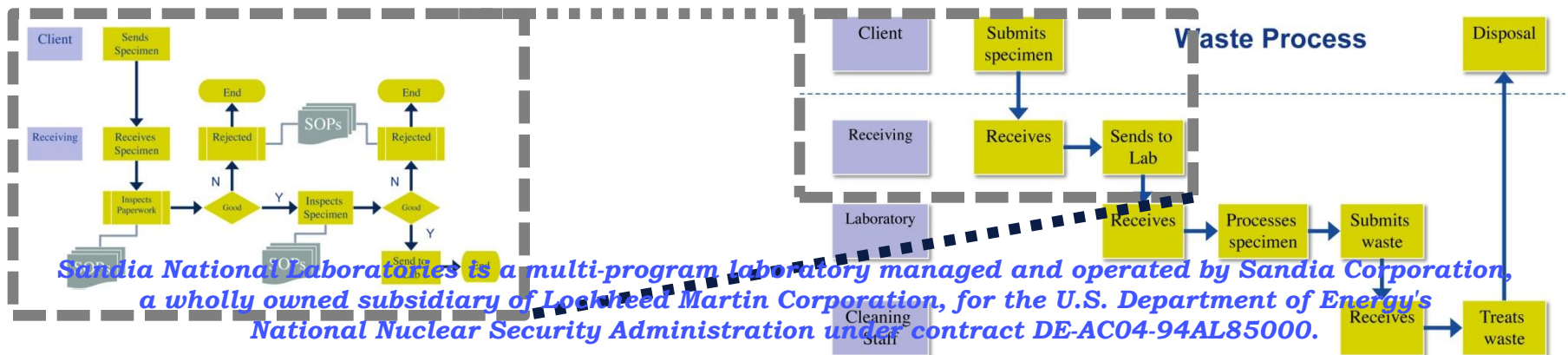
- Level 2 Map for “Infectious Waste Treatment”

Use the flipcharts and post-it-notes

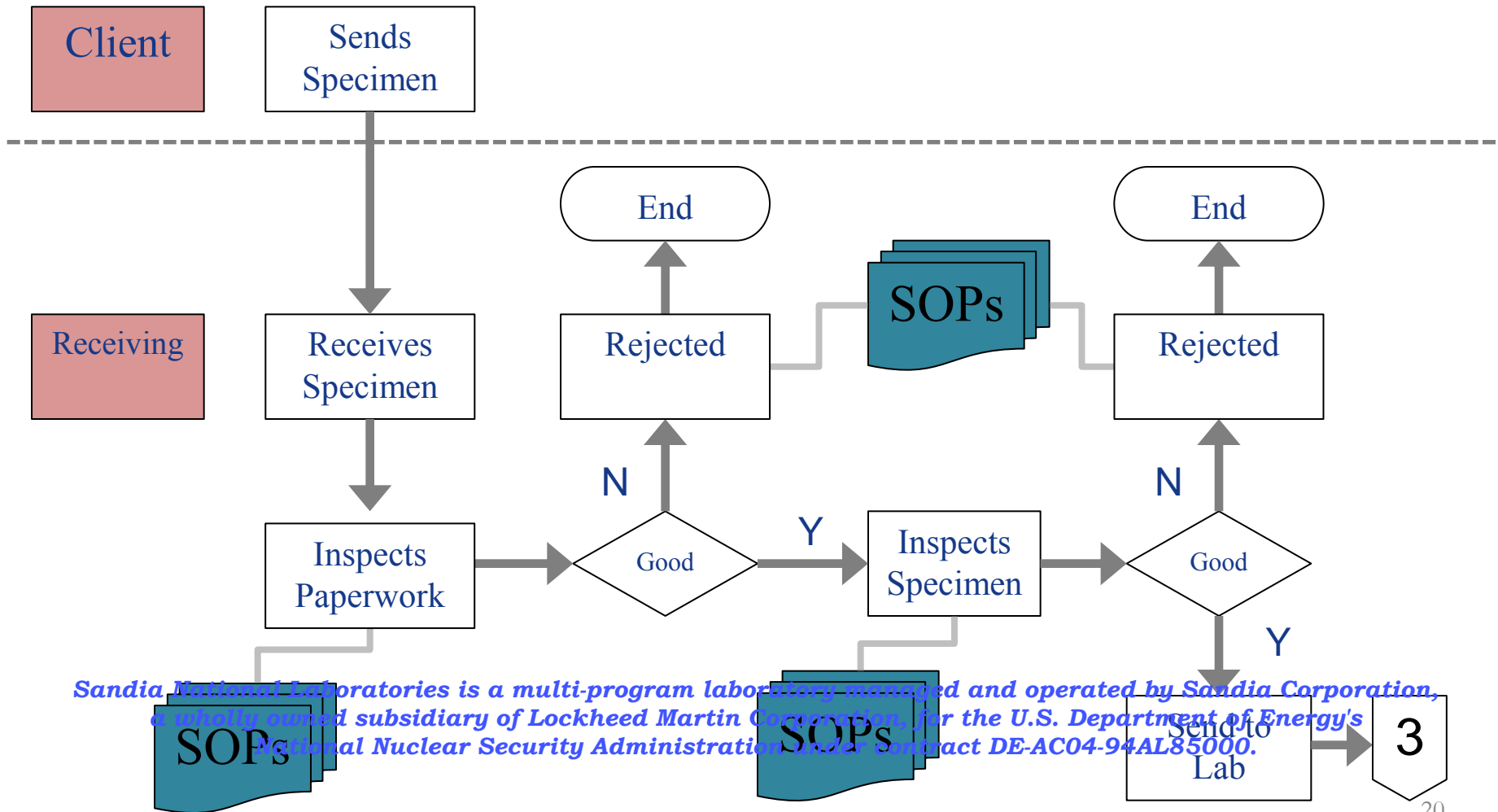
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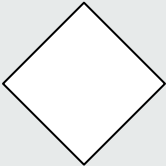
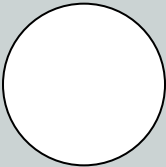
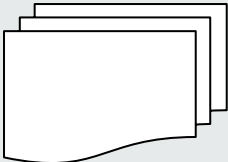

Level 3 Map – The How?

- A level 3 map shows the process at a transactional level
- Sometimes referred to as a Flow Chart



Level 3 Map – The How?



| Symbol | Name | Description |
|---|--------------------|--|
|  | Activity | Show a Process or action step. Most common symbol in process mapping |
|  | Decision | Indicates a question or branch in the process flow. Typically, a decision shape is used when there are two options (Yes/No, No/No-Go, etc.) |
|  | On-Page Connector | This symbol is typically small and is used as a Connector to show a jump from one point in the process flow to another. Connectors are usually labeled with capital letters (A, B, AA) to show matching jumping points |
|  | Document | The document symbol indicates the generation of records or documents or the use of documents (SOPs) for the process |
|  | Trigger Terminator | Terminators show the start and stop points in a process. |

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Group Exercise 5

In your groups, take 30 minutes and develop:

- Level 3 Map for “Autoclaving Solid Waste” (include decision points, documents, inputs, outputs)

Use the flipcharts and post-it-notes

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What to look for

- Redundancy
- Too many humans in the loop
- Too many hand off points. –cross lanes
- Bottlenecks
- Gaps
- Overreliance on systems – email
- Functions/roles vs. people
- Multiple authorities
- Multiple meetings
- Value added vs non-value added

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Resources

- Use of Software
 - Microsoft Word
 - Microsoft PowerPoint
 - Visio (Microsoft)
 - RF Flow
 - iGrafx
- Without software
 - Post-it notes
 - Whiteboards
 - Flipcharts
 - Sticky wall

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Process Mapping – Wrap Up

- Purpose and use of process maps
- Symbols
- Three levels

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