

Business Process Mapping Training Course Outline

Module 1: Understanding the Terms

- What is a Process?
- Understanding the Terms

Module 2: Stages of Business Process Mapping

- Key Stages in Effective Process Mapping
- 'As Is' Process
- 'To Be' Process

Module 3: Mapping a Business Activity

- Start, End, and Purpose of Business Activity
- Key Elements
- Mapping Methods
- Mapping Symbols

Module 4: Detail Behind the Processes

- Workshop Facilitation Skills
- Titles and Numbering
- Detail Behind the Processes

Module 5: Assigning Control and Responsibilities

- Using Swim Lanes in Process Maps
- Opportunity Flowchart
- Why are Swim Lane Diagrams Useful?
- How to Create Swim Lane Diagram?
- Using Swim Lanes in Process Maps
- Standard BPMN Symbols in Templates

Module 6: Drawing the Process Map

- What is a Process Map?
- Box 1, Box 2, and Box 3
- Boxes 4-7
- Cross-Functional Process Map
- Documenting the Process

Module 7: Estimating Time, Cost, and Validating the Process Map

- Business Process Timing

- Process Cost
- Analyzing the Cost Estimate Columns
- Verifying the Process Map

Module 8: Process Analysis

- Introduction to Process Analysis
- Five Why's Technique
- Unblocking Bottlenecks
- Increasing Efficiency at the Bottleneck
- Decrease Input at the Bottleneck

Module 9: Creating "To Be" Processes

- Creating "To Be" Processes
 - Reasons
 - How?
- Changing Processes