Business Process Mapping - 2 Days

Course Code: SIG201

The most basic tool in any Six Sigma and ISO 9000 program is the process map. The process map helps define the process to be improved, illuminates opportunities for improvement, and details the improved process to implement going forward. The process map is also the most essential element of an ISO 9000 program, where standardizing and documenting processes is critical. This class provides multiple ways of mapping processes and shows how to use them to improve processes and achieve results.

Learning Objectives

- Show how process mapping leads to business process improvement
- Identify business opportunities in your organization
- Choose the appropriate type of map
- Do's and don'ts of effective mapping
- How to use your new skills to get immediate results

Topics & Content

Business Processes
- What is a process
- The Process Model
- Identifying Business Processes
- Process Metrics
- Process Analysis Tools

Types of Process Maps
- Process Flow Chart
- Value Stream Map
- Swim Lane Diagram
- Spaghetti Diagram

Implementation Concerns
- Documentation Requirements
- Mapping Symbols
- Uses Within Process Improvement Programs

Map Development
- Case studies
- Class Exercises

Class Presentations, Review and Feedback

Course Information

Duration
   2 days

Audience
   Individuals involve in ISO 9000 or Six Sigma programs

Accreditations
   PMI: 14 PDUs
   SHRM   14 PDCs
   OPM: 14 CLPs
   OPM Competency: Problem Solving

"It was very informative and enjoyable. It covered some topics that I already knew but allowed me to look at them from a different perspective."