

Mastering Operational Excellence Through Process Mapping



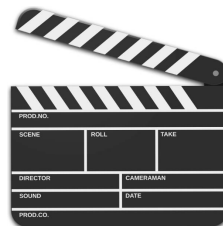
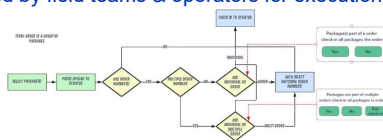
Jonathan Marsh
CEO / Technology Strategist



Procedures – The Scene

Procedure (Prescriptive) → Provides the **specific steps** and rules for executing a process, including **who** does **what**, **when**, and **how** it should be done.

- Defines how each step is executed in detail.
- Specifies who does what, when, and how.
- Ensures consistency, compliance, and repeatability.
- Used by field teams & operators for execution and training.



Process - Telling the Story

Process (Descriptive) - Describes the flow of work at a higher level, defining what happens and in what sequence without dictating how each step must be executed.

Focus on Purpose, Sequence, Scope, and Overall Structure

“Chance to Inspire”

- Defines what needs to happen and in what sequence.
- Focuses on flow, dependencies, and decision points.
- Provides flexibility for innovation and optimization.
- Used by executives & strategists for big-picture planning.
- Gives context and purpose Connects Procedures.





The Power of Map

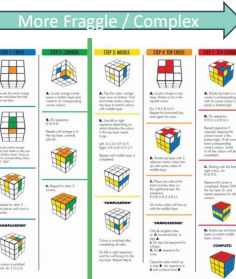
Foundation of Success: Just as solving a Rubik's cube requires understanding the basic process first, business success depends on establishing a clear fundamental processes.

Systematic Approach: Like using algorithms to solve the cube, businesses need well-defined procedures and a consistent Process to tackle complex challenges efficiently.

Increasing Precision: As you near completion of the cube, precision becomes crucial; similarly, refined processes become more critical as a business grows and matures.

Impact / Avoiding Missteps: One wrong move can disrupt the entire cube; likewise, neglecting established processes can derail business operations and progress.

Continuous Improvement: Master cubers constantly refine their techniques; successful businesses must regularly review and optimize their processes for peak performance.



"Organizations are like Rubik's Cubes. A leader cannot twist one side of the cube without affecting the others."

Ernő Rubik

NECA
NOW
2025

Pattern of Success

- Connect people with the **Goal** and the **Purpose**
- Provides needed direction
- Provides Helpers
- Trains and evolves your team
- Identifies the challenges
- Indicates the right tools
- Turns a group of individuals into a team (with a **Goal and Purpose**)

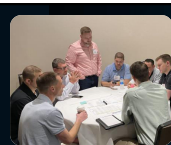
Movies

- Star Wars: A New
- The Lion King
- The Matrix
- Harry Potter and the Sorcerer's Stone
- The Hunger Games
- Finding Nemo
- Batman Begins
- Spirited Away

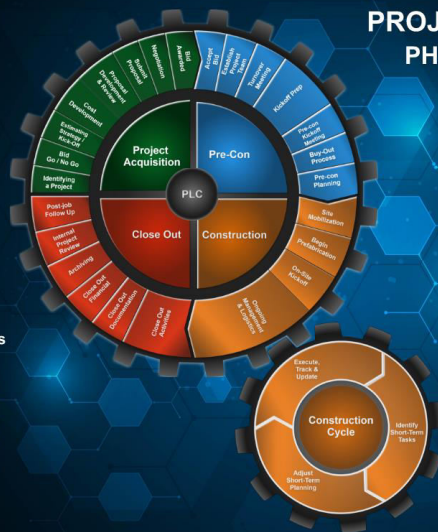
Books

- The Odyssey – Homer
- Beowulf – Unknown
- The Divine Comedy – Dante Alighieri
- The Epic of Gilgamesh – Unknown
- Don Quixote – Miguel de Cervantes
- Paradise Lost – John Milton
- The Lord of the Rings – J.R.R. Tolkien
- Alice's Adventures in Wonderland – L Carroll

NECA
NOW
2025



PROJECT LIFE CYCLE PHASE & PROCESS



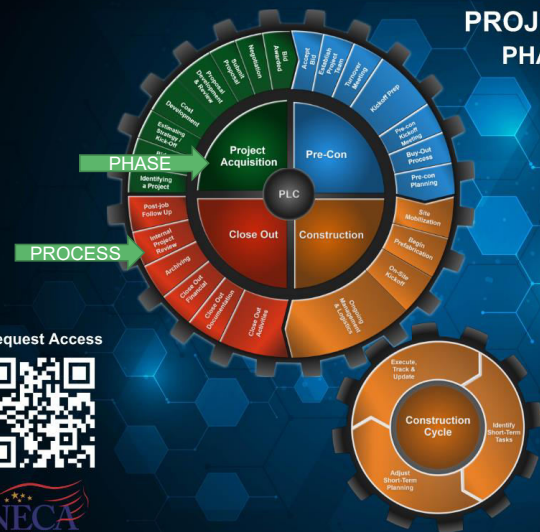
- Welcome
- Introduction
- Using the Life Cycle
- Resources
- Forms Index
- Tool Chests
- Download Studio Zip
- Download Tool Kit
- Lucid Chart Template
- Printer Friendly Version
- Help
- Bluebeam Dash Boards
- Contact For Help

Request Access



NECA

PROJECT LIFE CYCLE PHASE & PROCESS

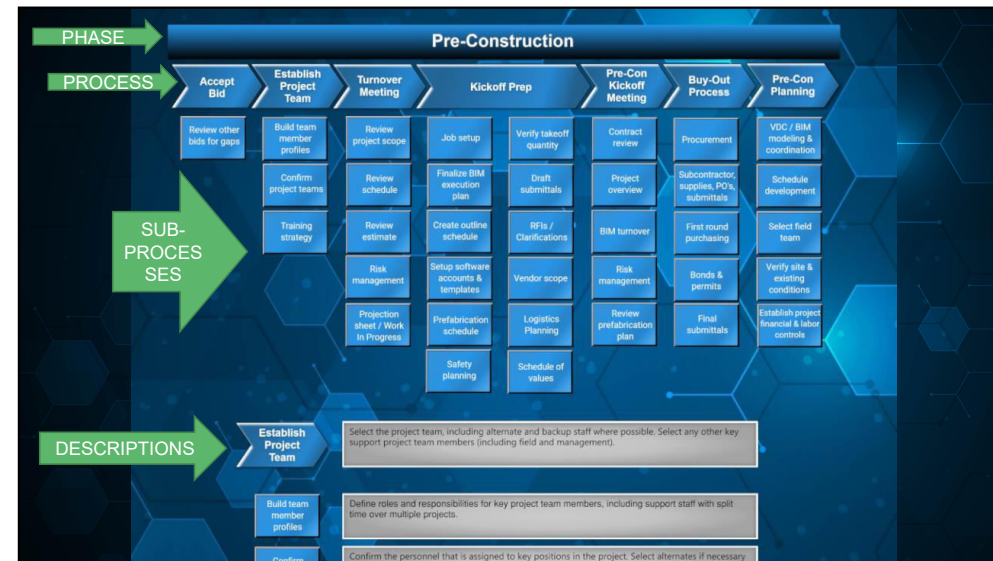


- Welcome
- Introduction
- Using the Life Cycle
- Resources
- Forms Index
- Tool Chests
- Download Studio Zip
- Download Tool Kit
- Lucid Chart Template
- Printer Friendly Version
- Help
- Bluebeam Dash Boards
- Contact For Help

Request Access



NECA



What Is The Strategy?

Breaking down a complex process or system into smaller, manageable parts.

Strategy: Style or combination of, Functional Decomposition, Business Process Management (BPM)

Key Characteristics:

- Hierarchy: Systematically structured from general to specific.
- Modularity: Self-contained components with specific functions.
- Manageability: Simplify and limit mapped descriptions.

Typical Applications:

- Software Development: Organizes system functions.
- Business Process Management (BMP): Maps and improves business processes.
- Engineering: Designs complex engineering systems.

Rules And Guidance

!! BE DESCRIPTIVE NOT PROSCRIPTIVE !!

- Phase (define start and end)
- Process (3-8 words)
- Sub process (3-12 words plus two-line description)

DIMINISHING RETURNS

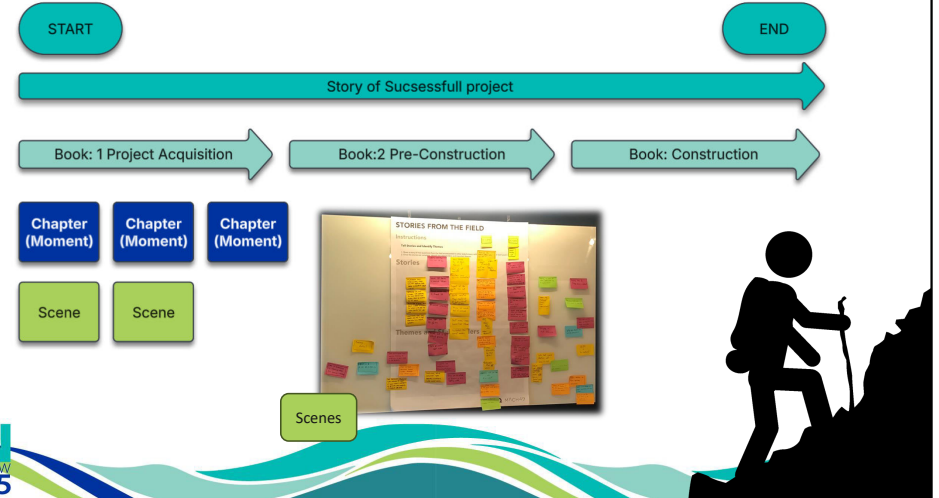
- Procedures (in house only)
- Proscriptive Instruction (for software not people)
- Tasks by person (two line description)

Creating Process Maps

- **Practice** will accelerate success
 - Pull together you team and map a process outside the business
- **Be clear** about the parts and levels you will use
- **Standardize** across your organization
- Consider how to **collaborate** and **share**
- Get the right people in the room (**diversity**)

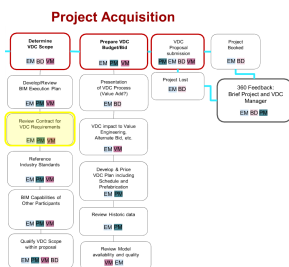


Building Out Parts

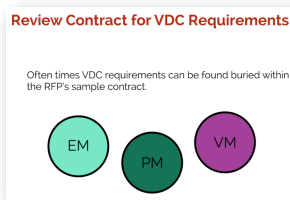


Going Further

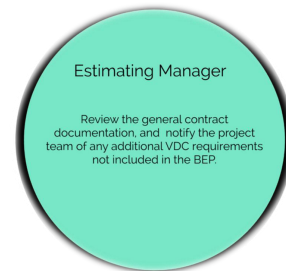
Positions Involved



Two-line description

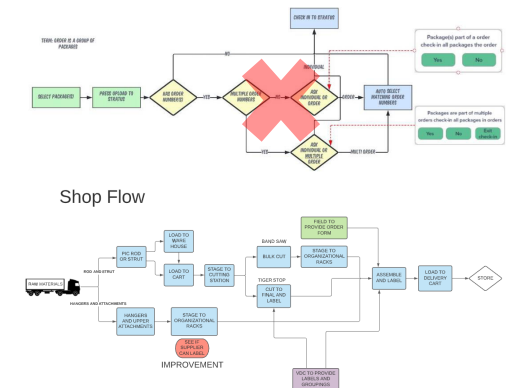


Positional guidance



Things To Avoid in Process

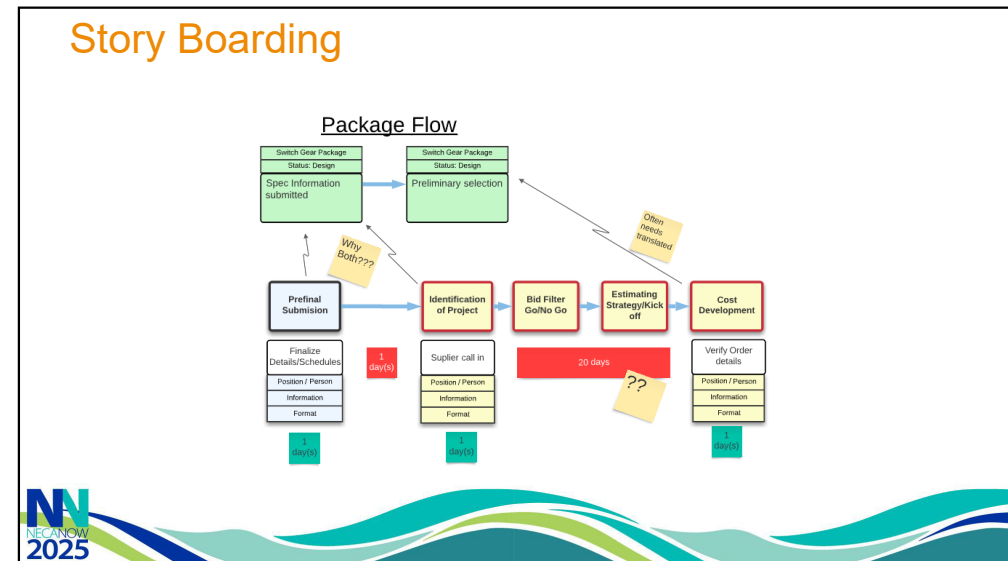
- Too much detail
- Misclassifications
- Overly long descriptions
- Being prescriptive
 - (What not How)
- Random structures (side tracks)
- Indirect reporting
- Insider jargon
- Finishing early or at all



Mapping Tools

- Easy to use
- Can you collaborate
- Can you share it
- Can you tie in other programs

NECANOW 2025



NECA TRADE SHOW SOFTWARE MARKET MAP 2023

NECANOW 2025

