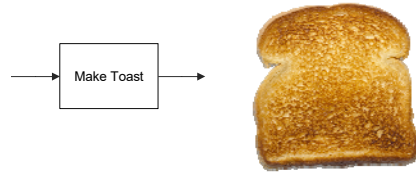


How To Make Toast

Process Map

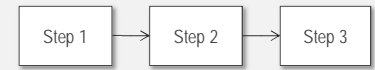


Work processes are how tasks are done. Some are detailed written instructions for performing complex operations at work. Others are unwritten routines that are part of everyone's day. Whether it's written down or not, there's a sequence to a task.

Tom Wujec's popular TED Talk on problem solving shows how people see the steps of a process differently – even for something as simple as making toast. Click on the link below to watch his insightful video.

In addition to investigating problems, we help organizations establish an operational baseline by capturing the work processes that are critical to their

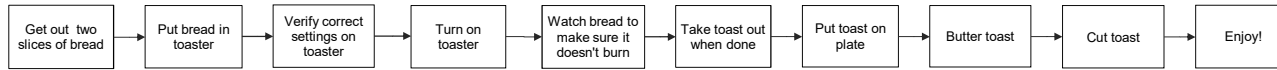
Process Mapping



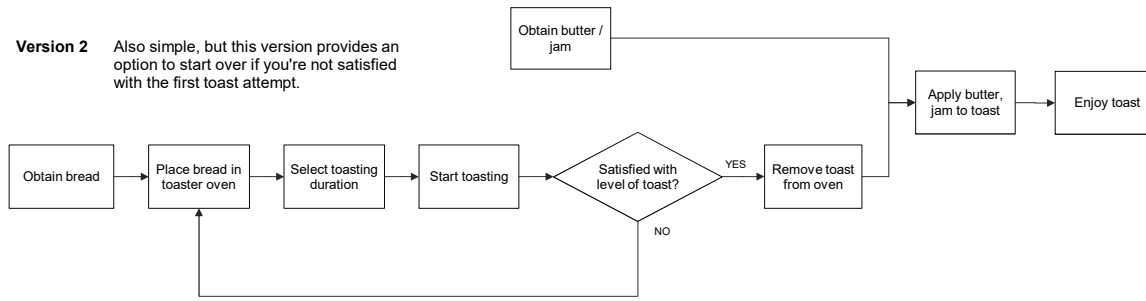
Simple Work Process

3 Different Approaches

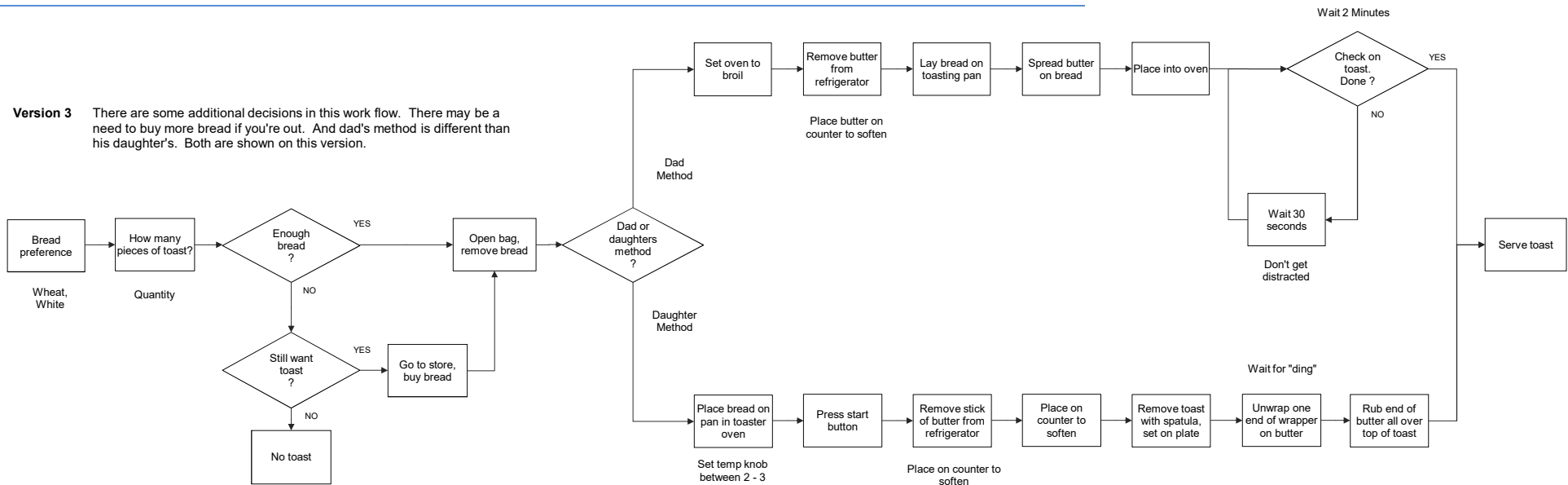
Version 1 Simple - Linear



Version 2 Also simple, but this version provides an option to start over if you're not satisfied with the first toast attempt.

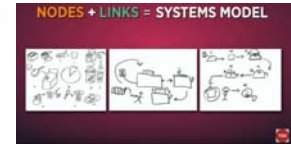


Version 3 There are some additional decisions in this work flow. There may be a need to buy more bread if you're out. And dad's method is different than his daughter's. Both are shown on this version.



Got a wicked problem? First, tell me how you make toast.

TED Ideas worth spreading
Click here for the Video



Tom Wujec's Website

Click here to visit

