

Process Mapping Template

Process Name:

Process Description:

End-to-end Process:

- ☐ Order-to-Cash
- ☐ Lead-to-Order
- ☐ Purchase-to-Pay
- ☐ Supply Chain

Friction Point	Root Cause	Solution

Process KPIs & Improvement Targets

KPI - 1

KPI Name

Improvement Target

KPI - 3

KPI Name

Improvement Target

KPI - 2

KPI Name

Improvement Target

KPI - 4

KPI Name

Improvement Target

Potential Business Impact



Potential Cost

