

## 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

