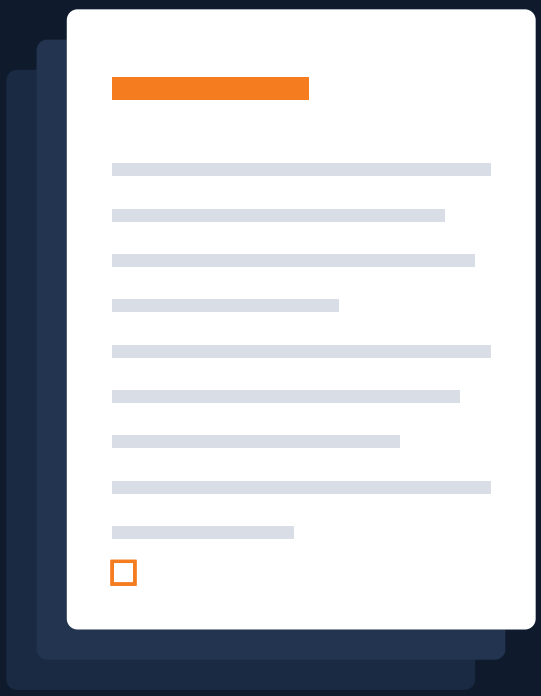
Documentation
Services Lab



FREE TEMPLATE

BUSINESS DOCUMENTS

Business Process Document

A cross-departmental process map for handoffs and workflow optimisation.

INTENDED AUDIENCE

Process owners, Operations leads

TYPICAL USE CASE

Cross-departmental handoffs, workflow optimization

About this template

A Business Process Document captures how a process works today (as-is), where it breaks, and how it should work (to-be). It is the starting point for automation, improvement projects and onboarding new process owners.

Detail	
Intended audience	Process owners, Operations leads
Typical use case	Cross-departmental handoffs, workflow optimization

How to use it

- Replace every *[grey bracketed placeholder]* with your own details.
- Delete the orange **Guidance** boxes and green **Example** boxes before you publish or circulate it.
- Add or remove table rows as needed; keep the section order so readers can find things quickly.

Document Control

Process name		**Process ID**	
Version		**Process owner**	
Departments involved		**Last reviewed**	

Version	Date	Author	Summary of changes
[1.0]	*[DD/MM/YYYY]*	*[Name]*	*[Initial release]*

01 Process Summary

Process objective		**Trigger / start event**	
End event / output		**Customer of the process**	
Frequency / volume		**Systems used**	

02 SIPOC

GUIDANCE *Suppliers, Inputs, Process, Outputs, Customers: a one-table view of the process boundaries.*

Suppliers	Inputs	Process (high level)	Outputs	Customers
		1. [ ]		
		2. [ ]		
		3. [ ]		
		4. [ ]		

03 As-Is Process

GUIDANCE *Describe the process as it actually runs today, not as it should.*



#	Activity	Department	System	Time	Pain point
1					

04 Handoffs

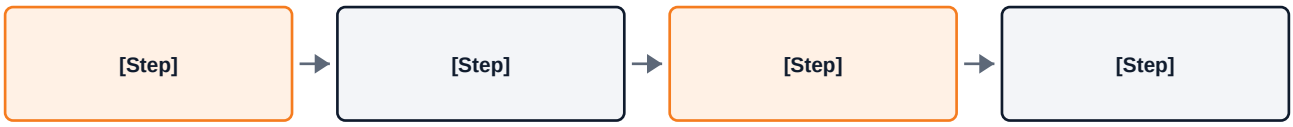
From	To	What	Method	Issues

05 Issues & Root Causes

Issue	Impact	Root cause

06 To-Be Process

GUIDANCE *Describe the improved process and what changes.*



#	Activity	Owner	Change from as-is
1			

07 Metrics

KPI	Current	Target	Data source
[Cycle time]			

08 Implementation Actions

Action	Owner	Due	Status

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