

One-Page Process Map

Map one process before you automate it. Who does what, in which system, how long it takes and where it breaks. A guide to the spreadsheet [process-map-en.xlsx](#).

For owners and operations people who feel something takes too much time but cannot say how much. Automating a process nobody has written down is an expensive way to find out how it really works.

Filling it in takes an hour. It usually shows that the problem sits in two or three steps, not in the whole process.

1. Pick one process

A good candidate meets at least three of these:

- ☐ It repeats at least several times a week.
- ☐ It follows rules you could explain to a new hire.
- ☐ People copy data from one place to another.
- ☐ When one person is away, the process stops or goes wrong.
- ☐ Mistakes in it cost money or a customer.

Typical examples: orders arriving by email, quotes, invoicing, matching payments, booking transport, answering the same customer questions.

2. Fill in the sheet

One row is one step done by a person or a system. Write how it works today, not how it should work.

Column	What to write
Step	What happens, as a verb: "reads the email", "retypes the items"
Who	A role, not a name: sales clerk, warehouse, accountant
Tool / system	Where it happens: Outlook, Excel, ERP, WhatsApp, paper
Input	What the step starts with: email, PDF, phone call
Output	What the step produces: a record in the system, a confirmation, a task
Time per occurrence (min)	How many minutes one run takes. Estimate first, then time it once with a stopwatch
Times per week	How often the step repeats
Minutes per week	The sheet calculates it
Errors / rework	What goes wrong and how often it has to be redone
Automation idea	Leave it empty if you have none. That is our job

Tip: fill it in with the person who does the process every day. Not with the manager who knows it from meetings. The two versions differ more than you would expect.

3. Example: an order arriving by email

Invented example, not a real client. The numbers are illustrative, not measured. You will find it on the "Example" sheet.

Step	Who	Tool / system	Input	Output	Time (min)	Per week	Errors / rework	Automation idea
Reads the order and finds the customer	sales clerk	Outlook, Excel customer list	email with PDF	known customer	3	40	company name differs from the Excel	AI reads the email and matches the customer
Checks prices and stock	sales clerk	Excel price list, warehouse	items from the PDF	confirmed items	5	40	old price list in another file	check against one price list and the stock
Retypes the order into the system	sales clerk	ERP	confirmed items	order in the system	6	40	typo in quantity or code	the system pre-fills the order, a person confirms
Sends a confirmation to the customer	sales clerk	Outlook	order	confirmation email	2	40	confirmation forgotten	confirmation goes out automatically after approval
Passes the order to the warehouse	sales clerk, warehouse	WhatsApp	order	picked order	2	40	message gets lost in the chat	a task for the warehouse straight from the system

In the example these steps would take 720 minutes a week, or 12 hours. Most of the time goes into retyping and checking prices, not the confirmation itself. That is exactly what the map is for.

4. What to send us

1. The filled-in sheet without personal data (one process is enough).
2. Two or three sample inputs, for example a real order email. Black out names and personal data.
3. A list of the systems the process uses, and whether you have admin access to them.

We will give you our opinion for free: which steps are worth automating first and which are not. Sometimes the answer is “no automation needed, one price list instead of three will do”. We will tell you that too.

Send us your map

Send us the filled-in sheet without personal data at info@digitaliko.com and we will give you our opinion for free. Or book 15 minutes with Filip and we will go through it together: www.digitaliko.com/contact

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