

Process Mapping Skills

Training

Context

Understanding process efficiency and effectiveness is critical to business profitability.

So often individuals and departments operate independently only satisfying the requirements of the immediate customer who is one person in the link of a long chain of stakeholders, which collectively represent and end-to-end process. This approach incurs significant inefficiency in terms of cost, quality and service.

Process mapping enables understanding the requirement of the 'end user' and designing a process in which all stakeholders work together to satisfy a single shared optimised outcome.

Process mapping provides a visual display which documents an entire process or situation as a process flow detailing the steps taken, applicable interfaces, decision points and information sources and captures the complexity and disconnects of key operational issues.

Why Should I Attend?

If you have a role where understanding the process would be useful, then this half-day introductory course is a “must attend”.

Process mapping enables better understanding of the current situation 'as-is' process and red-flagging types of waste from which options 'could-be' processes can be developed and assessed. Ultimately an informed fact-based recommendation, 'to-be' process, can be signed-off and implemented, realising improved service, reduced cost and improved quality, cumulatively increasing value and productivity.

We offer a training course that combines the theory with the practical implementation to develop understanding and process mapping skills. We ensure that our courses lead to sustainable learning rather than one-off content exchange and measure our own training performance through Net Promoter Score (NPS). If we score an average lower than a 7 overall then you are entitled to you money back.

Facilitators

Rakesh Sangani, Founder and Managing Partner, Proservartner (over 35 shared service centre and BPO set ups, lean practitioner and six sigma black belt)

Mark Saunders, Senior Partner, Proservartner Poland (former CFO, CPO and head of shared services and First Data)

What will we cover?

Process mapping skills scope

- Understanding of available mapping tools
- Standard conventions
- Overview of lean methodologies:
 - VoC (Voice of the Customer)
 - SIPOC (Supplier - Input - Process - Output - Customer)
 - Root Cause Analysis
- Key questions to obtain information
- Teamwork to obtain commitment
- Organising the ideas and information into sequential flow
- Red-flagging the potential 8 wastes
- Identifying areas of opportunity
- Showing “big picture”
- Evaluation of process mapping outputs
- Sign-off

Agenda

08:30 – 09:00	Registration and Introductions
09:00 – 12:00	Content, Training and Facilitation
12:00 – 12:30	Questions and Close

Logistics and Cost

Time:	08:30 - 12:30
Date:	Thu, 18 Dec 2014
Venue:	Olivia Towers, Gdansk
Cost:	Min. 100 PLN - All fees will be donated to charity