



PROCESS MAPPING

AIM AND APPROACH:

This course is designed to teach participants how to map their business processes in order to identify where improvement is needed as well as how to document them.

PROGRAMME OBJECTIVES:

- Processes and process identification
- Process management
- Process mapping
- Facilitating a mapping session
- Collecting data
- Analysing process data
- Changing the process
- Process Improvement

AUDIENCE:

Staff involved in Improvement activities that need help in defining a process and analysing it.

DURATION:

1 Day

AGENDA:

- Introductions / Objectives / Agenda
- **Why Map a Process?**
Understand the reason for mapping a process
- **Process Mapping**
Learn how to carry out a process mapping exercise
- **Relationship Maps**
- **Cross-Functional Process Map**
- **Analysing the Process**

METHODS:

This is a practical workshop that uses case study and personal examples to illustrate the learning point. The use of the Performance Improvement Toolkit will be emphasised throughout the workshop.