

Figure 2.1 Concept map for a brainstorming session on grade sources in a design course.

Date: August 8, 2007  
Analyst: King

Location: Office  
Process: Apply Band-Aid

| Step | Operation | Inspection | Transportation | Delay | Storage | Description of process                         |
|------|-----------|------------|----------------|-------|---------|--|
| 1    | ○         | □          | ➡              | ⌋     | ▽       | Obtain Band-Aid                                |
| 2    | ●         | □          | ➡              | ⌋     | ▽       | Open Band-Aid                                  |
| 3    | ●         | □          | ➡              | ⌋     | ▽       | Apply Band-Aid                                 |
| 4    | ○         | ■          | ➡              | ⌋     | ▽       | Inspect application, go to 5 if needed, else 7 |
| 5    | ●         | □          | ➡              | ⌋     | ▽       | Remove if necessary                            |
| 6    | ○         | □          | ➡              | ◐     | ▽       | Go to 2  |
| 7    | ○         | □          | ➡              | ⌋     | ◓       | Remove trash                                   |
| 8    | ○         | □          | ➡              | ◐     | ▽       | Wait for next customer                         |

Figure 2.2 Process diagram for applying a Band-Aid.

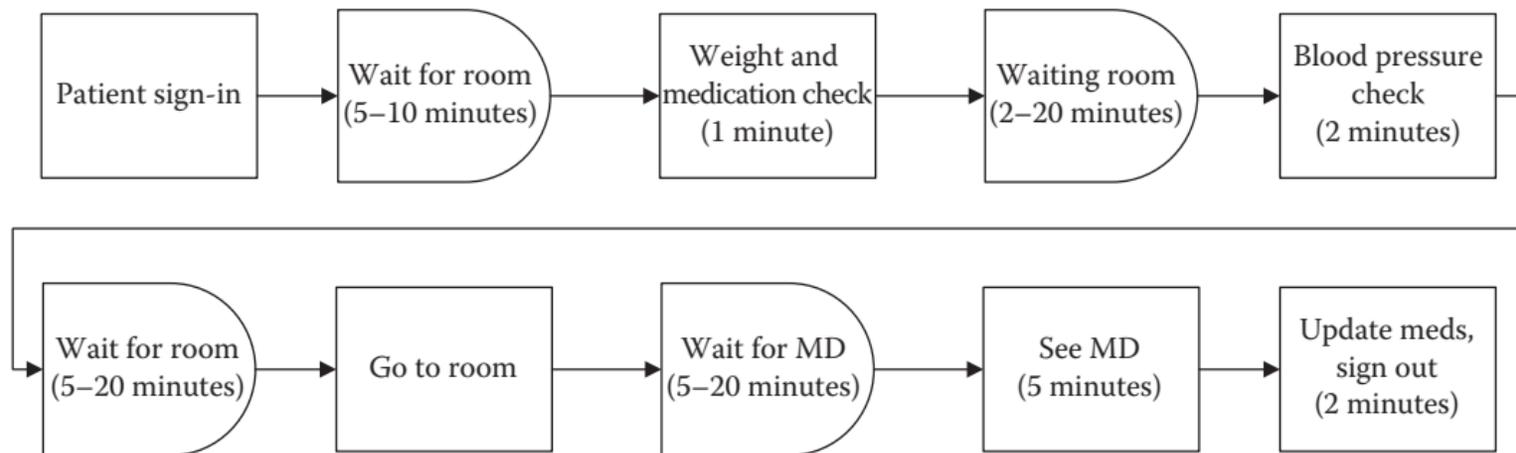


Figure 2.3 Blood pressure (hypertension) clinic flowchart. Numbers indicate length of delay or interaction time in minutes.

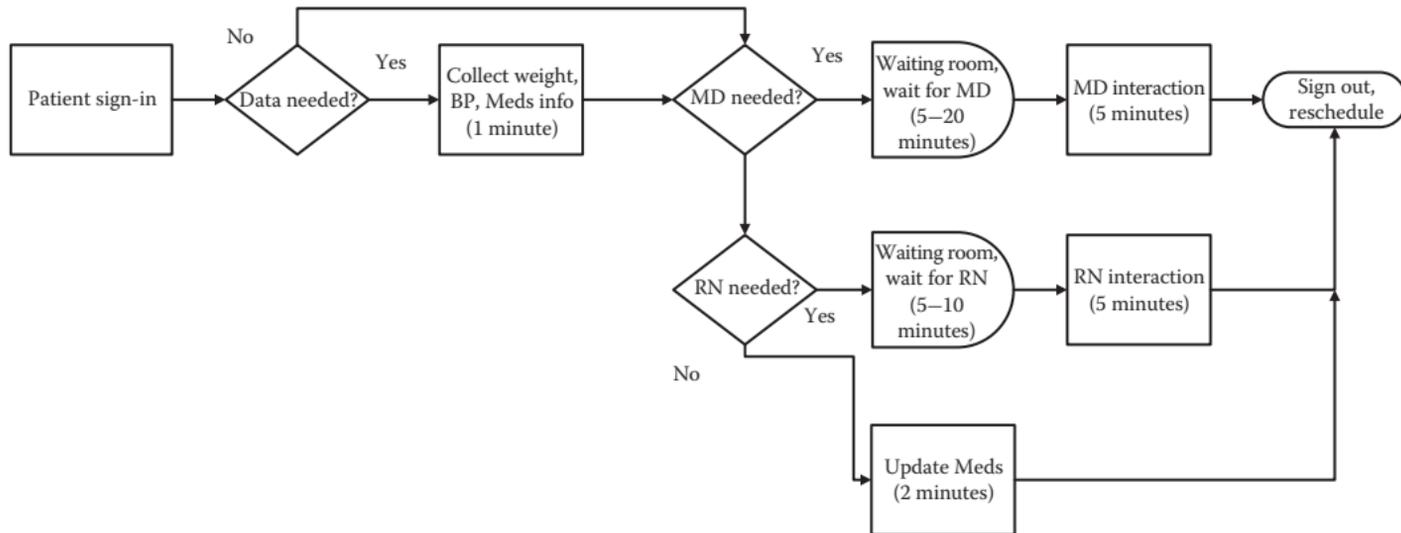


Figure 2.4 A faster hypertension clinic flowchart.

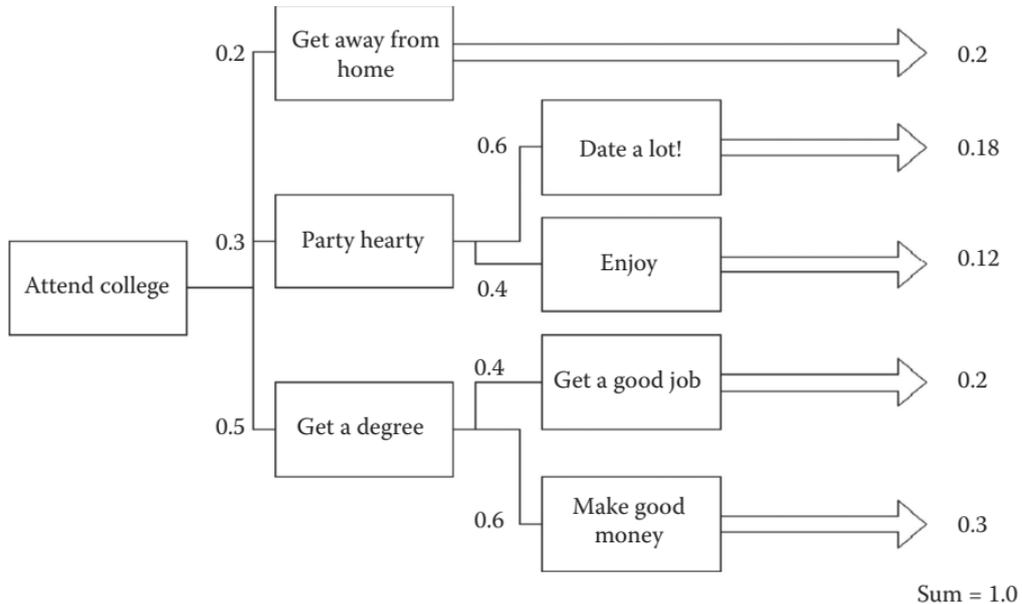


Figure 2.5 Objectives tree for the process of attending college.



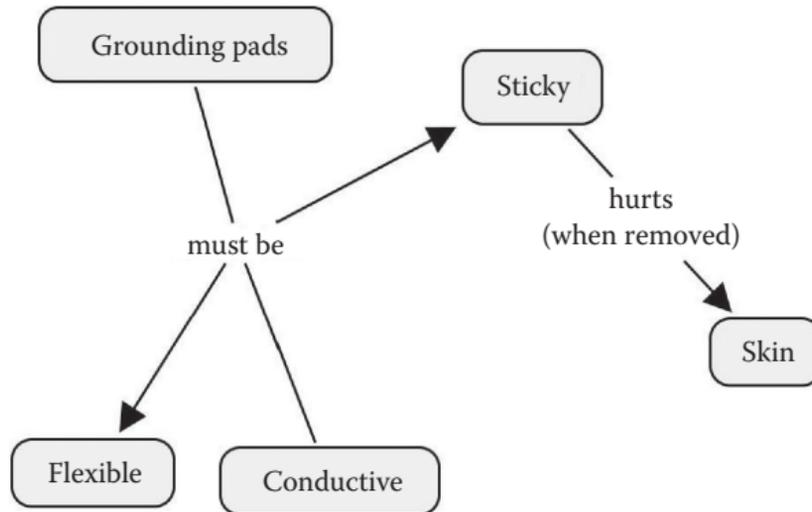


Figure 2.7 Concept map for grounding pad needs and problems.

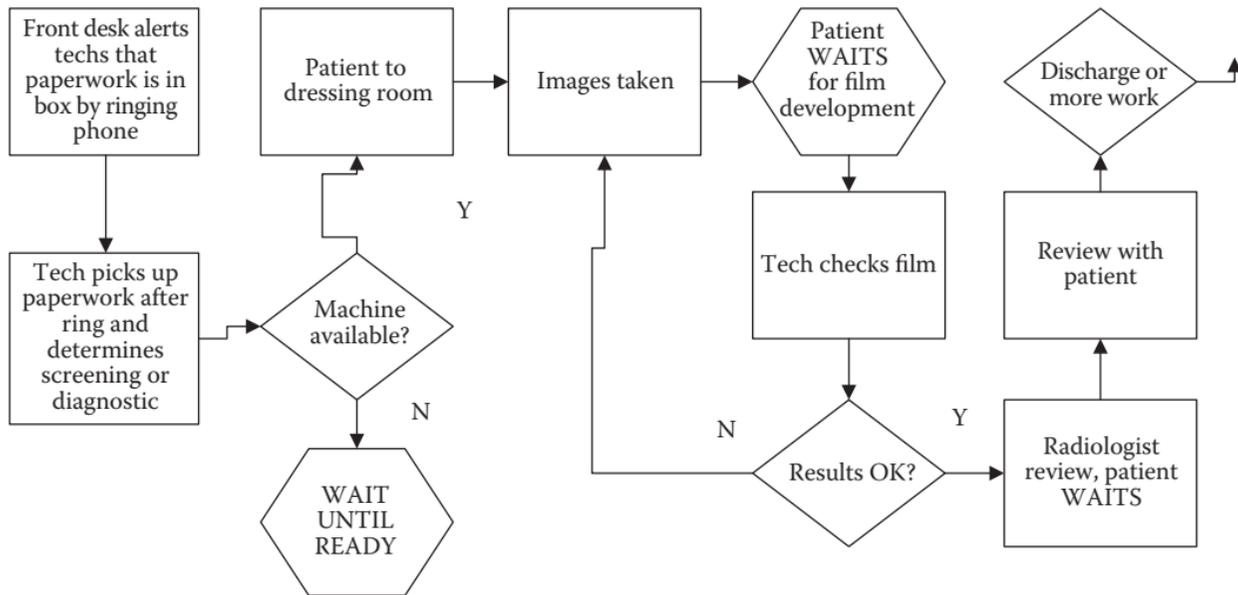


Figure 2.8 Partial section of the breast cancer clinic patient flowchart.

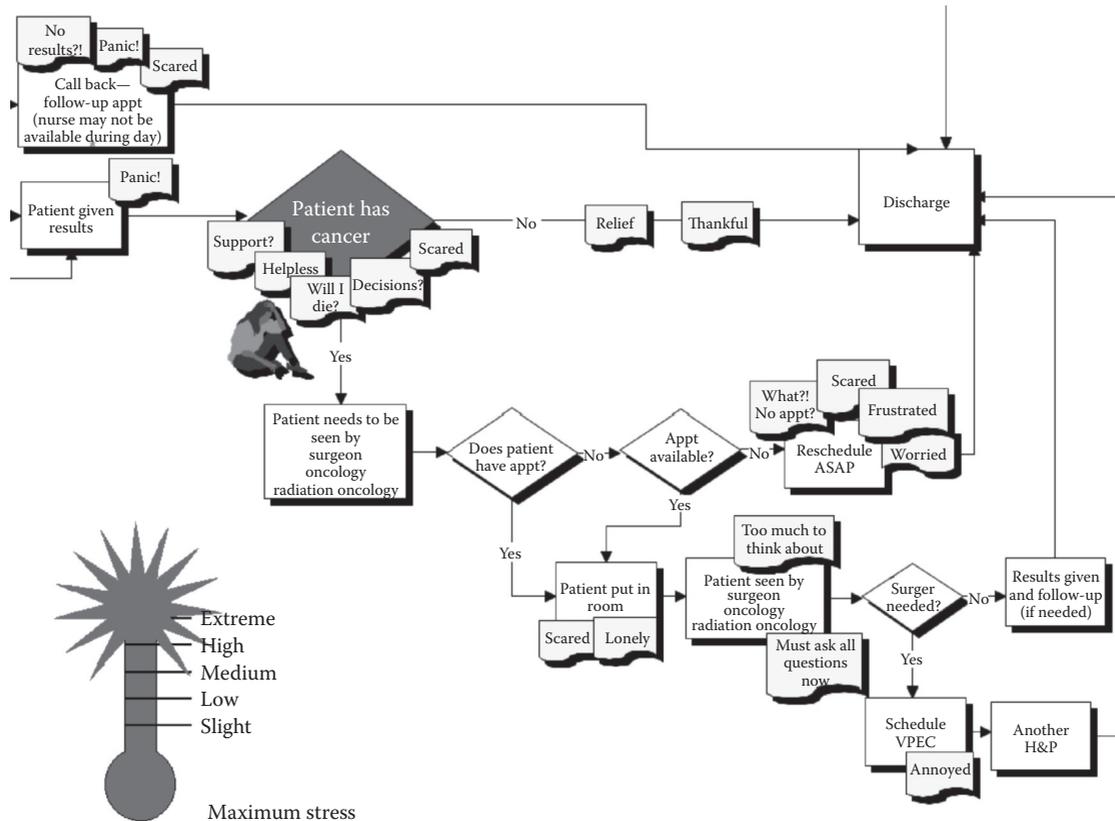


Figure 2.9 Cancer clinic diagnosis/discharge/follow-up section. VPEC, Vanderbilt Preoperative Evaluation Clinic; H&P, Health & Physical.