

Process Mapping

Course Description

This course will provide the participants with an understanding of what a process is and how to define a process. Using real life problems participants will learn the practical techniques required to develop Process Maps and how to use Process Mapping as a tool for process analysis and improvement.

Through hands-on exercises and their own processes brought to the class, participants will learn process analysis techniques used to create process maps and learn to look for new opportunities to rationalize change and continually improve their processes.

Who Should Attend

Individuals or teams interested in developing specific skills to optimize their quality management system and who will be responsible for the implementation or continuous improvement and monitoring of their organization's initiatives to improve the bottom line.

Content

The course material will cover the requirements of the process approach auditing and process mapping, including:

- The Process Approach
- Basics of Process Mapping
- Creating a Process Map
- Process Improvement, Measurement & Analysis
- Process Analysis Techniques
- Envisioning the "To Be" State
- Rationalizing Change
- Implementing & Monitoring

Location

Public Course or On-site

Duration

Two (2) Days

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.