GRAHAM PROCESS CHARTING SOFTWARE

Multiple Flow Charting for Analysis

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Graham Process Charting is the definitive tool for business process improvement. Graham Process Charts provides a picture of a process with enough detail to allow (and stimulate) common sense improvement ideas **by the people who do the work**. "By the people who do the work" is the key. This methodology has been successfully applied by thousands of organizations across the United States, Canada and beyond for over fifty years. It has accounted for BILLIONS of dollars in productivity improvement savings. The reason this methodology has endured and been so successful is that it has put the responsibility for making changes directly into the hands of the people who should be making changes -- the people who, day in and day out, are actually doing the work.

You can't effectively build a chart just sitting at a desk -- as the charter, you must get out on the floor and walk the process. Observation at the work area is imperative if your chart is to accurately reflect reality. Once you have collected the data, drawing the chart is a snap. After you have drawn the chart you may know more about the overall process from a GENERAL perspective than many of the people who are actually involved in the process. HOWEVER, the people who do the work have, through years of first hand experience, acquired an intimately DETAILED knowledge of their piece of the process...a detail level that distinguishes *them* as THE ULTIMATE AUTHORITY on their work.

Common sense dictates that if we want to effectively analyze something, we go to the authority. When our health fails, we go to a doctor...when our car fails, we go to a mechanic...BUT when our business processes fail, too often we call upon the decision-makers in the organization to fix the processes from a vantage point at least one level removed from reality -- would you check with the hospital administrator about your heart palpitations? Or, perhaps we'd call in a consultant who knows even less about our business! When process charts are handed over to the people who do the work, and those people are given the authority to improve those processes, the organization will end up with better processes. The people's resistance to BEING changed will be minimized, and they will have an opportunity to assume responsibility for a little piece of their own life.
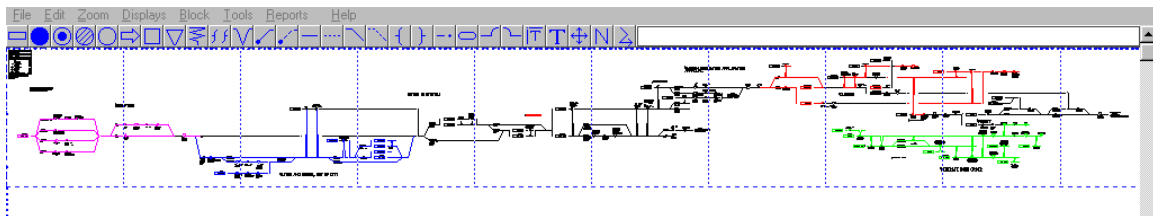
Graham Process Charts are simple to construct and even easier to read. Each process line begins with a label that identifies the item being charted (document, fax, file, e-mail, information system, record, product, material, etc.). Each step is identified by one of eight ASME and ANSI approved symbols. The symbols are universal, comprehensive and mutually exclusive. They apply equally to legal processes, insurance claim filing, hospital admissions and product development. They represent electronic processes as easily as manual processes. The meaning of each symbol is specific and clear so as to not be confused with any of the others. A few descriptive words associated with each symbol

are all that is needed to make the general meaning of the chart clear to anyone who wants to understand. The specific detail that describes HOW each task is accomplished lies appropriately in the minds of the proper analysts (the people who do it) and in far more detail than any description could give justice.
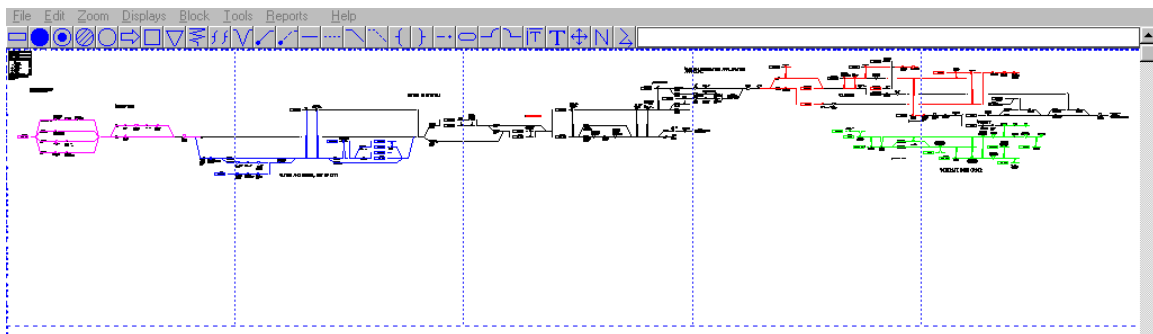
Charts flow left to right. A few conventions (conventional ways to connect the symbols) give the charter everything needed to produce detail level charts of multiple, interrelated flows. Even a large chart, twenty feet or longer with hundreds of symbols, can be put on a wall and easily followed.

Graham Process Charting software is a 32-bit Windows application. Charts can be printed through any Windows printer driver. Unlike most presentation applications, Graham charts are completely scalable -- you choose the page size and the size of the chart when you print. If you have an impact printer or a plotter that handles continuous form paper, the charts can be printed on a single long strip!

Here is a chart with 102 steps set up to print on 10 pages (wide carriage continuous form).

Change the number of pages to 5 in the Print Setup Window and the chart spans 5 pages!

Graham Process Charting software is a tool for producing just one type of chart and it does that well. The menu bar provides a selection of functions for modifying your chart. All of the symbols and conventions appear on a button bar below the menu. Charting is done with a mouse by selecting a symbol or convention from the button bar or from the screen and clicking it in place on the snap-to grid on the charting screen. Most actions can also be performed using the keyboard. Graham Process Charting software is a tool the helps people make intelligent decisions. It helps people take the guesswork out of improvement by providing clear pictures of current processes - the foundation of the organization and the baseline for continuous improvement.