

Course: Process Mapping

Duration: 1 Day

Venue: On-site

Purpose: To provide participants with the capability to:

- Define a process, in terms of the activities and sequences in which they are conducted
- Analyse a process in terms of value adding activity and critical success factors
- Optimise the process in the context of customer requirements.

Participants: Anyone in your organisation whose focus is on improving the performance and management of the core business processes.

Competency Empowerment:

Participants will be provided with the knowledge and capability to:

- Optimise a process to improve the overall system and customer experience.
- He/She will acquire the skills to:
 - Define a process, its ownership and purpose
 - Construct an “As Is” map of the activities that are currently undertaken
 - Analyse Process Maps with regard to:
 - Critical Scope
 - Value Add/Non Value Add Activities
 - Discontinuities/Handovers
 - Timeline
 - Inputs and Outputs
 - Develop a future state process map
 - Conduct a gap analysis and specify areas for improvement

Processes are fundamental elements to doing work and creating value for customers. They need to be continually improved by removing waste and reducing the time associated with fulfilling their purpose. Processes are also components of a manufacturing or service provision system.

Optimisation in the context of the system goals and customer requirements is equally important. The participant must be able to balance these requirements by focusing on the input(s), activities and output(s) and define an action plan to achieve a better process in the future. All this must be achieved without negativity impacting the overall system performance.

For further information please contact us.