

Business Process Mapping

COURSE DESCRIPTION

Business process mapping and modeling is an essential component of Business Process Redesign. Enables organizations to implement a very high impact, well-integrated and cross-functional systems approach to managing all aspects of their business.

This course is focusing on using process mapping techniques and tools for documenting and analyzing individual processes or for developing enterprise-level process maps that provide an integrated view of how all aspects of a business work as a complete system.

A well-constructed business process model can help modelers identify inefficiencies and problems with business models earlier in the cycle and eliminate those hidden inefficiencies leading to savings in costs and improving performance.

Participants involve in interactive discussions on solution modeling and build their own models based on a business scenario.

The program includes a combination of presentation, worked examples, case studies and practical exercises; there is also an opportunity for delegates to discuss experiences.

COURSE OUTLINE

Overview of Business Process

- Definition of a process
- Basic Elements of a Process
- Process Attributes / Model/ Approach
- System Approach to Management
- Process Classification Framework
- The key roles of process management
- Business Process Understanding
- Process awareness level

Basics of Business Process Improvement

- The Concept of process Improvement
- process improvement Benefits/ process/ Tools
- Problem solving methodology "DRIVE"
- Process mapping
- Cause & effect diagrams/ CEDAC/ Brainstorming
- Pareto analysis/ Statistical process control (SPC)
- Check sheets/ Bar charts/ Scatter diagrams
- Matrix analysis/ Histograms
- Dot plot or tally chart
- When to use process improvement tools?
- How to start process improvement process?

Process Mapping Methodology

- Definition Of Process Mapping
- Reasons for using Process Mapping
- Benefits / Steps / Levels of Process Mapping
- Analyzing Process Maps
- Attributing value adding and non-value adding activities
- How to reduce non-value add activities and identify process "wastes"
- Who develop process maps?
- Business Applications For Process Maps

Flowcharting

- Definition of Flow Charting
- Uses of Flow Charts
- Advantages of Using Flow Chart
- Methodology for Creating a Flowchart
- Levels/ Basic Types of Flow Charts
- Process Flow Charting Basic Symbols
- Guidelines for Drawing a Flow Chart
- Keys to Successful Flow Charting
- Creating a Deployment / an Opportunity Flow Chart
- Interpreting Flowcharts

Who Should Attend

- Business Process Improvement Teams, Business Systems Analysts, and Information Technology
- Professionals, managers, architects and business analysts who involved in sponsoring, planning, model, design and implementing process improvement projects at their organizations.
- All employees, managers, and quality professionals responsible for increasing the effectiveness of their workgroup or organization

COURSE DURATION: 3 Days

TRAINING HOURS: 15 hrs

FEES/TRAINEE: 450\$

MINIMUM NO. OF TRAINEES: 15

LANGUAGE : English / Arabic

