

BUSINESS PROCESS MAPPING

1 day workshop

1. Process Mapping

Business process mapping is an interactive paper and marker exercise that enables a cross functional team to map all activities associated with a process. Once the 'as is' process is mapped the team identifies all wasteful, error prone and non-value adding activities. The objective of this 1-day workshop is to arrive at an agreed set of activities that will be addressed over the coming months to (a) provide a better service to customers, (b) make the process easier to operate and (c) make the process cheaper to operate.

2. Learning Objective

At the end of this one day workshop, participants will:

- have a common understanding of lean principles and their benefit to organisations;
- have a common understanding of customers, stakeholders and activities in the process being mapped;
- agree the key areas to be addressed to provide better service to customers and lower the effort and cost of operating the process, and
- be enabled to process map all relevant processes in the organisation for themselves in the future.

3. Workshop Agenda

Time	Item	Format
09.00	Introductions Tips for identifying waste Preliminary SIPOC flowchart Stakeholder analysis Walk the path of the process	Discussion Presentation & discussion Exercise Walkabout
10.30	Break	
10.50	Process mapping	Team based exercise
01.00	Lunch	
01.45	Process mapping	Team based exercise & discussion
05.00	Review, priority list & next steps	Team & stakeholders
05.00	Close	

The deliverables include

- a completed paper and marker process map
- agreement on key process performance metrics, and
- an agreed prioritised list of issues to be addressed.

If required, a further half day workshop to draw the future state map can be scheduled after this one-day workshop.

5. Who should attend?

This workshop is ideally attended by key personnel who actually perform the tasks within the process. Managers who are interested in understanding process detail, and in sponsoring future process improvement work are also ideal attendees.

Other stakeholders (e.g. process customers) are invited to the presentation at the end of the day to gain an understanding of the workshop activities and the resulting issues list, and to commit resources to the subsequent improvement efforts in the organisation.

6. Contact

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