



# Metrics-Based Process Mapping: An Excel-Based Solution

*Karen Martin, Mike Osterling*

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Metrics-Based Process Mapping (MBPM) is a methodology that was developed to support the adoption of lean practices in office, service, and technical environments. Designed and developed by lean practitioners, this technique integrates the functional orientation of conventional swim-lane process maps with the time and quality metrics used in value stream mapping. While MBPM can be used to help improve any cross-functional process, it is an especially effective means for understanding and acting on office, service, and technical process improvement opportunities identified during value stream mapping.

View a presentation of this valuable tool in action - <http://vimeo.com/27016122>

This CD provides improvement teams with an Excel-based solution to electronically archive and distribute current and future state MBPMs created with paper and Post-it® notes. This flexible user-friendly tool includes:

- A custom toolbar that enables mapping-related functionality, including the ability to insert, reorder, or remove steps and functions
- Automated calculation of key process performance metrics
- An audit tool that ensures a map contains the data required to auto-calculate the metrics needed to compare process performance from the current to the projected future state

Easy to use with no installation necessary, the tool requires only basic Excel experience. It includes a detailed step-by-step instruction guide that walks users through the process of creating a metrics-based process map.

System Requirements: The tool is intended for use on PC's using Excel 2003 or later; *it will NOT function with earlier versions of Excel, or on Macintosh computers.*

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