# ACTION RESULTS MAP FOR _____ _____

What are Actions/Results (A/R) maps?

Actions/Results mapping is a method for optimizing processes at a higher level compared to standard process mapping, such as SOPs or work documentation. Unlike traditional methods that emphasize documenting the steps of a process, Actions/Results mapping specifically centers on the outcomes or results of the work being done. A/R mapping works for every industry.

In this technique, **white circles** symbolize completed results of the work carried out, while **arrows** between these circles depict the actual tasks or actions necessary to achieve each result. The **number** above the arrow serves as a reference point, similar to GPS coordinates on a map, indicating the specific location where the pain or issues are occurring within the process.

The purpose of A/R mapping is to visually showcase the process, enabling the individuals involved in performing the tasks to express any difficulties or challenges they encounter along the way. This visual representation helps highlight pain points and areas for improvement in the process.

TRIGGER

10   20   30   40   50

THE PROCESS FIXER
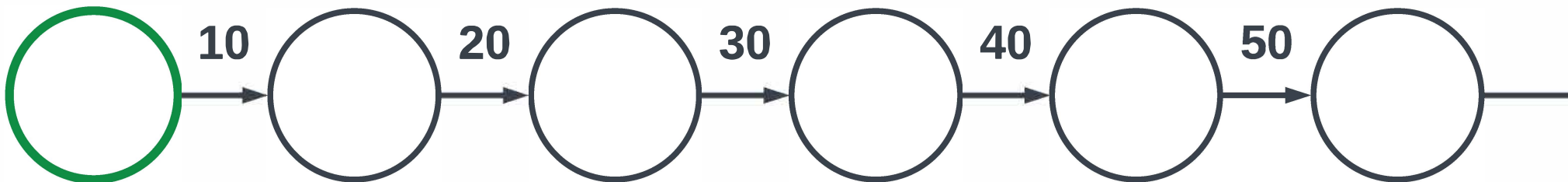
Documenting the pain

Identify pain points by adding a short line near the numbered points and describe both how much and how often the you experience them. Pain points are never related to specific people or resource constraints. They refer to recurring behaviors or events that hinder achieving your capability goal. If these pain points are near moments of 'magic,' it indicates that the customer experience is likely suffering too.

Customer Touch Point

20

Order received

Design approved

Order Shipped

50% of the time sales orders are missing delivery instructions causing 30% of shipments to be delayed

60 **70** **80** **90** **100**

FINAL MILESTONE