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PROCESS FLOW

"Make the way work really happens visible."

Business Case
Processes often look simple on paper but work differently in reality. Informal handovers, duplicated activities, waiting time, unclear ownership and workarounds gradually become part of how things get done.
A process map can document the official procedure. What teams often need is to understand the process as it actually happens.

Solution
Process Flow creates a shared visual representation of a process from beginning to end.
Use 3Pano facilitation boards to map activities, decisions, handovers and dependencies, then identifies bottlenecks, duplication, unnecessary steps and points where ownership or information gets lost.

How to use 3Pano

Step	Action
1. DEFINE THE START AND END	Agree what process is being examined and where it begins and ends..
2. MAP WHAT ACTUALLY HAPPENS	Build the flow step by step; not how the process is supposed to work, but how people really experience it.
3. ADD OWNERSHIP AND HANDOVERS	Make responsibilities, interfaces and dependencies visible.
4. IDENTIFY FRICTION	Mark waiting, duplication, rework, bottlenecks and unnecessary steps.
5. FOCUS IMPROVEMENT	Agree where improvement would create the greatest value and define the next actions.

What you need:
- 3–6 3Panos, depending on team size and sprint design
- post-it notes/cards and markers
- "Process Flow" Canvas

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BEST RESULTS: with process owners and people who actually perform the work, including those responsible for handovers between teams or functions.

CONTACT US **for facilitation or consultation support.**

"The biggest insight was not the process itself. It was seeing where the process breaks down between people." - Marco, Milan

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3Pano is a stage for your ideas.