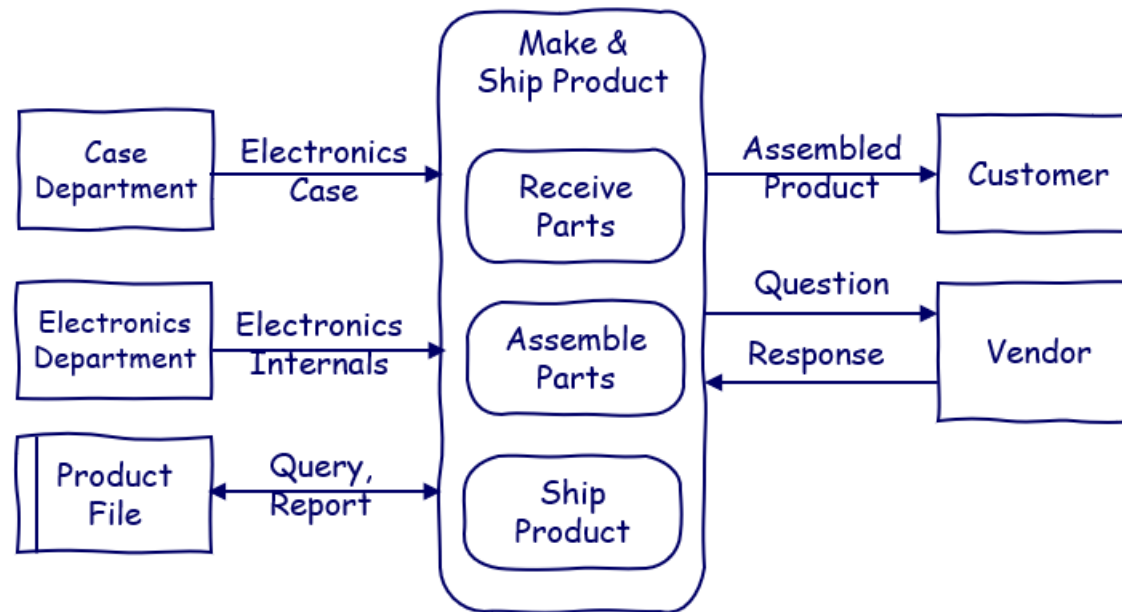


## “How to Map a Job” Training

# “Standard Method” Mapping Guidelines – Part 1

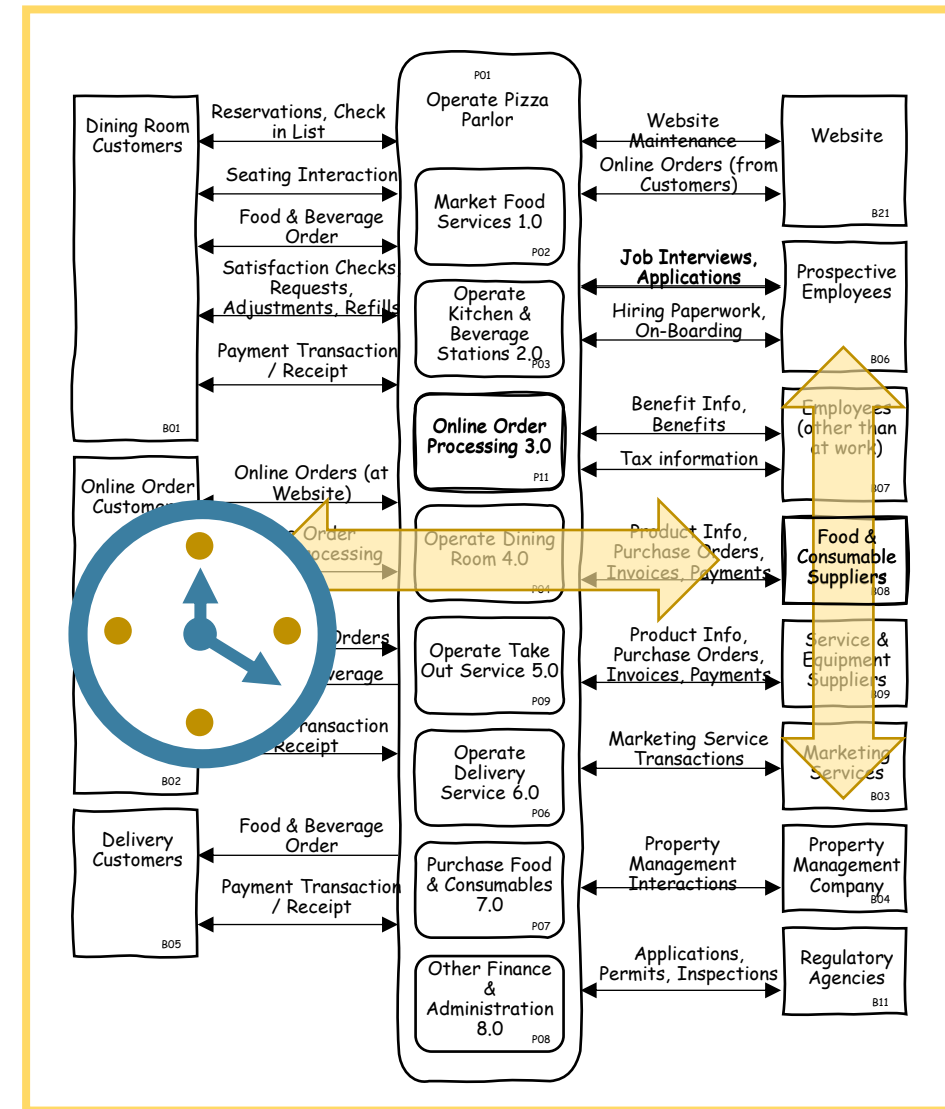


**Please look at the preceding training presentations before looking at this one**

# Map Part Positioning

# Left and right side, top and bottom, and alignment of arrows is all up to you

- **Left side and right side** have no particular meaning, unless you choose one
  - For example, suppliers on the left, customer on the right
- **Top and bottom** have no particular meaning
  - Although putting “important” parts near the top can be useful
- **Suggestion:** these choices can slow you down when you are first getting knowledge onto paper
  - So consider waiting for a redrawing of the map to make such adjustments
- *Also: getting the side parts and arrows to line up with the sub-processes is not important (so don't spend time on that)*

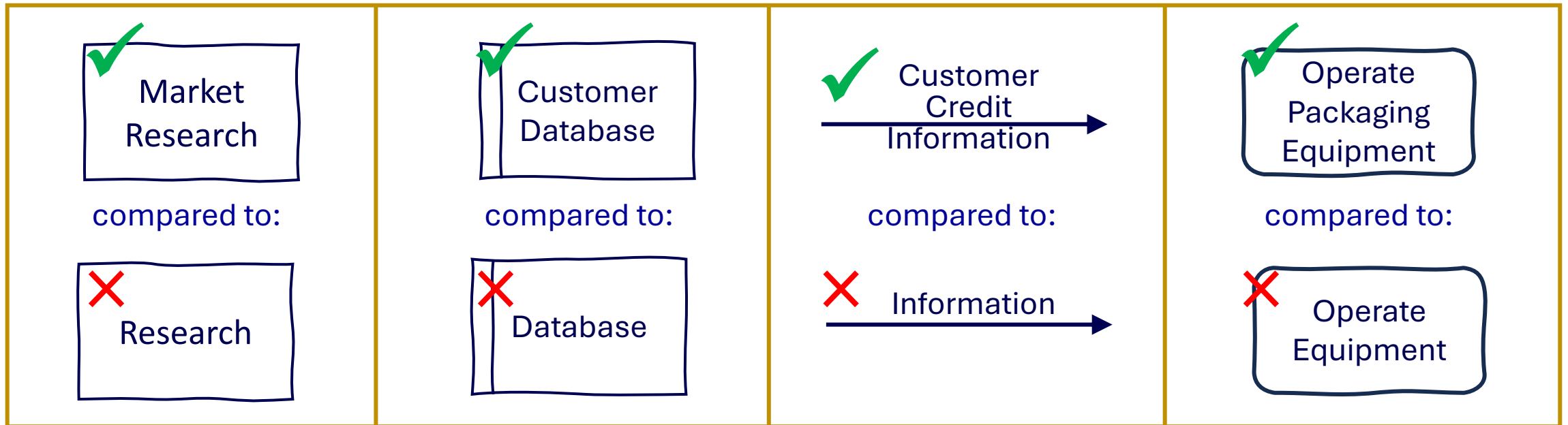


# Map Part Labeling

## Map Part Labeling – Be Specific

- The graphic parts need text labels to tell the whole story
  - For yourself to remember and for sharing with other people

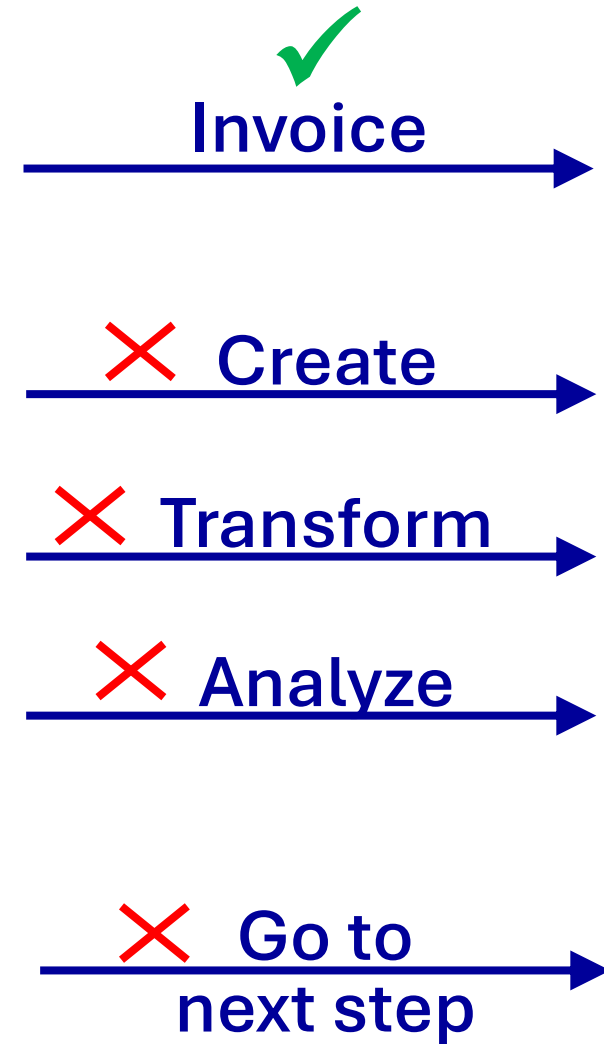
Be specific in labeling map parts (so you don't need to remember or explain as you move forward)



- There is only so much space for labels, yet there is enough space if labels are chosen carefully
- When possible, labels should convey enough information that understanding is immediate

## Map Parts: Guidelines for Labeling Flow arrows

- Flow arrows represent the movement “stuff” or “content” (information, money, goods, simple actions, etc.)
  - So an *important* guideline is to labels flows with the names of the stuff that is being moved
- Flows do not change the things that they move. Flows only move things from place to place.
  - So an important guideline is Do NOT label flows with activities that create or modify things
- Flows only mean, “this content goes from here to there.”
  - So an important guideline is Do NOT use flow arrows to mean “do this next” or “go to next step”



Having said that

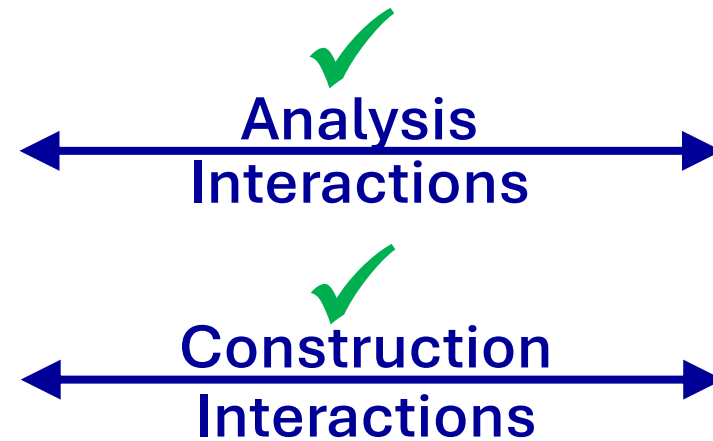
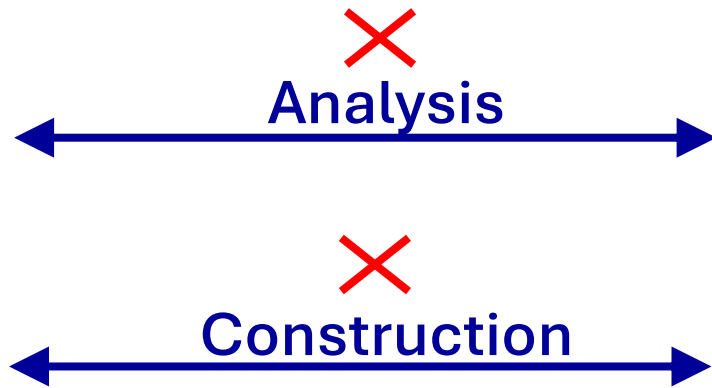
- Flows can be labeled with complex exchanges, or “bundles” of interactions, for example:





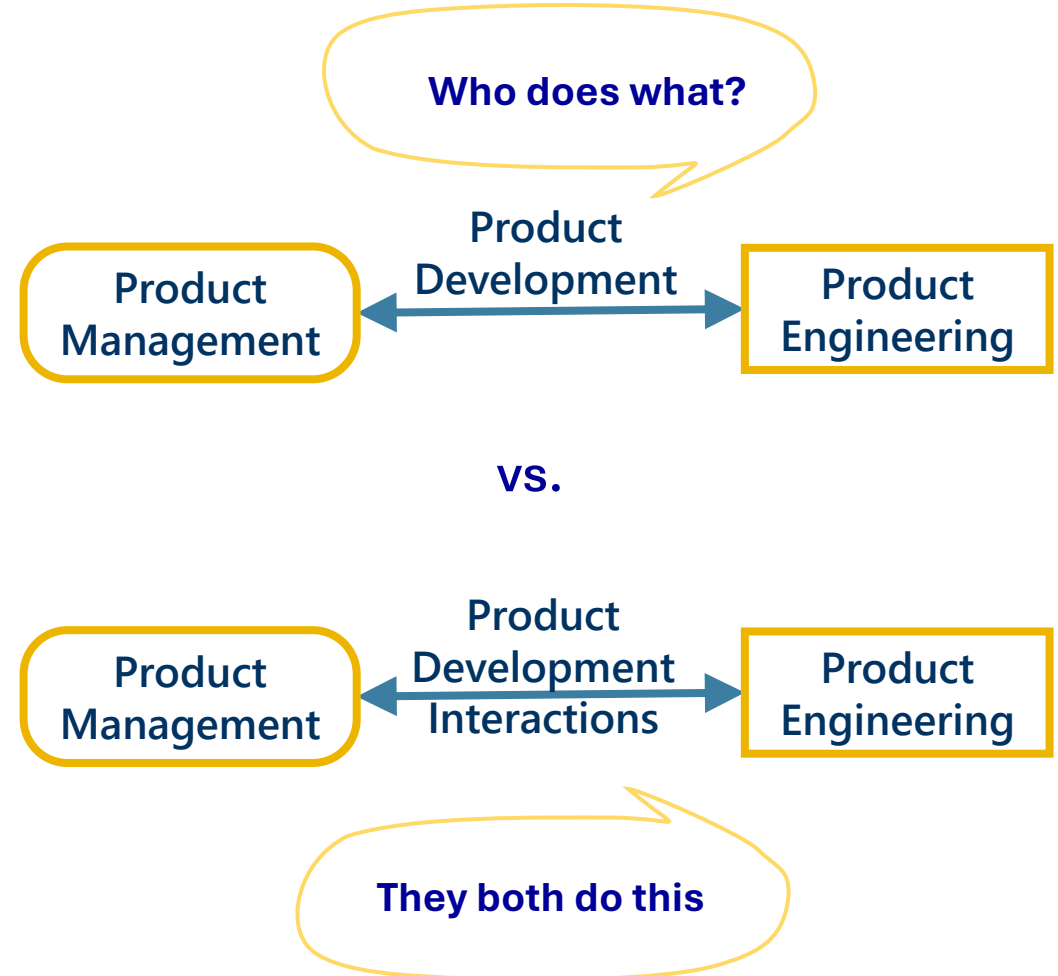
## Having said that (continued)

- Flow labels can imply complex activities between map parts
  - if you can add the word “interactions” to the label and it still makes sense
- “Analysis” and “Construction” DO NOT go back and forth between map parts
- “Analysis and Construction Interactions” DO go back and forth between map parts



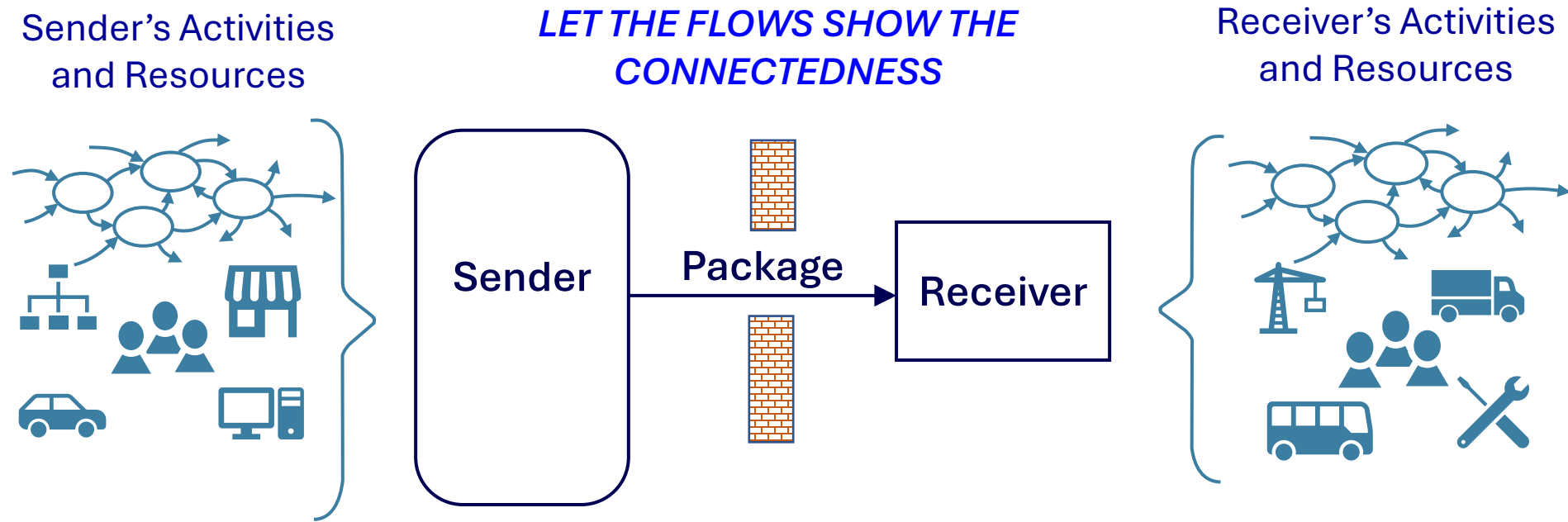
## Map Parts: The importance of Flow Labels

- A key value of Flows is that they both *separate* **AND** *connect* the elements of the activity
- Flows help to define who is responsible for what, and what part of the work happens where
- If a Flow is labeled with the name of an activity, it leaves a question about who is responsible for the activity
- It also raises the question of what actually goes back and forth on the arrow
- Every such question takes attention away from learning about the job that is being mapped



## A Key Guideline in Using Boundaries

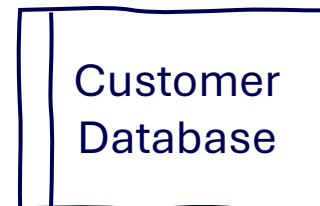
- The key to using and labeling Boundaries is to imagine that Boundaries are **COMPLETELY SEPARATE\*** from the Central Process (like a brick wall is between them)



- \* a person or resource can be in both the Central Process and a Boundary if they are playing different roles with different activities

## Guidelines for Stores

- Stores should be saved for things that are mostly just for storing and retrieving content or “stuff”
  - There may be some activity around a Store; for example an electronic database



- Other things might be considered Stores OR Boundaries
  - This is flexible, and you can always change them later



Or

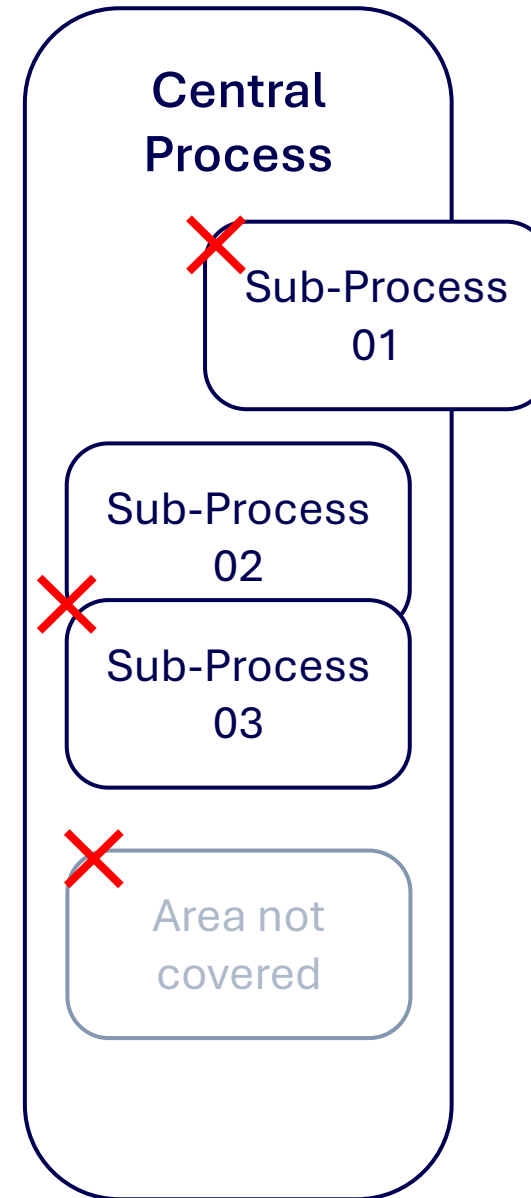


Or



## Guidelines for Sub-Processes

- Sub-processes should describe activity that is entirely inside the central process
- Sub-process activities should not overlap with each other
- Sub-process activity should cover the entire Central Process
- These guidelines are all controlled by how the Sub-Processes are named
- As “areas of activity”, processes always have fuzzy boundaries, so there is always some wiggle room in these guidelines

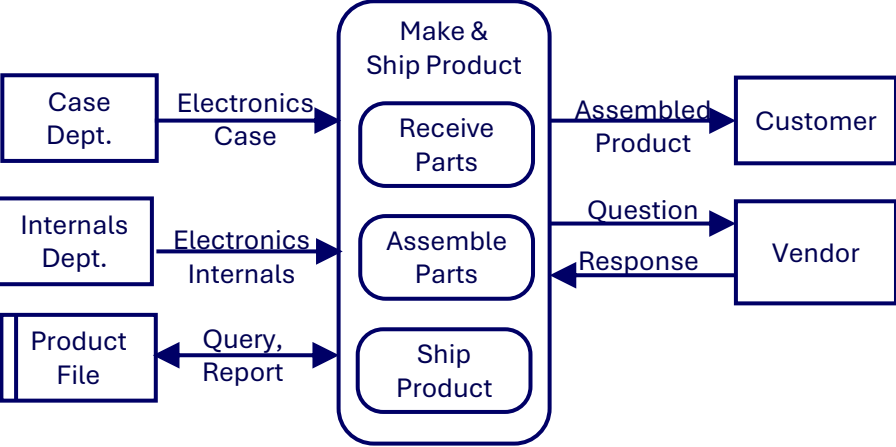


**Map Parts**

**versus**

**Comments ABOUT Map Parts**

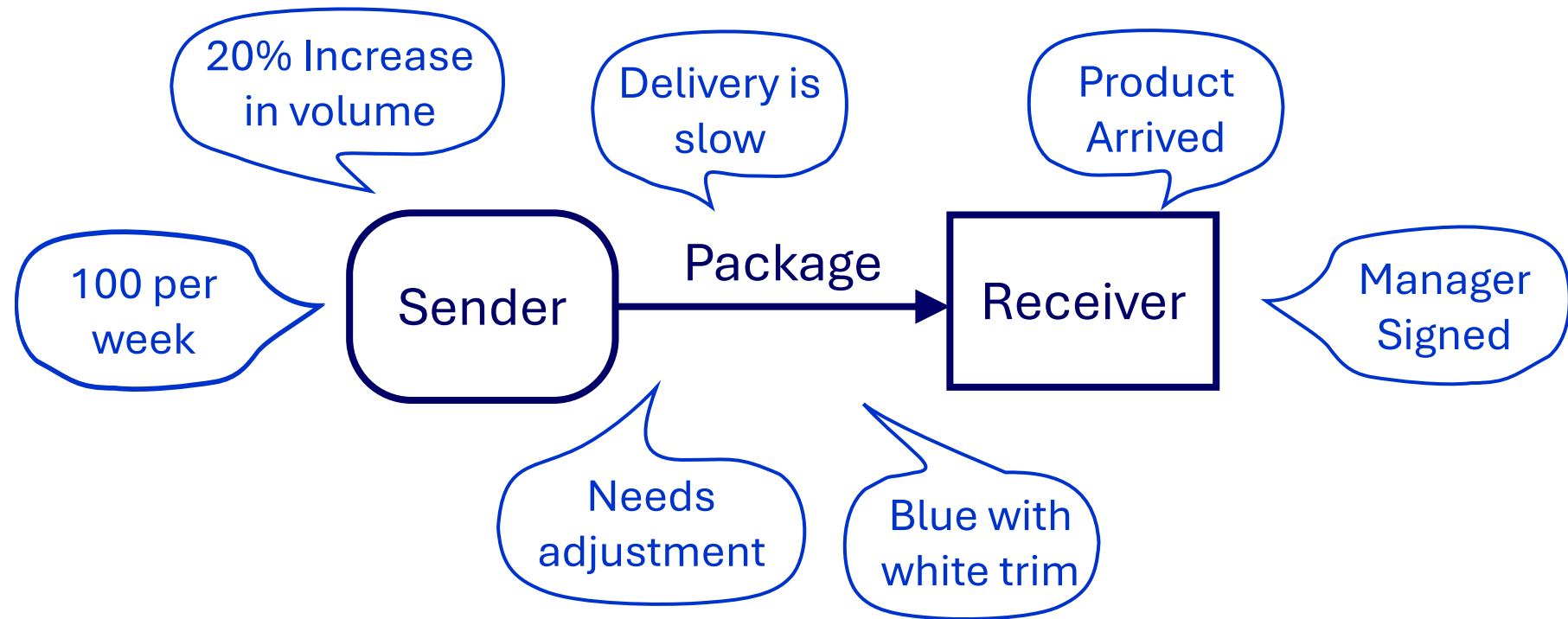
# Two basic types of information in the ActionMap method

<h2>Map Parts</h2>	<h2>Comments</h2>
<p>Map parts are the graphics that move stuff move, change and store stuff “Stuff” = information, signals, money, goods, energy, simple actions.</p>  <ul style="list-style-type: none"><li>▪ You can write anything on a Map pages, however, do not use the <b><u>Map Parts</u></b> for comments</li><li>▪ If it does not change, hold, or move the “stuff”, it is not a Map Part.</li></ul>	<p>Comments are words and phrases that are ABOUT map parts</p> <h3>Types of Comments</h3> <p><u>Evaluations:</u></p> <ul style="list-style-type: none"><li>▪ Goals</li><li>▪ Issues</li><li>▪ Change Ideas</li></ul> <p>Notice that these things <u>do not change or move</u> the “stuff”.</p> <p><u>Notes</u></p> <ul style="list-style-type: none"><li>▪ Benefits</li><li>▪ Results</li><li>▪ Outcomes</li><li>▪ Qualities</li><li>▪ Milestones</li><li>▪ etc.</li></ul> <p>They are “attributes” “properties”, “qualities”, and “quantities” of the Map Parts; they are <b><u>not</u></b> the Map Parts.</p>

## Examples of Comments versus Map Parts

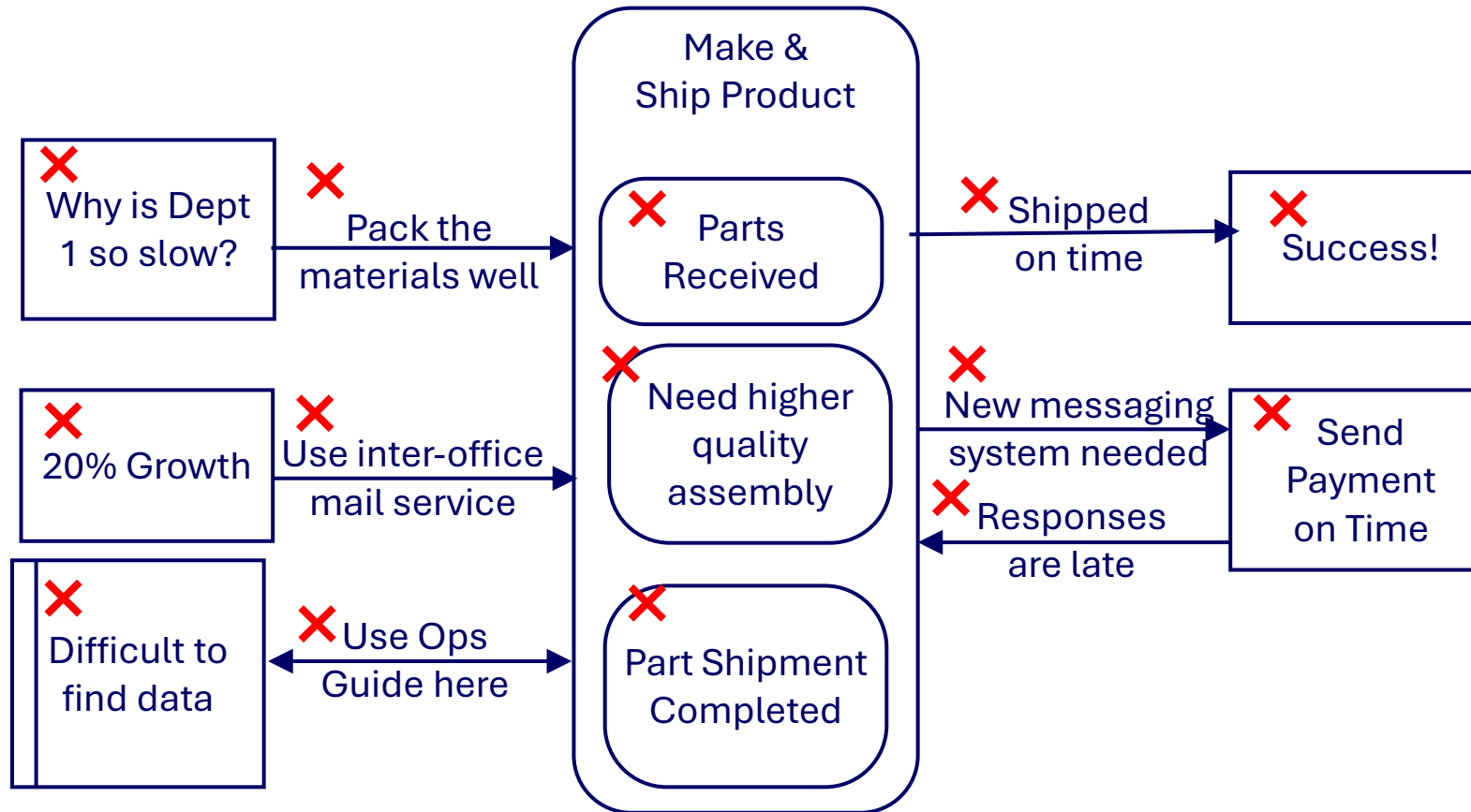
The key is to notice that Comments:

- Are not content or stuff; comments are not moved or changed
- Just sit there: they do not move or change anything
- Examples of comments (that are ABOUT Map Parts)





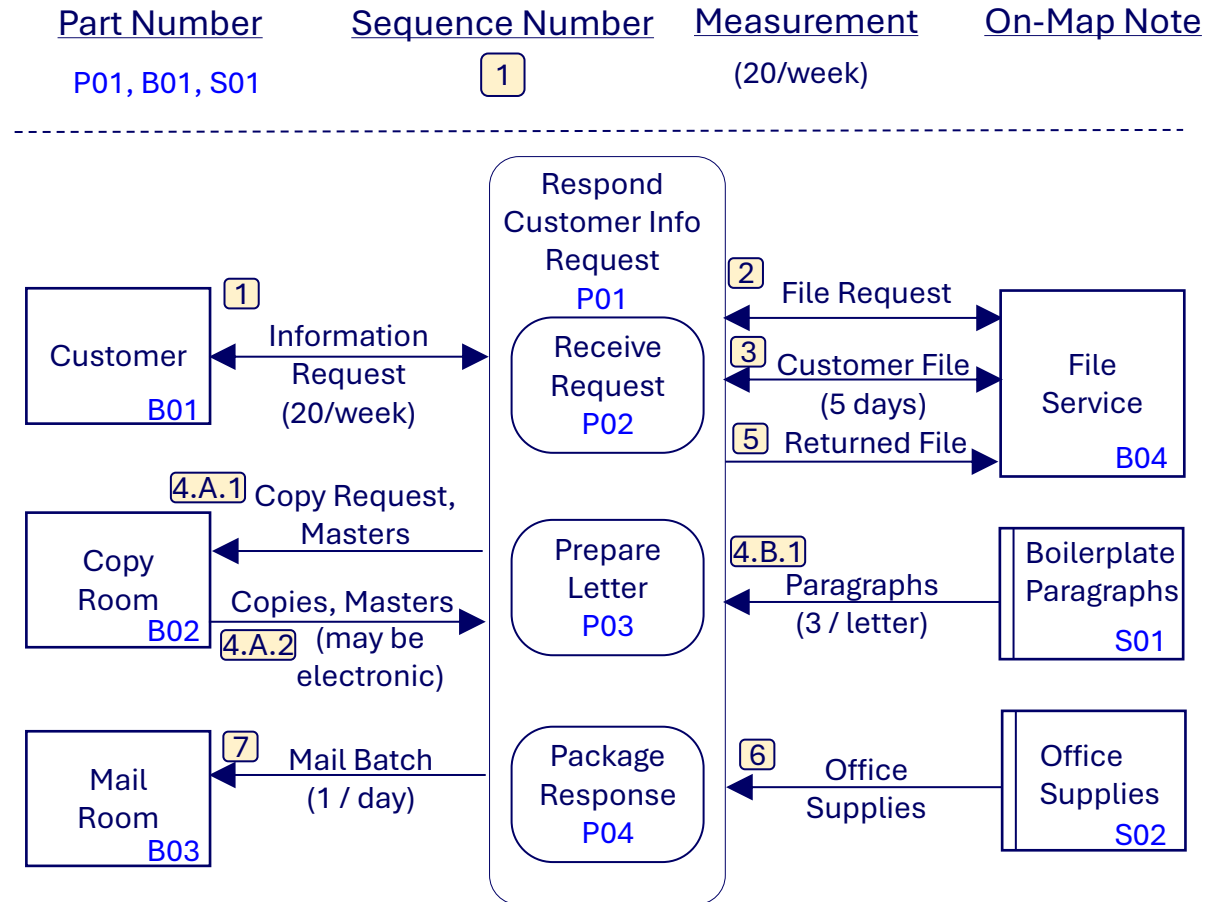
# Some examples of comments incorrectly being used on Map Parts (where comments should **NOT** be used)



# Extra Map Graphics

# Examples of extra graphics and notes on a Map

- It can sometimes be useful to *add other types of graphics and notes* to the Map, as shown in the example here
- Part numbers are optional.* However, they can be useful in connecting evaluations to specific Map Parts (more on that in the Core Training - Part 2)
- Sequence numbers are usually not needed* for increased understanding of an activity. However they can sometimes be useful in training, detailed analysis and other functions



Thanks for viewing!