

Business Process Mapping

Duration: 1 Day

The search for performance improvement within all organisations has never been so intense. To assist in this search for continuous improvement, organisations need to review the processes that they have in place to plan and deliver services and seek ways of improving such processes. Process mapping is an essential and critical stage in the search for performance improvement and yet the approach is not widely recognised or understood.

This intense one day workshop explains what process mapping is and how it can be used to improve performance.

Delegates will be provided with an overview of the hands-on use of process mapping including:

- ◆ A practical methodology to use immediately after the course
- ◆ The chance to practice process mapping using real examples
- ◆ A understanding of how to build process maps in a team situation

Course Designed For

Managers involved in planning and implement business process improvement and redesign projects.

Course Outline

- ◆ What is a process?
- ◆ What is a process map?
- ◆ The benefits of process mapping
- ◆ Mapping and quantifying the current process
- ◆ Designing a better process
- ◆ Implementing a new process
- ◆ Process flowcharts
- ◆ Process definition charts
- ◆ Process effectiveness
- ◆ Raising process awareness
- ◆ Involving people