



# Person Centered Process mapping – PCP

Mapping of customer processes within municipalities and county councils

Kulturum, Bergeling, Malmström 2016

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## Questions to answer in each step of the process

- 1. What needs and experiences do the customers/inhabitants/patients/related parties/clients//students etc. have?*
- 2. What and how do we do in this step?*
- 3. What does the guidance/experience/evidence say about what needs to be done?*
- 4. What and in what ways is information provided to the customers/inhabitants/patients/clients/related parties/students/etc.?*

*What conditions need to be in place (skills, collaboration, technology, e-services, capacity, needs of flexibility?)*

*Based on the responses, what risks are identified and what could be improved?*

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