

A one-page map of a process in five columns: Suppliers, Inputs, Process, Outputs, Customers. Built at the start of an improvement effort, it fixes the scope and boundaries before anyone argues about detail, and exposes who the process actually depends on and serves.

PREPARED BY _____ DATE _____

1 SUPPLIERS

The people, organisations or systems that provide the process with its inputs, internal as much as external. The column makes visible whose performance the process is hostage to, which is often the improvement project's real territory.

2 INPUTS

What the process consumes to work: materials, parts, information, specifications, authorisations. Input quality bounds output quality, so this column is where upstream causes of downstream defects first appear on paper.

3 PROCESS

The four to seven high-level steps between trigger and end point. The discipline is altitude: enough structure to agree scope and place measurements, too little to start solutioning.

4 OUTPUTS

Everything the process produces: the intended products and services, plus by-products such as rework, waste, records and certificates. Unflattering outputs belong on the map, because they are usually why the project exists.

5 CUSTOMERS

Whoever receives each output: external clients, their end users, internal next-step teams, regulators. Attaching requirements to customers turns the map from a diagram into a definition of what good means for this process.