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Process Mapping

It's important to understand the business processes before you can determine the gaps that need filling

Abstract

There are many reasons why understanding processes in an organization is important. Many people undertake the actions to capture the processes but seldom do they invite others to build the process or comment on the outcomes that the process mapping activities generate. This course will help you understand what options are available to you to capture a process and document the results of the process review

Who should attend

Project Managers, Functional Managers, Team Leaders, Business Supervisors, Analysts who wish to get an understanding of the different process mapping methods that are available to add to their tool bag

Syllabus

Purpose of Process Maps

- Business process modeling
- Process definition
- What is business process modeling?
- What is process mapping?
- Why and when process mapping is used
- Identify the different types of process maps
- What levels can you go to in a process map?

Elements of a Process Map

- Elements of a process map
- Start and End
- Tasks and actions
- Decisions

Techniques to develop a Process Map

- Drawing and labeling swim lane example
- Process Map Check list
- How do you construct a linear process map?
- Techniques to develop a process map
- Construct an opportunity map

Objectives

- Know the types of process maps available to your need or circumstance
- Know the techniques to build your own process map
- Interpret results from a process map
- Identify what outputs can be generated to support your process map

This is a hands-on workshop and participants will be given opportunities to develop and practice skills using case studies and exercises in a supportive environment

Process Measurement

- Measurement criteria
- Types of measures
- Measurement analysis

Using Results of a Process Map

- Interpretation
- Pitfalls
- Engagement of people to develop process maps
- Relevance of each output
- What do you do with the outputs

You will learn how to:

- Produce a process map
- Plan and run a process mapping session
- Capture and summarise the process flow
- Produce process map documentation
- Interpret process maps
- Analyse and refine process flow
- Action the findings from the process maps
- Produce a "to be" process map

Course Length: 1 day
Course Code: MAPPMC1
PDU: 7



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