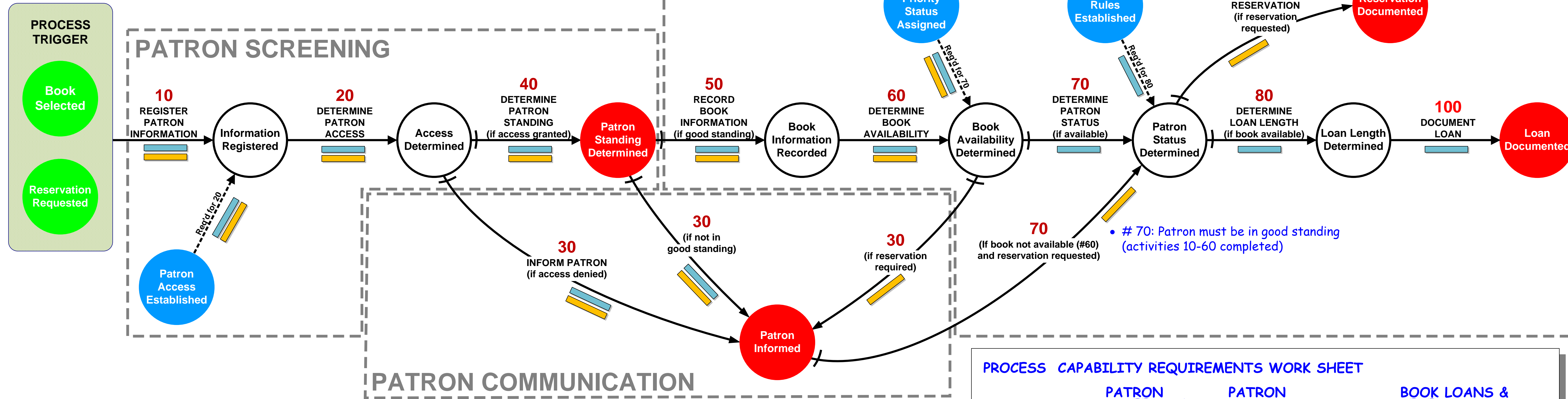


Data Processing Flow Chart – Process Triage Map™ Comparison Reference Map

Process Triage™ Workflow Map™

Created: 11/14/1993 Last modified: 8/6/2010

The expert for this map is Joseph Rosenberger, Process Triage LLC



Triage Notes

Process Scenarios

- Book Loan
- Book Reservation
- Process Note / Issue

	PATRON SCREENING	PATRON COMMUNICATION	BOOK LOANS & RESERVATIONS
CYCLE TIME (Speed)	< 30 seconds < 1 min. to collect new patron data.	real time; < 5 seconds	< 8 seconds
VOLUME (Cycles)	4,000 / day	5,000 / day	2500 reservations 500 loans
UNIT COST	< 14 cents per patron "visit"	< 3 cents	< 11 cents
QUALITY	Web-familiar patron can initiate a book loan or reserve from the web; patron look up errors are 5-sigma.	Communication with customer is clear. Phone numbers are provided for personal calls.	Correct book is loaned / reserved sigma-5
SYSTEM APPROACH	Interactive - web based	Display standard outcomes to web, with appropriate navigation.	Data base reservations, print "pick ticket", by patron / pick-up time for library staff.

Diagram Key

TANGIBLE DELIVERABLES

- Physical work product
- Measurable attributes by consumer
- Completion is observable (time stamp)
- Named (Noun + Past tense active verb)
- Arranged in EARLIEST FINISH order

TASKS / ACTIVITIES

00 ACTIVITY / TASK NAME

- Consumes resources
- Has and upstream trigger (earliest start)
- Consumes time
- May be automated and/or manual
- Bundles Information Transactions (CRUD)
- Number is unique to this map, may be reusable in other maps
- Does not indicate rank or sequence

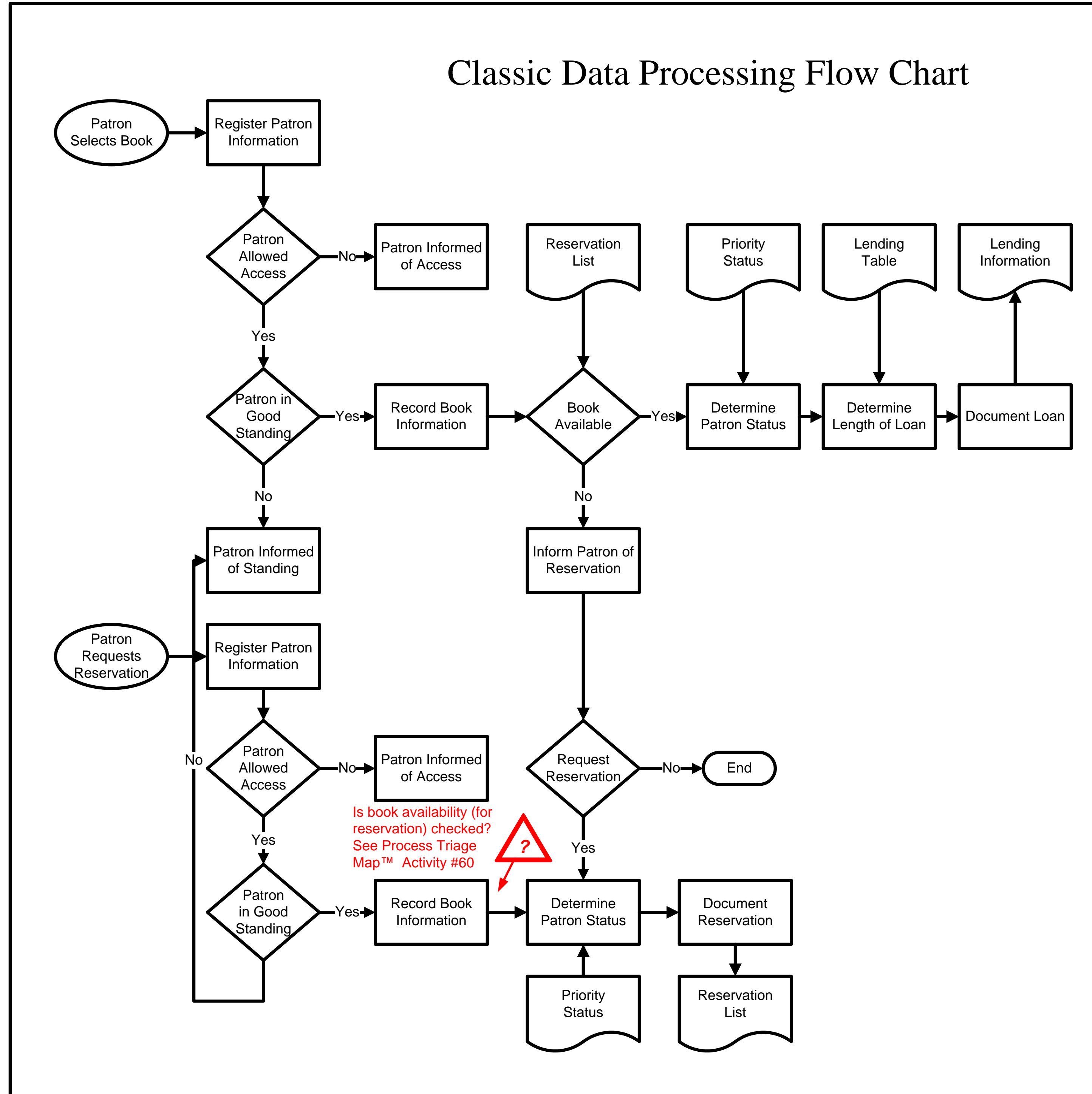
DUMMY TASK (Dashed Arrow)

- Does not consume resources
- Illustrates possible critical path
- Indicates a task requires a parallel, upstream deliverable.

CONDITIONAL TASK

00 TASK (if...condition)

- Hash mark on base of arrow
- Indicates an activity / task is conditional.
- Condition short name (if...) with the task labeling.



STYLE COMPARISONS

Process Triage™ Workflow Map	Data Processing Flow Chart
Deliverables represented (by circles)	Deliverables require interpretation / derivation from activity flow
Activities appear in sequence, left to right ("linear")	Activities flow according to decision points
Process segments clear	Process segments not clear
Activities / tasks numbered and named uniquely	Activities recur in diagram.
Reservation vs. book loan scenarios require "overlay notes."	Reservation vs. book loan scenarios are separate and clearly diagramed.