



Process Management: Mapping and Improvement



Business Continuity
Institute
Corporate Partnership

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Why Attend

This course will help participants improve their process mapping skills by showing them the different ways to map processes, from simple flow charts to value stream mapping. To do this, various process assessments will be shown and discussed. These will include the well-known Lean principles of Toyota, which will be explained and used to train participants on how to use mapping to improve processes in service and manufacturing organizations.

Course Methodology

This course will engage participants in various simple and complex process mapping exercises. The course will challenge participants through actual case studies and scenarios. Lectures, group discussions, and presentations will achieve the learning objectives.

Course Objectives

By the end of the course, participants will be able to:

- Define processes and their importance for the proper functioning of an organization
- Identify the international standards for approaching processes
- Examine various methodologies for process assessment and re-engineering
- Generate process analysis charts and process maps for improvement
- Justify the need to measure processes as an improvement tool

Target Audience

Individuals involved in improvement projects, identification of processes, work design, productivity improvement, or quality auditing initiatives.

Target Competencies

- Process mapping
- Process improvement
- Applying Lean
- Process measurement
- Benchmarking



Course content

Course Outline

Process Definitions and Elements

- Process definition
- Process approach to improvement
- Advantages of process mapping
- Elements of a process
- Benefits of process maps
- Attributes of a process map
- Process efficiency versus effectiveness
- Stakeholder analysis

Understanding Process Approach and Non-value-added Analysis

- Understanding process approach
- Process characteristics
- The Plan, Do, Check, Act (PDCA) approach
- Opportunities for reducing cycle time and defects
- Non-value added explained
- Lean thinking to reduce waste in processes
- The eight types of process waste

Process Assessments Approaches

- Key terms
- Getting ready to map a process
- The PASS DIRO method
- Process hierarchy
- Types of mapping tools
- Turtle diagram
- Supplier-input-process-output-customer charts (SIPOC)
- Simple flowcharting
- Swim lane (deployment) flowcharts
- Geo graphs, spaghetti/workflow diagrams
- Value stream maps

Reengineering Methodology

- The need for reengineering
- Determining what reengineering is and is not
- Patterns of re-design
- Reengineering
- Simplification
- Value-added analysis
- Gaps and disconnects
- Best practices in business process reengineering from 327 organizations

Process Improvement and Measurement

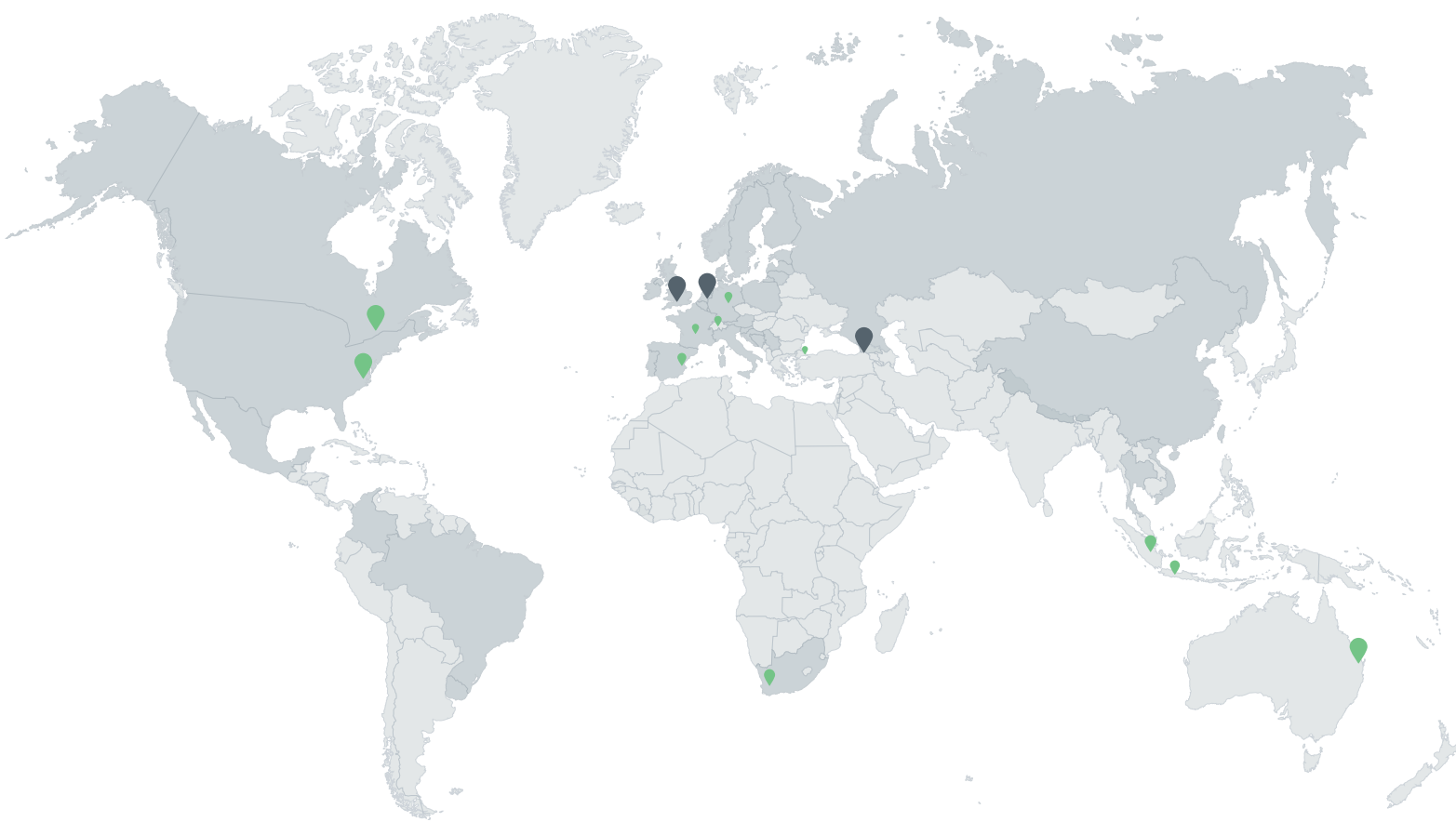
- Diagnosis of a process
- Analyzing and improving a process
- Using process maps to identify root causes
- Twelve cornerstone tools to process streamlining
- Problem-solving techniques
- The need to measure
- Process Key Performance Indicators (KPIs)

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