

# PROCESS MANAGEMENT, MAPPING, AND IMPROVEMENT

## MAL014

### COURSE OVERVIEW

Process mapping is a management tool used to visually depict the flow of work and the steps and people involved in a business process. These maps are also commonly referred to as flowcharts or workflow diagrams. Organizations use this tool to gain a better understanding of a process and to improve its efficiency. By creating easy-to-follow diagrams, stakeholders can identify aspects of a process that they can improve. This includes identifying bottlenecks in workflows and other inefficiencies like repetitive tasks that are ideal for automation.

In this training course, trainees will acquire the knowledge and skills to map and model their business processes from enterprise level through to detailed workflow level. The training course provides a step-by-step approach to effectively map, measure, analyze and improve processes to ensure that business process models accurately reflect the current 'as is' reality define an optimized 'to be' state that can form the basis of a process improvement program.

### COURSE GOAL

To enhance the participants' knowledge, skills, and ability to understand and apply Process mapping as a management tool to all aspects of business process improvement.

### COURSE OBJECTIVES

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

- Understand business processes and their components.
- Apply process mapping, measurement and analysis methods and techniques.
- Define processes using a subset of Business Process Modeling Notation (BPMN).
- Diagnose the health of a business process.
- Use process improve techniques to transform business processes.

### WHO SHOULD ATTEND

This course is suitable to a wide range of professionals but will greatly benefit:

- Business managers
- Operations managers
- Business process analysts
- Process owners
- Business and systems analysts
- Information technology professionals

- Business process management project leaders
- Business process management project team members
- Quality specialists

## **COURSE DURATION**

5 Working Days

## **COURSE OUTLINES**

### **1. Basic Concepts**

- Business processes
- Case Study: Informal mapping of an everyday process
- Business Process Improvement Framework
- Formal mapping of an everyday process
- Selection of processes for re-engineering
- Process-modeling methods 1: Relationship Maps / SIPOC
- Case Study Level 1: Relationship Maps / SIPOC

### **2. Modeling and Redesigning Business Processes**

- Analyzing existing processes using process maps
- Process modeling methods 2: Cross-Functional Process Maps
- Case Study Level 2: Cross-Functional mapping of current processes
- Process measurement techniques
- Case Study Level 2: Practical measurements
- Identification of process barriers and substitute processes
- Principles of process redesign

### **3. Process Improvement and Re-design**

- Development of optimized 'to-be' process models
- Case Study Level 3: Practical redesign work
- Development of process maps / task-level flowcharts for specific process tasks
- Implementation of new processes
- Preparation of an implementation plan
- Principles of change management
- Review of key points – address any issues or questions
- Commitment to action