

# Process map

Follow one case through steps, waits and handovers.

## 01 / USE THE EXAMPLE

### See what a useful entry contains

Every row below is illustrative. It shows the level of specificity that makes a record useful: a real event, an accountable role, evidence and a later decision.

## 02 / MAKE IT YOURS

### Replace before use

Download the editable CSV, delete the example rows, then enter your own case. Check requirements and privacy before adding sensitive details. Review the record with the people doing the work.

## WORKED EXAMPLE · FICTIONAL SCENARIO

| Example status | Case       | Step              | Owner role  | Input              | Output             | Observed wait | Observed issue        | Improvement hypothesis             |
|----------------|------------|-------------------|-------------|--------------------|--------------------|---------------|-----------------------|------------------------------------|
| ILLUSTRATIVE   | Quote 1042 | Receive enquiry   | Sales       | Email request      | Logged requirement | 0.5 day       | Specification missing | Use a question checklist           |
| ILLUSTRATIVE   | Quote 1042 | Technical review  | Engineering | Requirement record | Feasibility note   | 1.5 days      | Unclear priority      | Agree daily triage                 |
| ILLUSTRATIVE   | Quote 1042 | Price and approve | Commercial  | Feasibility note   | Approved quote     | 1 day         | Two approval handoffs | Set value-based approval threshold |
| ILLUSTRATIVE   | Quote 1042 | Send and confirm  | Sales       | Approved quote     | Customer response  | 0.5 day       | No response capture   | Schedule a follow-up decision      |

### How to review it

Ask whether an owner can show a dated example, explain the decision and demonstrate that an action changed the result. A completed template alone does not establish conformity with any standard.