



# Case Study: How a Legal Team Simplified Their Documentation of GDPR Related Processes



### What The Client Said:

“It’s been a pleasure to work with John Stanton over the past 12 weeks focusing on detailed process mapping, process improvement, process owner awareness, governance and driving continuous improvement. The company now has a solid process management structure and some brilliant initiatives to be implemented in the next 12 months or so.”

### Legal and Compliance Officer

### Background

- The client, a train operating company, wanted to gain better control of processes which involved the handling of personal data and build a continuous improvement structure to underpin them.
- Procedure documents had been created but with little consistency leading to a decision to create process maps to more clearly show the flow of personal data within the in-scope processes.
- Work had already been started with another consultant using an alternative methodology which had resulted in widespread disengagement with the project.

### Requirement

- We were engaged to accelerate the creation of the process maps and provide training/mentoring to the employees who would manage the processes post-engagement.

### Approach

- Our first action was to simplify both the mapping approach and output to something that could be used by all in-scope employees.
- Mapping standards for creating easy to read Visio diagrams were produced and agreed with the client.
- Given the limited budget, a prioritised list of processes was agreed based on the assigned risk profile.
- Written procedures were converted to process maps.
- Any inconsistencies or anomalies were identified and raised to the project manager for investigation.
- Subsequent feedback was incorporated into updated maps.
- Training priorities and desired outcomes agreed with project manager, specifically: running live mapping sessions, process improvement techniques, building a continuous improvement structure and providing process awareness training to process owners.
- Bespoke training documentation was produced to support all of the above.

## Case Study By:

John Stanton, Director  
Map Your Process

## About Map Your Process

Map Your Process provides a range of process management services to small and medium-sized businesses across various sectors. This can range from focused process mapping, to process re-engineering, to an outsourced process management solution.

Our solutions can help to drive cost savings, achieve greater efficiencies, improve regulatory compliance and the eliminate key person dependency.

Strong process documentation can also provide a foundation for automation, improved project success and ISO accreditation.

Our team brings significant experience from both a project and process improvement background from companies such as JPMorgan, Ernst and Young, Siemens and Royal Bank of Canada.

## Contact Us

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## What We Delivered

- Fifty high and medium-risk processes converted from procedural documents to Visio in five days.
- Defined environment in which to continue process mapping initiative.
- Project manager able to run live mapping sessions and run simple process improvement initiatives.
- Relevant teams re-engaged with project.
- Employees aware of their role within process improvement.