

PROCESS MAPPING, IMPROVEMENT & REDESIGN (2-Day Workshop)

Business processes are the means by which an organisation delivers value to their customers. When processes fail to perform they fail to deliver the benefits for customers & stakeholders. The more organisations change, the more they must concern themselves with the design and management of their processes so that the organisation, people and technologies deliver high performance and have a common business purpose.

This requires organisations to map existing processes, analyse and identify opportunities for improvements in these processes, design and validate future processes, and embed these processes.

This two day workshop develops delegates in the skills and methods to carry out each of these activities, and gives practice in the use of these skills and methods. The consultant will work with you to provide you with the skills, knowledge and confidence to make process mapping, analysis and design a reality in your organisation.

Objectives:

- To develop the skills to map existing processes, and to analyse, improve, design/redesign and develop processes to meet stakeholder & customer needs
- To develop the skills & confidence to map processes using different types of process mapping techniques
- To learn how to examine the effectiveness of current processes and identify opportunities for improvements
- To be able to identify process gaps and current processes for improvement
- To be able to identify, clarify and manage business benefits arising from process design or redesign
- To be able to embed improved or redesigned processes and implement continuous improvement
- To develop the skills to apply best practice business process management to your organisation

Learning Methods:

This is an interactive workshop and the learning methods will include:

- Inputs
- Exercises in groups and pairs
- Group activities & discussions
- Handouts

Some of these exercises will be workshop based, whilst other exercises will use particular aspects of the delegates work situations.

Who Should Attend:

The workshop is designed for managers and staff who want to learn how to map existing processes, analyse the mapped processes for opportunities for improvement, and redesign or design improved processes.

CONTENTS OF THE WORKSHOP INCLUDE:

Introduction To Business Process Management

- Business Process Management methodology
- Critical success factors for effective process management renewal & design

Types Of Process Mapping

- Different types of process mapping:
 - Work flow - Swim lanes - IDEF-O - Value stream mapping
- Analysis of common process mapping techniques
- Criteria for deciding when each type of process map should be used

Carrying Out Process Mapping

- Identifying and scoping the process for analysis
- Mapping the “as is” process & identifying process owners
- Mapping roles and responsibilities

Analysis Of Processes

- Analysing existing processes and their performance
- Process mapping metrics
- Identifying added value; non-added value & waste within the process

Identifying Different Types Of Waste In Mapped Processes

- Identifying the seven different types of waste:
 - Overproduction - Wasted movement - Waiting time – Rework – Unnecessary actions by people - Errors and correcting them - Too high quality standards

Process Mapping & Analysis By A Team

- Brown paper method for carrying out process mapping, analysis & redesign by a team
- Use of visual management techniques when mapping & designing/redesigning processes

Designing & Redesigning A Process

- Developing the “to be” process
- Renewing process design & defining new processes
- Verifying the design

Validation & Alignment Of Designed/Redesigned process

- Identifying and applying business scenarios to validate process designs
- Aligning the organisation structure and job roles with the new processes.

Embedding The New Process

- Piloting and implementing the new process
- Operating & managing the new process and establishing a continuous improvement environment

Number Of Delegates

Because of the interactive nature of this workshop, a maximum number of 10 people can attend the workshop.

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