

## Using flowcharts to map a service delivery process

Flowcharts are graphic representations of a process. They show a systematic sequence of steps to take in completing a task or process. Usually, a process is charted by first starting with the big picture that shows the entire process from start to finish on one page. Then, each discrete component of the big-picture process is broken down into more detail in a separate flowchart. A rule of thumb is to try to keep each separate flowchart to no more than 8 to 10 steps.

### Usefulness of flowcharts:

Flowcharts are useful in the following ways:

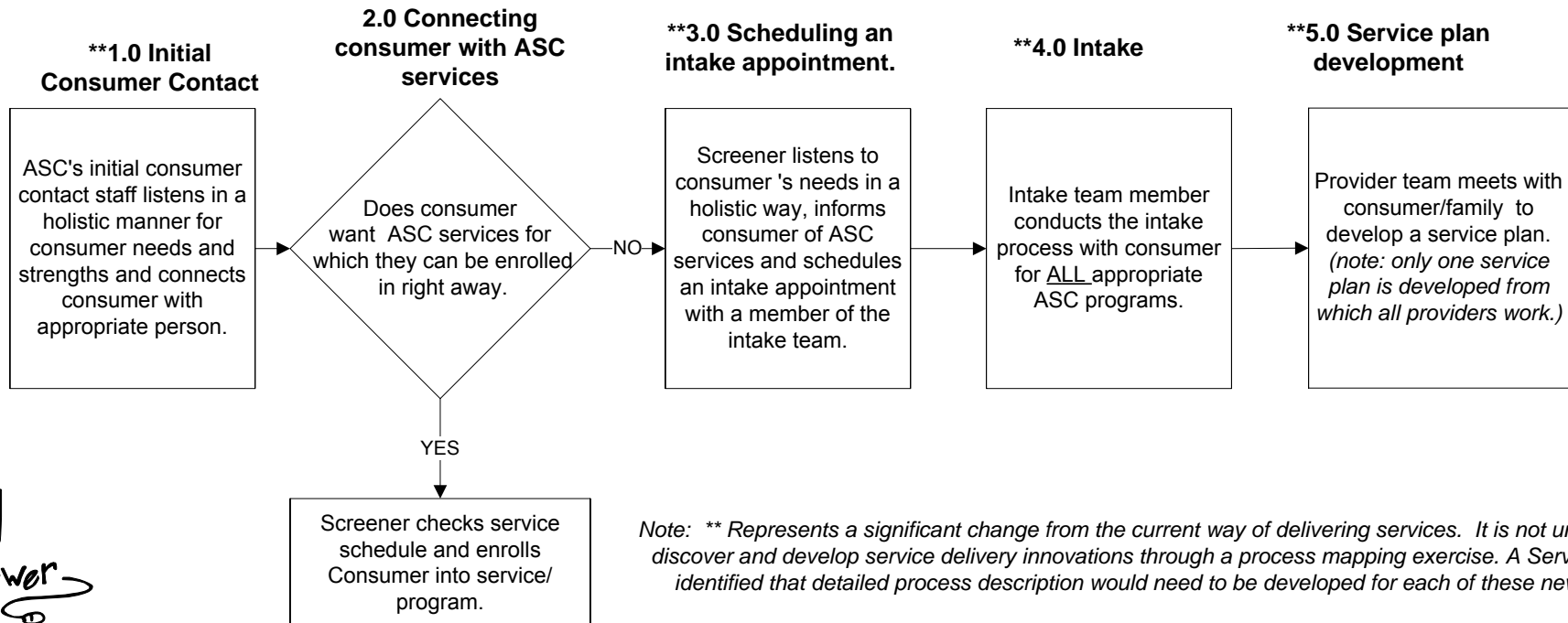
- Documenting or describing an existing process.
- Developing modifications to an existing process.
- Investigating where problems might occur in a process.
- Designing an entirely new process.

### Common flowchart symbols:

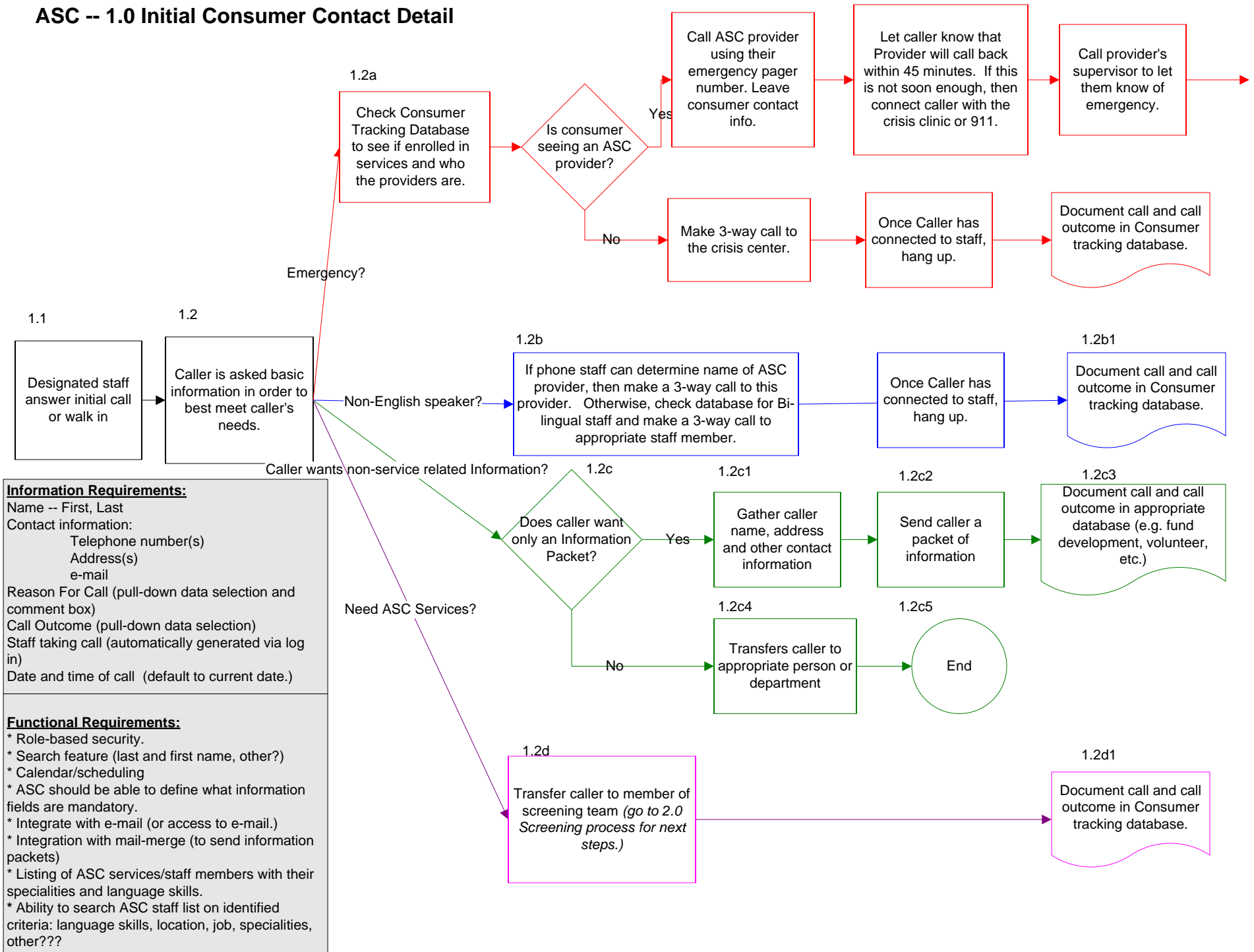
There are four basic symbols to use when constructing a flowchart:

- The Circle      The circle indicates the beginning or end of a process
- The Box        The box represents a distinct step within the process. The step must be described in a statement. The step should describe one activity or event.
- ◇ The Diamond    The diamond indicates where decisions are required and the outcome of the decisions. The description must be in the form of a yes/no question.
- ⇒ The Arrow      The arrow is used to show the direction of flow from one activity to the next in a sequence.

## A Service Center (ASC) -- Integrated Service Delivery Model



# ASC -- 1.0 Initial Consumer Contact Detail



**Information Requirements:**  
 Name -- First, Last  
 Contact information:  
 Telephone number(s)  
 Address(s)  
 e-mail  
 Reason For Call (pull-down data selection and comment box)  
 Call Outcome (pull-down data selection)  
 Staff taking call (automatically generated via log in)  
 Date and time of call (default to current date.)

**Functional Requirements:**  
 \* Role-based security.  
 \* Search feature (last and first name, other?)  
 \* Calendar/scheduling  
 \* ASC should be able to define what information fields are mandatory.  
 \* Integrate with e-mail (or access to e-mail.)  
 \* Integration with mail-merge (to send information packets)  
 \* Listing of ASC services/staff members with their specialities and language skills.  
 \* Ability to search ASC staff list on identified criteria: language skills, location, job, specialities, other???