

Business Process Mapping

2 Days **BPM**

OVERVIEW

This course is focused on the practical application of Business Process Mapping. The consultant will work with participants to provide them with the insight, knowledge and confidence to make BPM a reality in their organisation.

This insightful course will enable them to document, understand and improve their organisation's business processes. They will leave the course with the knowledge and confidence to implement business process mapping within their organisation and make significant gains in business performance.

DESIGNED FOR

Suitable for managers, project leaders and individuals involved in improving the effectiveness of business processes.

LEARNING OUTCOMES

By the end of this course participants will be able to:

- Make positive improvements to the business processes and profitability.
- Examine the effectiveness of current processes.
- Have the insight and confidence to map new processes.
- Identify process gaps and current processes for improvement.
- Apply best practice BPM techniques to the organisation.
- Effectively link business processes with strategy.
- Demonstrate a practical knowledge of process modelling and charting tools.

TOPICS COVERED

Understanding the Terms

What is a process?

- Key terms in business process mapping

The Stages of Business Process Mapping

- The key stages in effective process mapping
- 'As is' and 'to be' processes

Mapping a Business Activity

- Defining the start, end and purpose of a business activity
- Defining the key elements – tasks, decisions, inputs and outputs
- Business activity definition forms
- Case study part 1
- Mapping methods – brown paper analysis
- Case study part 2
- Using the mapping symbols
- Case study part 3

The Detail Behind the Processes

- Workshop facilitation skills
- Titles and numbering
- Recording the key information – tasks, decisions, inputs, outputs, constraints and dependencies
- Process definition forms
- Case study part 4

Assigning Control and Responsibilities

- Working out who does what
- Using swim lanes in process maps
- Case study part 5

Process Analysis

- Identifying problems, bottlenecks and inefficiencies
- Case study part 6
- Creating 'to be' Processes

Reasons for change

- Changing processes
- Case study part 7

EXTRA NOTES

An equivalent course is available in Arabic. Please call us for details.