

Process Mapping 2 Days



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

Purpose

Gain insight into how process mapping can make business more effective and productive by looking at real-world experiences across a wide range of industries. Map your business processes and identify critical areas for improvement, and learn how to reduce errors and improve customer service.

Course Outline

- Introduction to the Process Approach
- Select the Process
- Identify Team Members and Responsibilities
- Plan and Introduce the Process Mapping Session
- Map the Process
- Analyse the Process
- Monitor and Control the New Process
- Identify Continual Improvement Opportunities

Learning Outcomes

By the end of the course, participants will learn the following important skills:

- How to select the right process to map
- How to identify team members and responsibilities
- Operational definitions and measurement plans
- Documentation requirements
- Ability to identify areas for continual improvement

Benefits

Since the process approach is fundamental to quality, business excellence, integrated systems and continual improvement, this course provides invaluable assistance for you to establish your foundation to your business system.

Achievement

Participants who attend this course will receive a Certificate of Attendance.

Who should attend?

- Managers
- System implementers
- Management representatives
- System analysts
- System coordinators
- Change managers
- Improvement teams

Prerequisites

Some general prior experience with management systems would be helpful as would some exposure to secondary level statistics.