

# Systems Map

## Systems Map – Process Inputs & Outputs

**CSU** The California State University  
QUALITY IMPROVEMENT PROGRAM

**Systems Thinking:**  
A system is a group of processes that together transform one or more inputs into an output of value

**INPUTS**                      **PROCESSES**                      **OUTPUTS**

**Objective of Systems Thinking:**

To provide tools that:

- Explore how systems operate at the macro level
- Identify existing or potential operational performance gaps
- Facilitate gap closure improving cost, quality, service or speed

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