

Process Enrichment Roadmap

Improve workflow efficiency with SIPOC, SOPs, and kaizen ROI targets

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Process Overview

WORKFLOW LABEL

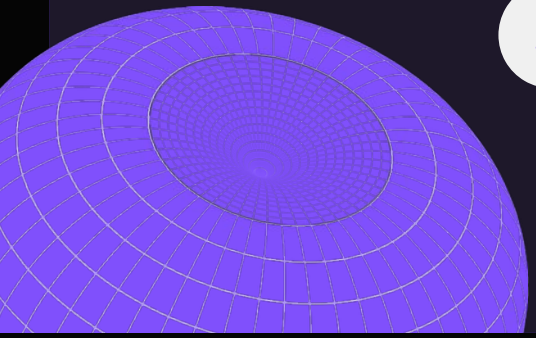
Define the workflow label used across teams and systems

OPERATING SCOPE

Specify the business function and operating scope boundaries

ACCOUNTABLE OWNER

Name accountable role plus escalation contact and coverage model



TEMPLATE METADATA

Include template version, document owner, and effective date field

STANDARDIZATION & AUDIT

Clarify standardization, audit readiness, and continuous optimization goals

Executive Summary & Scope

PROCESS TRIGGERS

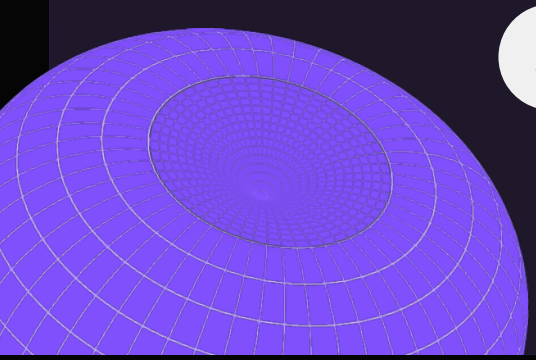
List event conditions that start the workflow and upstream handoff signals

KEY INPUTS

Capture required artifacts, data sources, approvals, and system dependencies

EXPECTED OUTPUTS

Define deliverables, acceptance criteria, and downstream consumption rules



CUSTOMER BENEFIT

Quantify value in terms of speed, quality, cost, and reliability outcomes

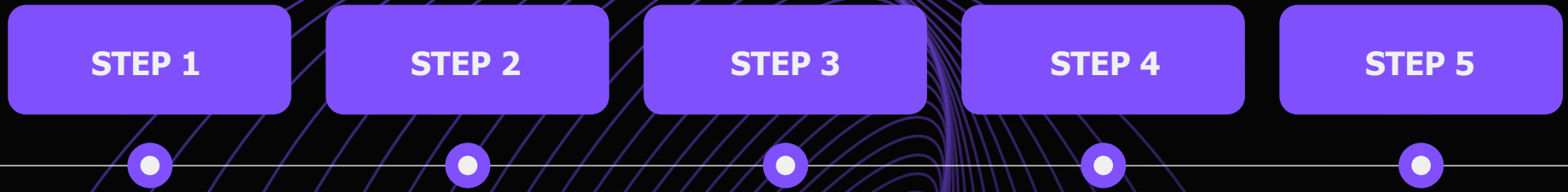
SCOPE BOUNDARIES

State what is included, excluded, and how interfaces are managed

SIPOC Model

Suppliers	Inputs	Process	Outputs	Customers
Vendors and internal teams	Forms, master data, tickets	Standardized transformation steps	Completed deliverables	Downstream functions and end users
IT systems and service owners	Validated requirements and rules	Verification, approvals, execution	Approved outcomes and records	Operations, compliance, and clients
External partners where applicable	Access rights, SLAs, policies	Rework loops and exception handling	Metrics, logs, and audit trail	Process stakeholders and auditors

End-to-End Workflow Map



REQUEST INTAKE

Intake and qualification of request or event, ensuring required data completeness

PLANNING & PREPARATION

Plan and prepare, including resource assignment, risk checks, and prerequisite approvals

CORE EXECUTION

Execute core work with defined handoffs, validations, and controlled documentation updates

REVIEW & SIGN-OFF

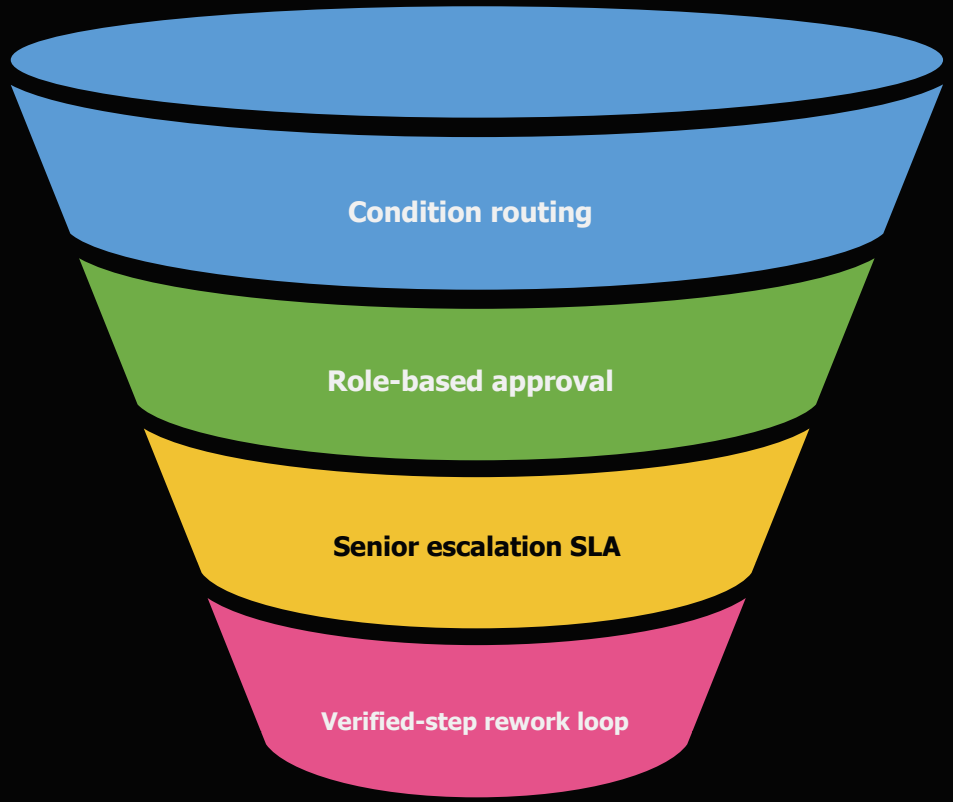
Review and finalize with acceptance testing, sign-off, and exception resolution paths

CLOSEOUT & REPORTING

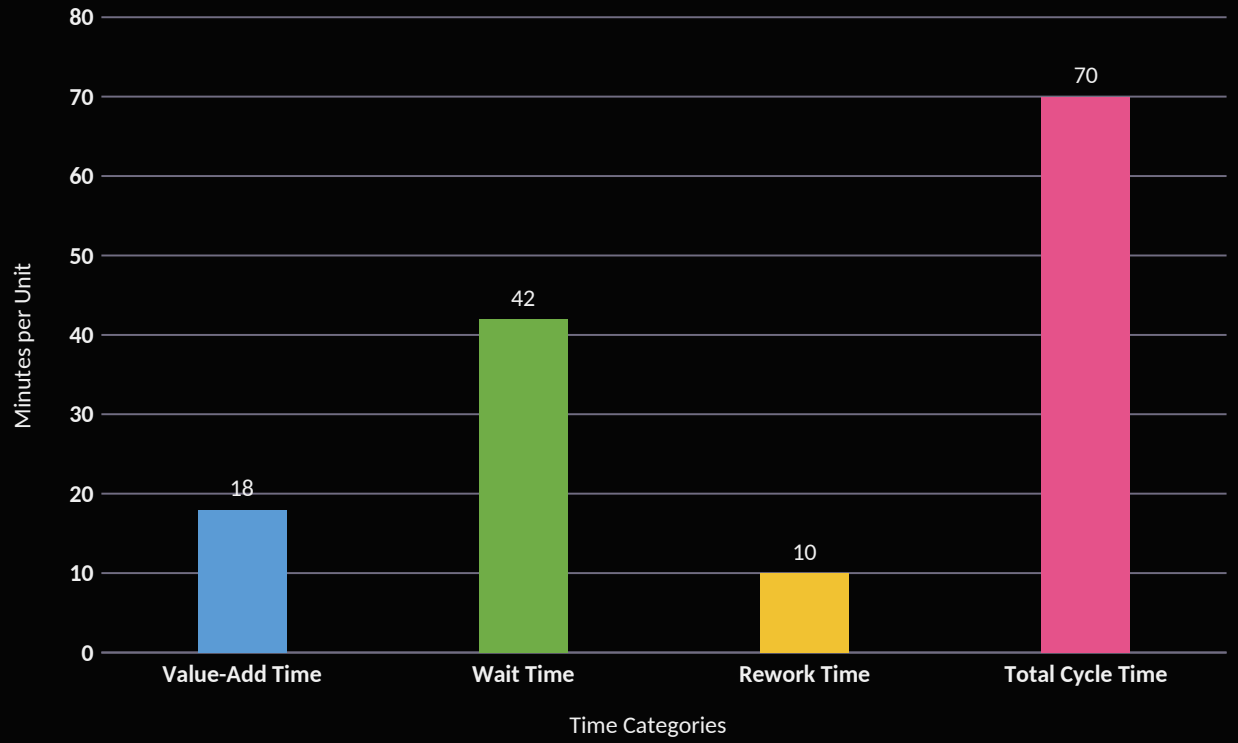
Closeout and reporting, including metrics capture, archive, and continuous improvement feed

Decision Gates & Logic

- Condition check routes work to standard path or exception handling lane
- Approval requirement triggers role-based authorization or escalation workflow
- Threshold breach escalates to senior review with defined SLA for response
- Rework loop returns to the last verified step with updated inputs and audit trail



Cycle Time & Bottlenecks



WHERE TIME IS SPENT

Waiting dominates the cycle: 42.0 minutes per unit vs 18.0 minutes value-add, with 10.0 minutes rework and 70.0 minutes total cycle time. This points to bottlenecks in the handoffs or queueing rather than the processing steps themselves.

SOP Matrix

Task	Role	Tools	Quality Check	Evidence
Intake validation	Process Analyst	Workflow form, rules engine	Completeness + policy compliance	Captured checklist record
Execution step	Operator	Work instructions, ERP module	In-process verification	System log and sign-off
Review and approval	Supervisor	Review dashboard, document control	Acceptance criteria and sampling	Approved ticket and audit trail
Closeout and reporting	Quality Lead	BI reporting, archive system	Metric validation + anomaly check	Published KPI snapshot

Kaizen Targets & ROI

FRICTION POINTS

Recurring delays, rework drivers, and unclear handoffs are identified as the friction points impacting cycle time

OPTIMIZATIONS

Standard work, automation, rule tightening, and defect prevention actions are proposed as optimizations

ROI TARGETS

Throughput, quality, and cost improvements are estimated using measurable KPI deltas as ROI targets

CONTROL PLAN

Monitoring cadence, ownership, and trigger thresholds are defined in the control plan to sustain gains