

Business Process Mapping: Swim Lanes & BPMN

Learn to map, analyse and improve business processes using swim lanes, BPMN symbols and process analysis techniques.

9

MODULES

35

TOPICS

COURSE OVERVIEW

This course covers the terminology and stages of business process mapping, including 'As Is' and 'To Be' processes. It explains how to map a business activity using key elements, mapping methods and symbols, and how to capture the detail behind processes through workshop facilitation. It addresses assigning control and responsibilities with swim lanes and standard BPMN symbols, drawing cross-functional process maps, and estimating time, cost and validation of the map. It concludes with process analysis techniques for identifying bottlenecks and creating improved 'To Be' processes.

WHO THIS COURSE IS FOR

Business Analysts

Process Owners

Project Managers

Quality Managers

Operations Managers

LEARNING OBJECTIVES

- Explain key terms used in business process mapping
- Describe the stages of 'As Is' and 'To Be' process mapping
- Identify key elements, methods and symbols for mapping activities
- Apply workshop facilitation skills to capture process detail
- Assign control and responsibilities using swim lanes and BPMN symbols
- Develop cross-functional process maps and document processes
- Estimate process timing, cost and validate process maps
- Analyse processes to unblock bottlenecks and increase efficiency

9 Modules, 35 Topics

01

Understanding the Terms

TOPICS

What is a Process? · Understanding the Terms

02

Stages of Business Process Mapping

TOPICS

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

03

Mapping a Business Activity

TOPICS

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

04

Detail Behind the Processes

TOPICS

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

05

Assigning Control and Responsibilities

TOPICS

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

06

Drawing the Process Map

TOPICS

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

07

Estimating Time, Cost, and Validating the Process Map

TOPICS

Business Process Timing · Process Cost · Analyzing the Cost Estimate Columns · Verifying the Process Map

08

Process Analysis

TOPICS

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

09

Creating “To Be” Processes

CREATING “TO BE” PROCESSES

Reasons · How?

Changing Processes

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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