

EXAMPLE SWIM LANE MAP

A team starts by mapping “who” does “what” at each stage of the process. ● Then participants place sticky dots to identify where ownership and customer contact need the most clarification.

(This covers steps 1 and 2 in the step-by-step guidance.)

	Submit Request	Receive Request	Initial Review	Dept Approval	Central Review	Record Decision	Notify	Request Closed
Submitter	Submit request	(wait)	(wait)	(wait)	(wait)	(wait)	(wait)	Receive notification
Dept Coordinator		Receive request	Verify information	●● Monitor approval progress	● Respond to inquiries	● Respond to inquiries	Respond to inquiries	
Dept Approver				●●● Review and approve (or send back)	●● Respond to inquiries	● Respond to inquiries	Respond to inquiries	
Central Office					● Receive and review request	● Record decision	Send notification	