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**Course ID: S19**  
**BUSINESS PROCESS MAPPING**  
**One-day onsite 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.

The process will be mapped using a combination of flipchart, 1M deep strong paper roll, and Post Its. These are provided by Lean Ireland. A room will approximately 6 metres of free wall or window space is required to complete the exercise.

**2. What will you learn?**

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

- be enabled to process map all processes in the organisation, in both summary and detail form;
- have a common understanding of customers, stakeholders and activities in the process being mapped;
- have a common understanding of lean principles and their benefit to organisations;
- be enabled to identify process disconnects such as delays, errors and unnecessary complexity, and
- have a listing of key areas to be addressed to provide better service to customers and lower the effort and cost of operating the process.

**3. Preparation and Deliverables**

Each Lean Ireland course is customised, at no additional cost, to suit the client's environment. In advance of course commencement Lean Ireland will work with the client team to select a relevant high-priority process to be mapped. Participants will need to understand the day-to-day working of the process, as it happens, rather than how they would like it to happen. It is also important to identify documentation associated with the process in advance of the workshop e.g. procedures and user guidelines.

The workshop deliverables include:

- a completed paper and Post It annotated 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.

#### 4. Workshop Agenda

Time	Workshop content	Format
09.00am	Introductions Tips for identifying waste Stakeholder analysis Walk the path of the process Preliminary SIPOC flowchart	Discussion Presentation & discussion Walkabout & IS review Exercise
10.30am	Break	
10.50am	Swimlane process mapping	Team based exercise
01.00pm	Lunch	
01.45pm	Swimlane process mapping (cont'd) Analysing the map: TIM WOOD & risk Discussion on challenges, duplications, errors, time delays Criteria for prioritization & priority list Review, action list, responsibilities & timing	Team based exercise & discussion
05.00pm	Review, action list & next steps	Team & stakeholders
05.00pm	Close	

#### 4. Who is this course for?

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.

#### 5. Course customization

Our tutors have extensive experience in a wide variety of sectors and all courses can be further customized as required by the client. The curriculum can be expanded, if required, e.g. to include spaghetti mapping, information systems flowcharting or value stream mapping. Also the Lean Ireland facilitator is available to commit the map to soft copy format in e.g. Visio.

#### 6. Contact

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