DOWNLOAD FOR MODULE 3

Industry templates: four maps as a starting point

The management band is the same in all industries (M1–M5). Adaptation in 30 minutes: your own words, delete what does not exist, enter owners, ten minutes with management.

Manufacturing / metal / plastics

Value creation (customer → customer)	Support	External	Usually dropped
V1 Order (enquiry–order confirmation) V2 Planning and production V3 Inspection and shipping (V4 Design and development, if any)	S1 Purchasing S2 Goods receipt S4 Complaints S5 Suppliers S6 Maintenance S7 Measuring equipment S8 Documented information	Contract processing (painting, heat treatment) as an “external” box	nothing

Trades / construction / installation

Value creation (customer → customer)	Support	External	Usually dropped
V1 Survey and quotation V2 Order and scheduling V3 Execution / site V4 Acceptance and invoice	S1 Purchasing S4 Complaints / defects S5 Subcontractors S6 Vehicles / tools S8 Documented information	Subcontractors as “external”	S7 Measuring equipment (often), S2 as a separate process

Trade / logistics

Value creation (customer → customer)	Support	External	Usually dropped
V1 Procurement and range V2 Warehouse and picking V3 Sales and shipping (V4 Installation / service)	S1 Suppliers (large) S3 Customer satisfaction S4 Returns / complaints S6 Fleet / warehouse S8 Documented information	Haulage and parcel services as “external”	S7 Measuring equipment, development

Services / IT / consulting

Value creation (customer → customer)	Support	External	Usually dropped
V1 Enquiry and quotation V2 Project / service V3 Support / ticket (V4 Operation: cloud, maintenance contract)	S1 Purchasing (software, licences) S4 Complaints S5 Suppliers S6 IT infrastructure S8 Backups / documented information	Cloud provider, subcontractors as “external”	S2, S7

These documents were created with AI support. The contents are reviewed by the project manager.

List of processes deleted from the map: No. · process · deleted on · reason (“does not exist”, “included in V2”): it is the evidence that having fewer processes was a decision.

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