

Process Mapping

Overview

Process mapping is a widely applicable improvement tool. It can be used to understand currently how an organisation works and to discover where it does not work effectively. Process mapping can be used to improve efficiency and to establish better ways of working. It can also be used to benchmark business processes, establish best practice across an organisation and facilitate change in the business culture.

Over the years, Gablesmead has worked with many types of organisation to develop a style and techniques for mapping processes which are both simple and powerful.

This 1-day course is highly practical and contains of a series of exercises led by the tutor to ensure learning by doing.

Who should attend

- Anyone who wishes to be able to improve the way work is performed in their areas.
- Persons assigned to lead the development of a process-based management system.
- Improvement team leaders and improvement team members.

Benefits

- Participants will be able to appreciate the benefits of process mapping and use the technique to define and improve their processes.
- Sponsor organisations will be able to use a proven process mapping convention and techniques consistently across all functions and levels i.e. a common language for describing their processes.

Key Topics

- What is a process?
- How to identify processes
- A simple convention for process mapping
- Mapping a current process
- Understanding how processes interact (in good ways and bad ways!)
- Identifying opportunities for improvement
- How to determine adequacy, effectiveness and efficiency of a process
- Making processes better
- Organising for process mapping
- Avoiding common mistakes

Structure

This 1-day course comprises a series of interactive tutorials, examples and team-based exercises. Each participant who completes the course will receive a set of course notes and a certificate.