

Diagramas de flujo

Definiciones

Los diagramas de flujo son medios gráficos que sirven principalmente para:¹⁾

1. Describir las etapas de un proceso y entender como funciona.
2. Apoyar el desarrollo de métodos y procedimientos.
3. Dar seguimiento a los productos (bienes o servicios) generados por un proceso.
4. Identificar a los clientes y proveedores de un proceso.
5. Planificar, revisar y rediseñar procesos con alto valor agregado, identificando las oportunidades de mejora.
6. Diseñar nuevos procesos.
7. Documentar el método estándar de operación de un proceso.
8. Facilitar el entrenamiento de nuevos empleados.
9. Hacer presentaciones directivas.

Símbolos básicos de un diagrama de flujo

Ventajas de los diagramas de flujo

1. Proporcionan una comprensión de conjunto.
2. Facilitan la comunicación.
3. Descubren los clientes ignorados previamente.
4. Descubren las oportunidades para mejorar.
5. Hacen más fácil establecer los límites.

Recomendaciones para elaborar un diagrama de flujo

Un diagrama es más útil en la medida que es más compacto. Se recomienda que el diagrama de flujo tenga un máximo de veinte pasos. Los pasos que se sugieren para la elaboración de un procedimiento son:

1. Enliste las personas que participan en el procedimiento, dividiendo una hoja blanca en tantas columnas como personas participen en el procedimiento.
2. Use los símbolos básicos y defina la secuencia lógica, detallada y completa de los pasos que siguen las personas o departamentos involucrados en el procedimiento.
3. Asegúrese que todas las líneas y conectores están debidamente unidos. Sobre todo los rombos de decisión.
4. Verifique que todos los textos dentro de cada símbolo comiencen con un verbo de acción.

5. Revise que el diagrama esté completo. Que todo lo que se hace en la realidad corresponda a lo allí plasmado.
6. Pruebe la validez del diagrama, verificando que no se mezcle lo que es con lo que debería ser.

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        <dc:Bounds height="80.0" width="82.0" x="607.0" y="220.0"/>
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id="Trisotech.Visio__6__6-695">
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    <bpmndi:BPMNShape bpmnElement="_6-675" isMarkerVisible="true"
id="Trisotech.Visio__6__6-675">
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id="Trisotech.Visio__6__6-1102">
        <dc:Bounds height="68.0" width="83.0" x="438.0" y="227.0"/>
        <bpmndi:BPMNLabel/>
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id="Trisotech.Visio__6__6-176">
        <dc:Bounds height="68.0" width="95.0" x="936.0" y="227.0"/>
        <bpmndi:BPMNLabel/>
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    <bpmndi:BPMNShape bpmnElement="_6-669"
id="Trisotech.Visio__6__6-669">
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        <bpmndi:BPMNLabel/>
    </bpmndi:BPMNShape>
    <bpmndi:BPMNShape bpmnElement="_6-414"
id="Trisotech.Visio__6__6-414">
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        <bpmndi:BPMNLabel/>
    </bpmndi:BPMNShape>
    <bpmndi:BPMNShape bpmnElement="_6-801"
id="Trisotech.Visio__6__6-801">
        <dc:Bounds height="32.0" width="32.0" x="1280.0" y="245.0"/>
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id="Trisotech.Visio__6__6-1244">
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        <bpmndi:BPMNLabel/>
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id="Trisotech.Visio__6__6-337">
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id="Trisotech.Visio__6__6-399">
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id="Trisotech.Visio__6__6-486">
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id="Trisotech.Visio__6__6-1235">
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</bpmndi:BPMNShape>
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id="Trisotech.Visio__6__6-821">
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id="Trisotech.Visio__6__6-835">
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id="Trisotech.Visio__6__6-848">
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id="Trisotech.Visio__6__6-901">
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id="Trisotech.Visio__6__6-917">
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id="Trisotech.Visio__6__6-990">
  <dc:Bounds height="68.0" width="83.0" x="1042.0" y="527.0"/>
  <bpmndi:BPMNLabel/>
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id="Trisotech.Visio__6__6-150">
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id="Trisotech.Visio__6__6-209">
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  <bpmndi:BPMNLabel/>
</bpmndi:BPMNShape>
  <bpmndi:BPMNShape bpmnElement="_6-260"
id="Trisotech.Visio__6__6-260">
  <dc:Bounds height="68.0" width="83.0" x="234.0" y="518.0"/>
  <bpmndi:BPMNLabel/>
</bpmndi:BPMNShape>
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id="Trisotech.Visio__6__6-1068">
  <dc:Bounds height="32.0" width="32.0" x="340.0" y="536.0"/>
  <bpmndi:BPMNLabel/>
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  <bpmndi:BPMNShape bpmnElement="_6-759"
id="Trisotech.Visio__6__6-759">
  <dc:Bounds height="36.0" width="138.0" x="211.0" y="636.0"/>
  <bpmndi:BPMNLabel/>
</bpmndi:BPMNShape>
  <bpmndi:BPMNShape bpmnElement="_6-163"
id="Trisotech.Visio__6__6-163">
  <dc:Bounds height="30.0" width="30.0" x="480.0" y="537.0"/>
  <bpmndi:BPMNLabel/>
</bpmndi:BPMNShape>
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id="Trisotech.Visio__6__6-550">
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  <bpmndi:BPMNLabel/>
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id="Trisotech.Visio__6__6-601">
  <dc:Bounds height="68.0" width="83.0" x="648.0" y="518.0"/>
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</bpmndi:BPMNShape>
  <bpmndi:BPMNShape bpmnElement="_6-1215"
id="Trisotech.Visio__6__6-1215">
  <dc:Bounds height="32.0" width="32.0" x="763.0" y="536.0"/>
  <bpmndi:BPMNLabel/>
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id="Trisotech.Visio__6__6-1299">
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        <di:waypoint x="326.0" y="261.0"/>
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    </bpmndi:BPMNEdge>
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id="Trisotech.Visio__6__6-546">
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        <di:waypoint x="623.0" y="361.0"/>
        <di:waypoint x="623.0" y="301.0"/>
        <bpmndi:BPMNLabel/>
    </bpmndi:BPMNEdge>
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        <di:waypoint x="1188.0" y="595.0"/>
        <di:waypoint x="1188.0" y="664.0"/>
        <bpmndi:BPMNLabel/>
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    <bpmndi:BPMNEdge bpmnElement="_6-148"
id="Trisotech.Visio__6__6-148">
        <di:waypoint x="90.0" y="261.0"/>
        <di:waypoint x="94.0" y="261.0"/>
        <di:waypoint x="109.0" y="261.0"/>
        <bpmndi:BPMNLabel/>
    </bpmndi:BPMNEdge>
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id="Trisotech.Visio__6__6-818">
        <di:waypoint x="1074.0" y="192.0"/>
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        <bpmndi:BPMNLabel/>
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id="Trisotech.Visio__6__6-1242">
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        <di:waypoint x="125.0" y="295.0"/>
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id="Trisotech.Visio__6__6-815">
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        <di:waypoint x="1050.0" y="261.0"/>
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id="Trisotech.Visio__6__6-652">
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id="Trisotech.Visio__6__6-757">
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        <di:waypoint x="820.0" y="356.0"/>
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        <di:waypoint x="1098.0" y="468.0"/>
        <di:waypoint x="898.0" y="468.0"/>
        <di:waypoint x="898.0" y="545.0"/>
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id="Trisotech.Visio__6__6-1049">
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messageVisibleKind="non_initiating" id="Trisotech.Visio__6__6-1033">
        <di:waypoint x="690.0" y="518.0"/>
        <di:waypoint x="690.0" y="468.0"/>
        <di:waypoint x="762.0" y="468.0"/>
```

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        <di:waypoint x="762.0" y="301.0"/>
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        <di:waypoint x="87.0" y="480.0"/>
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id="Trisotech.Visio__6__6-1302">
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id="Trisotech.Visio__6__6-961">
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id="Trisotech.Visio__6__6-915">
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  <di:waypoint x="1151.0" y="261.0"/>
  <di:waypoint x="1167.0" y="261.0"/>
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  <di:waypoint x="322.0" y="552.0"/>
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id="Trisotech.Visio__6__6-1295">
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        <di:waypoint x="936.0" y="261.0"/>
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id="Trisotech.Visio__6__6-1023">
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        <di:waypoint x="694.0" y="261.0"/>
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</bpmndi :BPMNDiagram>

</semantic:definitions> </bpmnio>

¹⁾ [Manual para elaborar manuales de políticas y procedimientos, Alvarez Torres, Martín G., Panorama Editorial.](#)

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