

Process Mapping Training Course (1 Day)

Course Overview

The course looks at the importance of process mapping, establishment of process framework/critical success factors, assessment of the impact of a process change and development of an action plan for application of process improvement.

Objectives

To provide attendees with:

- An awareness of the requirements for process mapping in applicable management standards.
- An understanding of process mapping and analysis techniques.
- An understanding of the need to identify and apply balanced process measures and how process measures (e.g. KPI's) should be used.

Course Content

Introduction and Objectives

ISO 9001 process mapping requirements

- Principles
- Requirements
- Interpretation

Process Analysis

- Aims
- Techniques

Process Analysis Group work

Process Mapping

- Process scoping and mapping techniques

Group work

- Process mapping using the methods from the previous session

Process Monitoring and Measurement

- What to measure – outcomes and internal process
- When to measure
- How to use balanced measures

Group work

- Identification and application of process measures

Summary and Close

