

Process Mapping

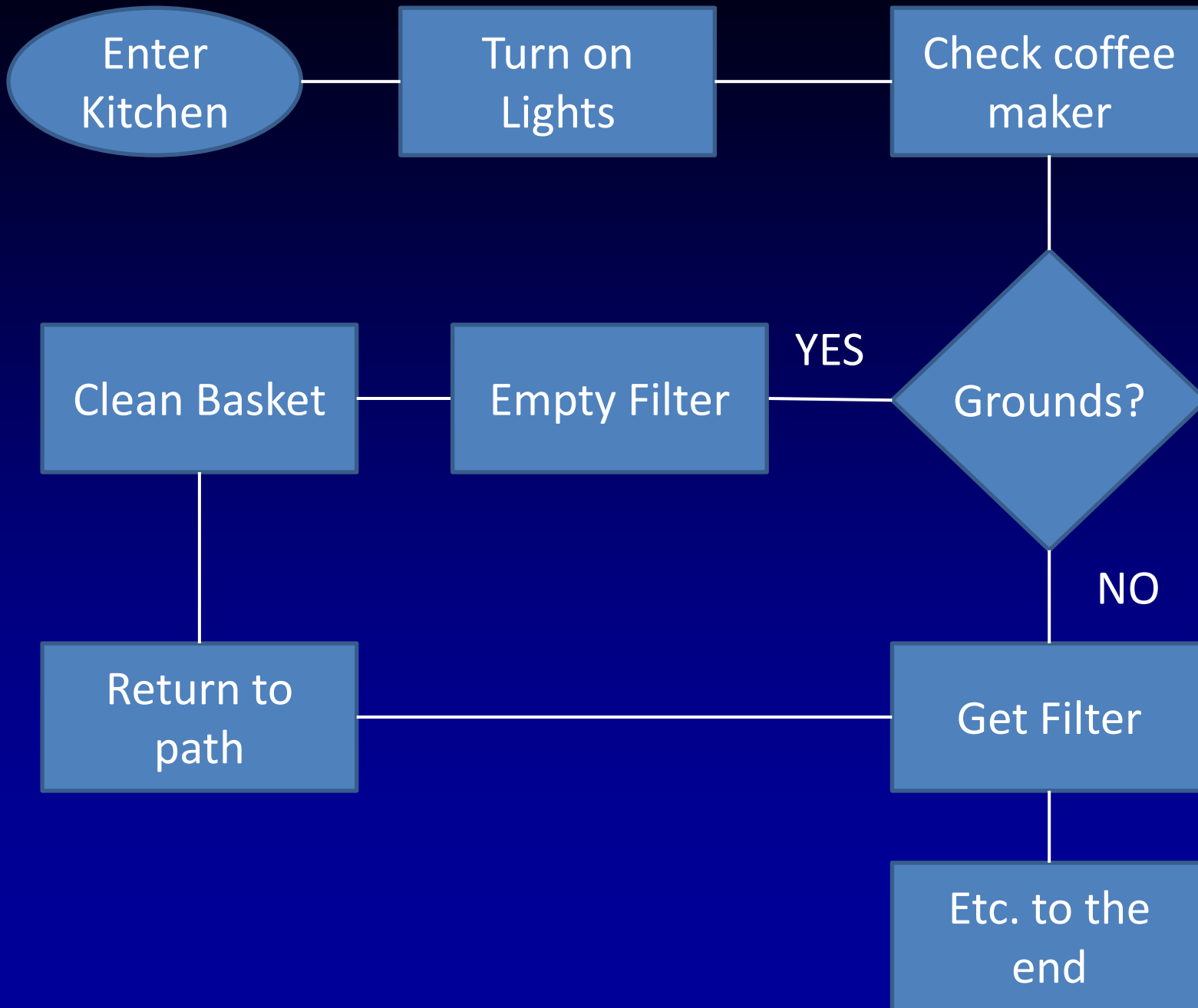
EVERYTHING we do is a process

Whether we realize it or not



Making Coffee





Enter the kitchen



Turn on the lights



Check the coffee maker



Grounds left over from
yesterday?

YES



Empty the filter



Clean the basket



Grounds left over from
yesterday?

NO



Get filter from cabinet and put in
basket



Put beans in grinder



Grind coffee



Put ground coffee in filter



Rinse the carafe



Fill carafe with water



Pour water into reservoir



Put lid on carafe



Set carafe on coffee maker

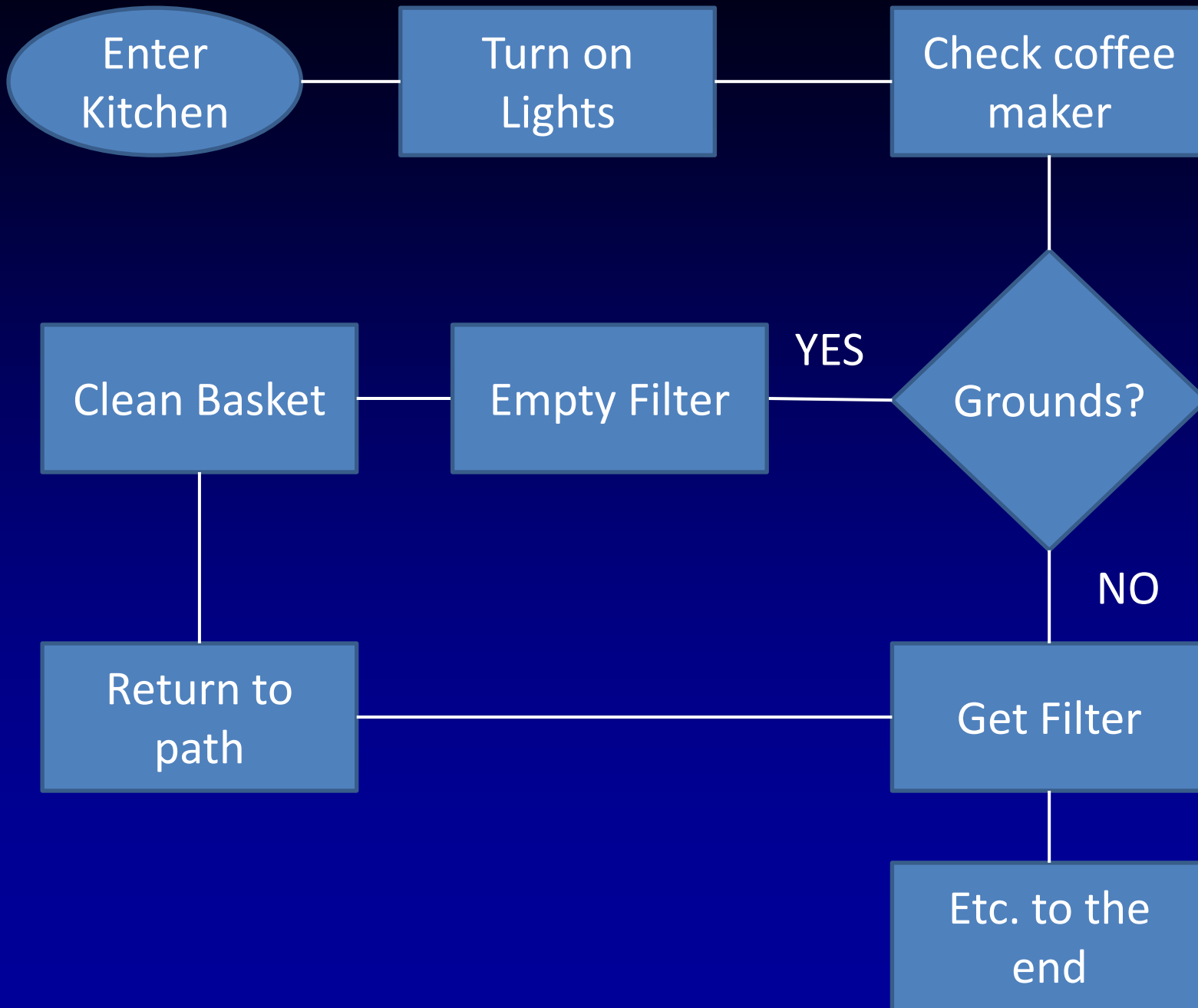


Turn on coffee maker



Wait 7 minutes





Now we do this for a
septic patient

