

PROCESS MAPPING

Original Design Iceberg companion. Define the situation and keep evidence separate from assumptions. Add a sheet when the scope needs more space.

01 / PROCESS BOUNDARY

Name the process, start trigger, finish condition and current or proposed state.

02 / ACTIVITY FLOW

Sketch the main actions with arrows. Use observable verbs and add another sheet if needed.

03 / DECISIONS

Record each branching question and the route taken for each answer.

04 / ROLES AND HANDOVERS

Who performs each activity? What passes to the next role and what confirms receipt?

05 / WAITING AND LOOPS

Mark queues, pending information and repeated work. Separate evidence from estimates.

06 / CASE EVIDENCE

List the cases or observations used and the important routes still unverified.

REVIEW & DECISION

Original Design Iceberg companion. Interpret the work, record its limits and agree a next action with an owner and a review point.

01 / EXCEPTION WALK

Trace an incomplete, rejected or cancelled case. Where does recovery begin?

02 / DISAGREEMENTS

Which roles describe the same step differently? What evidence could resolve this?

03 / PROTECTION CHECK

For a proposed deletion, name the failure it currently prevents and its replacement.

04 / WHO BEARS THE EFFORT

Would the change transfer work, waiting or uncertainty to another person?

05 / NEXT INVESTIGATION

Choose one consequential loop or handover. State the question, owner and evidence needed.

06 / CHANGE AND REVIEW

Describe a bounded trial, the whole outcome to assess and a review date.