Improve Busines Processes for Real Results

# OVERVIEW

Course duration: 2 days.

This course is focused on the practical application of Business Process Mapping. The consultant will work with you to provide you with the insight, knowledge and confidence to make BPM a reality in your organisation.

This insightful course will enable you to document, understand and improve your organisation's business processes. You will leave the course with the knowledge and confidence to implement business process mapping within your organisation and make significant gains in business performance.

# IS IT RIGHT FOR ME?

Suitable for managers, project leaders and individuals involved in improving the effectiveness of business processes.

# WHAT WILL I LEARN?

By the end of this course you will be able to:
• Make positive improvements to your business processes and profitability.
• Examine the effectiveness of current processes.
• Have the insight and confidence to map new processes.
• Identify process gaps and current processes for improvement.
• Apply best practice BPM techniques to your organisation.
• Effectively link business processes with strategy.
• Demonstrate a practical knowledge of process modelling and charting tools.

# PRE-COURSE ACTIVITY

To gain maximum benefit, please bring with you examples of either existing processes requiring improvement or areas where new processes need to be implemented. This course requires the completion of a pre-course questionnaire in order that we can ensure that the course focuses on your key issues and needs.

# WHAT WILL IT COVER?

Understanding The Terms
• What is a process?
• Key terms in business process mapping

The Stages of Business Process Mapping
• The key stages in effective process mapping
• 'As is' and 'to be' processes

Mapping a Business Activity
• Defining the start, end and purpose of a business activity
• Defining the key elements – tasks, decisions, inputs and outputs
• Business activity definition forms

- Case study part 1
- Mapping methods – brown paper analysis
- Case study part 2
- Using the mapping symbols
- Case study part 3

The Detail Behind the Processes
- Workshop facilitation skills
- Titles and numbering
- Recording the key information – tasks, decisions, inputs, outputs, constraints and dependencies
- Process definition forms
- Case study part 4

Assigning Control and Responsibilities
- Working out who does what
- Using swim lanes in process maps
- Case study part 5

Process Analysis
- Identifying problems, bottlenecks and inefficiencies
- Case study part 6

Creating 'to be' Processes
- Reasons for change
- Changing processes
- Case study part 7