

Process Improvement Flowchart

# As-Is Process Flowchart Evaluation

**Select** a process from an organization you work for or are familiar with. You will use this process in your Week 2 and Week 4 Assignments as well.

**Create** a flowchart of the as-is process using Microsoft® Word, PowerPoint®, Visio®, or Excel®. Insert your flowchart below this line.

**Evaluate** the efficacy of your process using process improvement techniques. Write your evaluation below this line.

The onboarding process has helped the organization guide new employees to settle into their roles. Initially, employees are able to carry out their duties exceptionally and meet the set expectations. Even so, as employees continue carrying out their duties, they make errors that negatively impact organizational performance. In some cases, fixing such errors will require committing money and time. There are also instances where employees quit their jobs and look for better positions in other organizations. That causes disruptions in organizational workflow. Additionally, the organization must spend resources recruiting and onboarding new employees.

# Process Improvement Flowchart

**Determine** how the process can be improvedbased on the results of your evaluation.

The process can be improved by enhancing the training process. Organizational leadership should spend more time informing employees on how to carry out their duties. That will increase their competency and lower the occurrence of errors. Another improvement is using mentoring to ascertain employees have ease integrating into their new jobs. The improvement will increase employee job satisfaction and reduce turnover intention.

**Define** metrics and measure the current process. Insert the metrics and measures below this line.

Firstly it is the employee turnover rate, which denotes the frequency at which employees leave the organization and are replaced. Secondly, it is employees' engagement in the job. That means employees are committed to attaining set objectives associated with their position. Such commitment implies employees will make fewer errors.

**Use** process improvement techniques to improve the process. Create a flowchart of the improved process usingMicrosoft Word, PowerPoint, Visio, or Excel. Use your professional judgment to ascertain how the future process will perform according to your metrics. Insert new flowchart below this line.

# Summary

**Write** a 350-word executive summary that includes the following:

* A brief description of the process based on the flowchart of processes current state
* The results of your process evaluation and how the weak points can be strengthened. Include a description of the process improvement technique(s) used.
* A brief description of process improvements based on the process of the future state
* How you anticipate the future process will perform based on metrics used to evaluate process current state
* A description of your process improvement project to achieve the process future state

**Insert** your summary below this line.

The process-based flowchart delves into the basic steps of employee onboarding. The organization follows the steps mentioned in the flow chart and has successfully integrated new employees into their new positions. After integration, the employees start performing assigned tasks to the best of their abilities. However, after evaluation of process results, there are different weak points. For example, there were significant instances of employee turnover, meaning the company had to hire new employees and repeat the onboarding process frequently. Another weak point is that employees who were transitioning into their new roles made frequent errors when performing assigned tasks. That resulted in time and resource wastage. The process can be improved by enhancing training to increase employees’ skills. Another improvement is ascertaining that leadership supports employees when transitioning to new roles. The methodology used in making improvements to onboarding is referred to as Kaizen. It is a method based on making continuous improvements to a process (Carnerud et al., 2018). That aids in producing higher quality products, improving employee job satisfaction, and enhancing workplace safety. Such outcomes will help the organization compete favorably.

Based on the future state of the process, there are different improvements needed. Firstly, it is improving the training stage by extending the time used to train employees. Additionally, the training will be personalized to suit the needs of each employee. Such training will ascertain fewer errors, ensure employees do not quit from positions, and eliminate employees’ perception that their job is hard. The second improvement is using mentorship to ease how employees transition into their new roles. Mentorship will help employees effectively tackle new challenges associated with their jobs (Ivey & Dupré, 2020). The future onboarding process will excel in relation to the metric used in the evaluation. That is because employees will have all the necessary knowledge and skills to carry out assigned tasks. Workers will also have an easy time transitioning to their new roles. The process improvement project needed to attain the desired future state will involve making continuous changes to weak points. When making the changes, ongoing evaluations are required to provide a basis for further improvement. Ultimately, the entire process will be optimized, given the elimination of all weak points.

**References**

Carnerud, D., Jaca, C., & Bäckström, I. (2018). Kaizen and continuous improvement – trends and patterns over 30 years. The TQM Journal, 30(4), 371-390. <https://doi.org/10.1108/tqm-03-2018-0037>

Ivey, G. W., & Dupré, K. E. (2020). Workplace mentorship: A critical review. Journal of Career Development, 49(3), 714-729. <https://doi.org/10.1177/0894845320957737>