

Process Mapping (4 hrs)

Benefits

Participants will learn to apply process mapping to simplify and standardize their business processes. Process mapping is an easy-to-understand tool that can result in a culture of “process thinking” and a common knowledge of how the actions of one department affect internal customers and suppliers as well as the final customer. This time-tested process improvement tool can be used in both transactional and manufacturing processes

Outline

- Process definition and process mapping basics
- Benefits of Process Mapping
- Business level vs. Process Level Mapping – how to know what level of map to use
- Commonly used symbols and techniques, mapping options and data to include
- Hands-On exercises
- Using the Current State Process Map to identify process problems
- How to define desired Future State
- Techniques for facilitating an effective Process Mapping team
- Individual action planning

Who should attend

Leaders who recognize a need to fix business processes, but need some help with where and how to get started. Anyone who wants to add to their change facilitation tool kit.

Please contact us to request this workshop onsite!



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