

EXERCISE - BMDS7009 22 JAN 2026

Identifying Inefficient Workflows in Your Workplace

Objective: To identify and visualise a problematic workflow in your current work environment, highlighting areas of waste, inefficiency, and poor outcomes.

1. Think of a specific scenario in your workplace where you've experienced inefficiencies, wasted time, or poor outcomes. This could be a common process, a specific task, or a recurring issue.
2. Using regular flowchart symbols (e.g., rectangles, diamonds, arrows), create a simple flowchart to illustrate the current workflow. Focus on the "as-is" process, not the ideal or improved process. **NOTE: You do NOT have to use BPMN symbols.**
3. Identify and highlight the problems, inefficiencies, or pain points in the current workflow. If you are stuck, think about the following examples:
 - Unnecessary steps or approvals
 - Delays or bottlenecks
 - Inadequate communication or handovers
 - Inefficient use of resources (time, staff, equipment)
 - Errors or rework
 - Patient dissatisfaction or poor outcomes
4. Keep your flowchart concise and focused on the key steps and issues.

TAKE 15 MIN TO CREATE THE FLOWCHART WITH 10 MIN REPORT BACK

Again, if you get stuck here are some examples of problematic workflows:

- A patient's test results are delayed due to a manual process, causing a delay in diagnosis and treatment.
- A medication order is lost or misplaced, resulting in a repeat order and wasted time.
- A patient is transferred between departments without clear communication, leading to duplicated efforts and confusion.
- A staff member spends excessive time searching for patient records or information.
 - Don't look for solutions
 - Try and identify root causes of the problems?
 - How do these issues impact patient care, staff, and resources?

We will revisit potential solutions or improvements along with a tryout of BPMN in a self-study.