

Business Processes Across Departments

Tutorial



Departments

This powerful feature allows you to display and track the flow of information and materials across your organisation. You would use this feature when you want to focus on:

- **the interdependencies that exist between departments**
- **departmental problems affecting quality**
- **tracking time (perhaps from order receipt to delivery)**

These departments (known as swimlane charts) show a division of work that is apparent without disturbing the overall flow of the process. Because swimlane charts help identify what happens in each department during a process, they are a useful tool for tracking time and quality management.

As a model operates, ProcessModel visually communicates the handoffs between departments. These points become opportunities to reduce errors and miscommunication. ProcessModel refers informally to departments as swimlanes because the graphic representation of them resembles a swimming pool with separate lanes marked for each participant (or department). In a model, you depict the activities of each department in its separate swimlane on your chart, and then watch them operate in relationship with each other.

Departments help show how tasks flow through groups such as manufacturing and customer service toward a final outcome or creation of a product. Many processes contain sub-processes that appear in their own departments.

Shapes behave the same in departments as they do on a normal diagram page. You can still connect lines, edit points, size, move, delete, change the text, or change the colour of shapes. You can also:

- **Name Departments (Sales, or Finance for example)**
- **Set the vertical or horizontal orientation of departments**
- **Expand or shrink departments**
- **Reorder departments**
- **Move the location of department names**

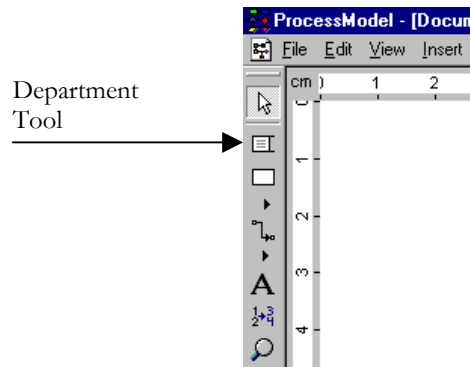
Setting Up Departments

This short tutorial will help you quickly create a ProcessModel with several departments. You will learn to **create lanes using the Department tool, label department headers, label department shapes and connect shapes between lanes.**

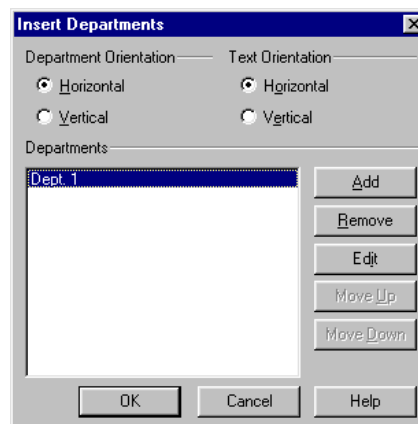
Creating and Naming Departments

You will create a ProcessModel of an organisation with four departments.

1. Click the **File** Menu and then click **New Process**.
2. Click on the **Department** symbol on the left toolbar (shown below):

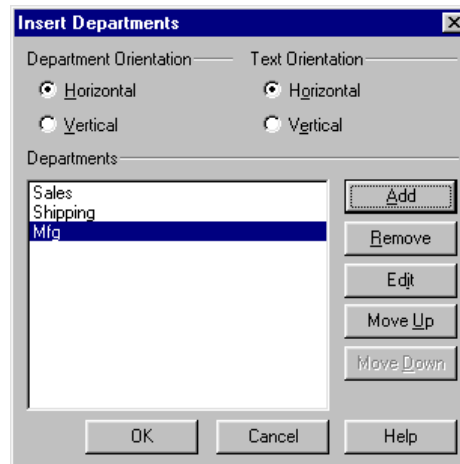


The **Insert Departments** dialog box appears.



3. In the **Insert Departments** dialog box, both departmental and text orientation should be set to **Horizontal**.
4. In the dialog box, single click the default department name (Dept. 1). ProcessModel highlights the default name **Dept. 1**.
5. Click **Edit**.
6. Type **Sales** and click **OK**. ProcessModel displays a model with Sales as the label on the first department.
7. Click the Department tool. The Insert Department screen appears. Click **Add**.

8. In New Department Name, type **Shipping**. Click **Add**. The new department name Shipping appears on the department list.
9. Click **Add** again. In New Department, type **Mfg** (an abbreviation for manufacturing). Click **Add**.

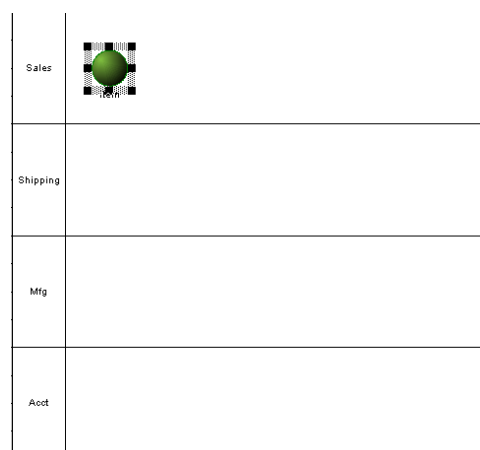


10. Repeat steps 5 and 6 to add Acct (abbreviation for Accounting)
11. Click **OK** and the completed swimlane chart appears, showing the four departments.

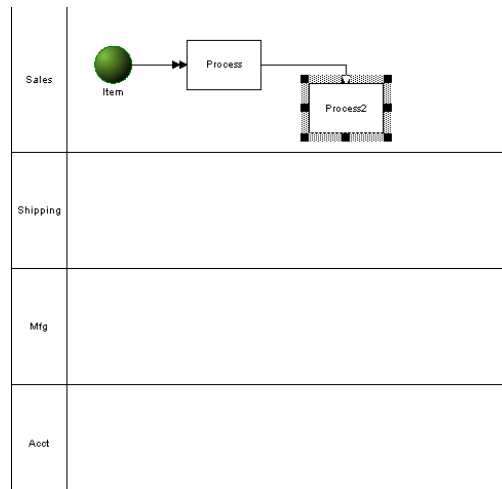
Placing Processes in each Department

You will now place an entity and a series of activities in your ProcessModel. This will clearly show the route through departments that the entity will follow.

1. Go to the palette and click on the green ball. This represents the entity that will flow through your ProcessModel across departments.
2. Place the green ball in the **Sales** Department by clicking in the empty swimlane to the right of the box labelled **Sales**. (ProcessModel will not allow you to place the ball in the department label space).



3. To place a process related to the green ball entity, go to the palette and click on the Process symbol (rectangle)
4. Click on the ball in the **Sales** department lane, hold down the mouse button, and drag the process symbol to the right. You should now have a double-headed arrow linking the ball to the process symbol you have just inserted.
5. To add a second process, go again to the palette and click on the process symbol. Click in the activity called process (the rectangular shape you just linked to the ball entity) and drag to the right and then down. Notice that the swimlane expands vertically to fit the new process you just added).



6. If you want to change the department in which process 2 occurs (the last process you inserted) click on the edge of the process shape and drag it down into the manufacturing department (Mfg). You will notice that the routing line automatically lengthens to reach into the new department and the sales department lane is resized to fit the remaining shapes.
7. To place the next process in the **Shipping** department, click on the process shape (rectangle) from the palette again. Click on process 2 (now in the Mfg lane) and drag to the right and up into the Shipping lane.
8. Repeat this procedure to place Process 4 in the Acct (Accounting) department.

Congratulations on completing your first department process chart. Now click Simulate on the main menu bar, save your chart with the filename – **deptchart** – click Save and the chart will begin simulating. Pay close attention to the flow of work through departments. Once it is completed you can close it and exit.

We hope you have enjoyed this basic tutorial.

BlueOrange Team