



Business Improvement Workshop

## Process Mapping – 2 days

### Introduction

To remain competitive in today's global economy, businesses need to supplement organisation charts with descriptions of how work is done and therefore how results are delivered. Business processes provide a practical framework for achieving this and help to make it clear where value is added from a customer's perspective.

This course provides participants with the skills to identify, analyse, model, rethink, redesign, implement and manage end-to-end business processes. Business Process Re-engineering (BPR) principles offer the ability to create breakthrough improvements in quality, cycle-time, customer service and reduced operational costs. The process flowcharts can be used to identify improvement opportunities, measure performance, organise work, orient new employees and clarify roles or contributions

The method uses a proven set of principles, tools and techniques that are applied through case studies drawn from the participants' experience. The workshop provides a structured approach to accurately modelling, analysing and improving business processes through creating process maps and flowcharts. It provides a solid foundation for a lean, competitive, successful organisation focussed on delivering customer value.

### Training Objectives

- Understand what business processes are and how they are specified
- Identify how to select processes for re-engineering
- Understand the process customer perspective
- Gain experience in analysing existing processes using process maps and flowcharts
- Learn and apply tools and techniques to map and model business process
- Measure business process performance using accepted metrics such as Cycle Time, First Pass Yield etc.
- Redesign real business processes using proven redesign principles
- Prepare an implementation plan
- Ability and enthusiasm to immediately apply the lessons learned



## Training Methods

Proven business process methods and principles are transferred by means of short, focused presentations, supported by video interviews with leading executives and practical, experiential workshops. In these sessions the knowledge gained is applied to real-world process case studies. Rapid learning of the methods and techniques is achieved by means of group work, individual thinking, participant discussion, facilitator interaction and constructive feedback.

## Organisational Impact

- Facilitate continuous radical or incremental re-engineering of business processes
- Support a process-centred organisational culture that focuses on customer value
- Facilitate the elimination of non-value-added activities and the reduction of wasted cost, effort and resource
- Contribute to the achievement of breakthrough improvements in competitiveness by identifying and removing process barriers.

## Personal Impact

- Be able to identify the right processes to re-engineer
- Effectively apply best-practice BPR principles to rethink and model future business processes
- Confidently contribute to business process improvement and re-engineering initiatives
- Contribute to positive change in the organisation.

## Competencies

- Ability to apply BPR to business performance improvement
- Skill to identify business processes that require re-engineering
- Ability to diagnose business processes and identify improvement opportunities
- Skill to model existing 'as-is' and future 'to-be' business processes
- Ability to implement new business processes



Programme Outline

**Day 1**

Mapping Business Processes

- **Understanding business processes and Business Process Re-engineering**
- **Exercise: Informal mapping of an everyday process**
- **Using a Business Process Re-engineering Framework**
- **Process-modelling methods 1: Relationship Maps**
- **Case Study Level 1: Relationship Maps**
- **Selecting processes for re-engineering**
- **Process modeling methods 2: Cross-Functional Maps**
- **Case Study Level 2: Cross-Functional mapping of a real process**



**Day 2**

Improving & Redesigning Processes

- **Process measurement techniques**
- **Case Study Level 2: Practical measurements**
- **Process redesign principles**
- **Developing 'to-be' process models**
- **Case Study Level 3: Practical redesign work**



Implementing New Processes

- **Preparing an implementation plan**
- **Review of key points – address any issues or questions**
- **Commitment to action**

