

# Improving Business Processes for More Effective TSMO

*Business Process Mapping Exercise – May 8, 2018*

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*Iowa DOT: Transferring Best Practices from Field Operations to Central Design for Improved Communication of Work Zone Changes*

**Scenario #:** \_\_\_\_\_

**Scenario Description:**

**Instructions:**

Using the large flip chart paper, create a process map for communicating the work zone change to Central Design, and any additional actions to improve future contract documents.

- List responsible parties and define acronyms
- Identify key inputs, outputs, decision points, and responsibilities

During process mapping, consider the following:

- How will the WZ field change be documented? By whom? In what way?
- How will the WZ field change be communicated to Central Design? By whom?
- How will Central Design evaluate the change and consider future design modifications?
- What actions will Central Design or other entities take to modify future designs?
- How will the resulting action or inaction be communicated back to WZ field staff?
- Are regular interactions needed to share issues, best practices, and typical field changes?