

Tools for uncovering process improvement opportunities



Process Mapping And Improvement Strategies Workshop Description

Overview

Process Mapping and Improvement Strategies is a workshop designed to give participants the ability to determine the requirements for continuous improvement efforts and the tools to apply them. By enlisting input from team members at all levels in the organization, *Process Mapping* uncovers an organization's process improvement opportunities through streamlining processes, reducing cycle times and eliminating redundancies. It's an important visual communications tool that can be used to make improvements in any aspect of the business.

Objectives

Upon completion of this workshop participants will be able to:

- Apply process mapping to improving the way work is done in their own organization.
- Identify internal and external customers and suppliers and then draw a process flow diagram(s) on one or a set of interrelated work processes.
- Identify and overcome barriers to process changes.
- Construct and read three process map styles (block diagrams, traditional process maps, and functional process maps).
- Analyze and evaluate a process.

Learning Methods and Delivery

Process Mapping and Improvement Strategies utilizes the latest in adult learning methodology including, group discussions, simulation of on-the-job experiences, as well as case studies.

Process Mapping and Improvement Strategies can be delivered by our facilitators or certified client facilitators.

Target Audience

Anyone in the organization involved in process improvement efforts

Learning Time

8 to 16 hours

Class Size

Typical class size 12 to 20



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