

Quality Improvement Tools Process Mapping


June 26, 2018




**THE QUEEN'S
HEALTH SYSTEMS**

1

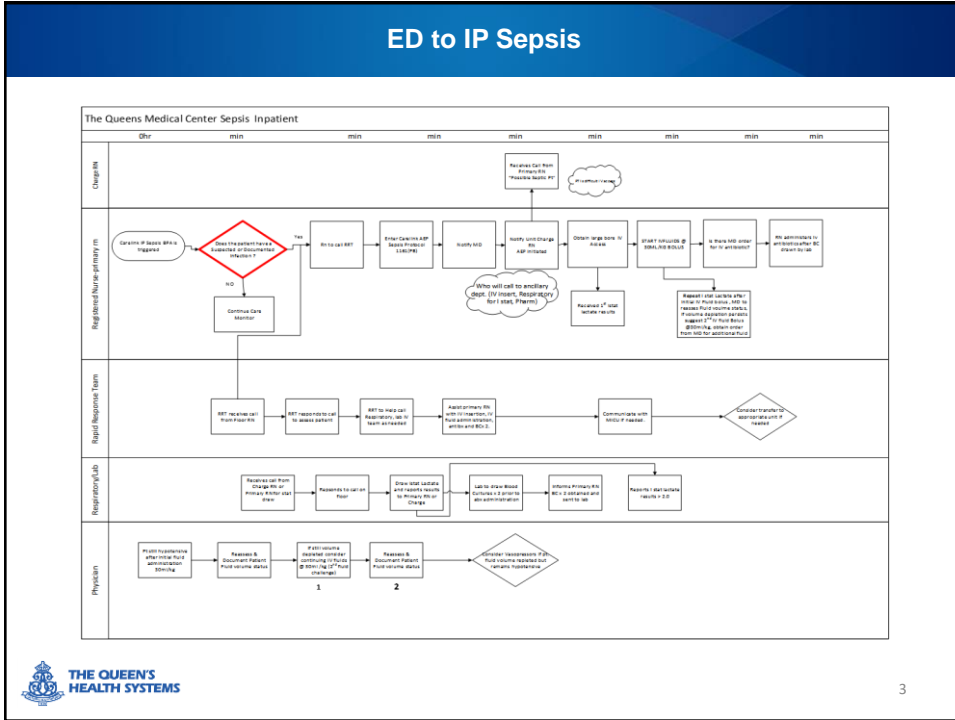
What is process mapping?

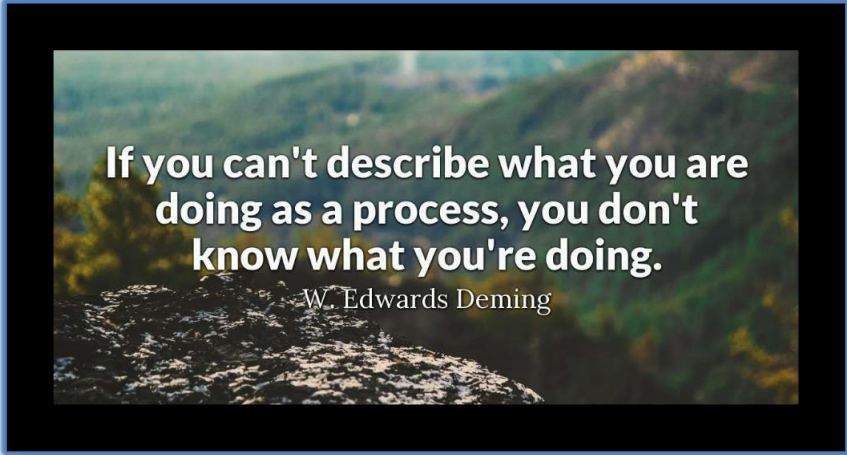


```
graph LR; A([BEGIN / END]) --> B[STEP / TASK]; B --> C{??}; C --> D[STEP / TASK]
```




2





If you can't describe what you are doing as a process, you don't know what you're doing.
W. Edwards Deming



5



Mahalo!



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