

# SOP: Process Mapping and Workflow Documentation

This SOP defines the standards for **process mapping and workflow documentation**, detailing the steps for identifying, analyzing, and visually representing business processes. It emphasizes the importance of accurate documentation to improve operational efficiency, consistency, and communication across teams. The procedure covers selecting appropriate mapping tools, defining process boundaries, capturing workflows, validating information with stakeholders, and maintaining updates to ensure continuous process improvement and clarity in organizational operations.

## 1. Purpose

To establish a standardized method for mapping and documenting organizational processes to optimize efficiency, ensure consistency, support effective communication, and drive ongoing process improvements.

## 2. Scope

This SOP applies to all departmental and cross-functional processes that require mapping and documentation within the organization.

## 3. Responsibilities

Role	Responsibility
Process Owner	Ensures process is accurately mapped and maintained
Process Analyst	Documents, updates, and validates the workflow
Stakeholders	Reviews and provides feedback
Quality/Compliance Team	Audits and monitors for compliance

## 4. Procedure

- Identify the Process:**
  - Select and prioritize the process(es) for mapping based on business needs.
- Define Process Boundaries:**
  - Establish the start and end points, process inputs, outputs, and stakeholders.
- Select Mapping Tools:**
  - Choose appropriate tools (e.g., Visio, Lucidchart, BPMN software, whiteboards).
- Capture the Workflow:**
  - Gather process information through interviews, documentation review, and observation.
  - Draft workflow diagrams (e.g., flowcharts, swimlane diagrams) with clear symbols and annotations.
- Validate with Stakeholders:**
  - Review the mapped process with stakeholders and subject matter experts to ensure accuracy and completeness.
  - Incorporate feedback and revise as necessary.
- Document and Store Workflow:**
  - Finalize the documentation, including diagrams and a narrative description.
  - Store in the designated repository with version control.
- Maintain and Update:**
  - Periodically review and update the documentation to reflect process changes and improvements.

## 5. Tools and References

- Process mapping software (e.g., Microsoft Visio, Lucidchart, draw.io, Bizagi)
- Business Process Model and Notation (BPMN) guidelines
- Organizational process documentation templates
- Document repository (e.g., SharePoint, internal wiki, document management systems)

## 6. Review and Approval

- SOP reviewed periodically (e.g., annually) or as processes change.
- Approval required from process owner and Quality/Compliance Team.

## 7. Revision History

Version	Date	Description	Author
1.0	2024-06-07	Initial SOP release	Process Analyst