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Course ID: S19

BUSINESS PROCESS MAPPING

Online course: 3 x 4-hour live webinars

1. Process Mapping

Business process mapping is an interactive 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 online 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 mapping workshops take place over 3 4-hour live webinars. The process is mapped online using a recognized mapping software application such as Visio or Lucidchart, using standard process mapping templates.

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
- lave 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
S19 E01 **(4 hours)**	**Team based problem review & SIPOC chart** • Introductions • Tips for identifying waste • Stakeholder analysis • Review the path of the process • Preliminary SIPOC flowchart	Discussion Presentation & discussion IS review Exercise
S19 E02 **(4 hours)**	**Swimlane process mapping** • Mapping the process • Analysing the map: TIM WOOD & risk • Discussion on challenges, duplications, errors, time delays	Team based exercise
S19 E03 **(4 hours)**	**Map analysis & prioritized actions** • Problem identification & list • Criteria for prioritization • Priority list • Action list, responsibilities & timing • Review & close	Team based exercise & discussion Team & stakeholders

The online course is laid out in 3 separate four-hour modules, giving a total of 12 contact hours. The webinars are hosted live on a secure Lean Ireland learning platform.

In addition to the contact hours on webinars, Lean Ireland can provide follow-on support as required e.g. to envision and map the future state process.

5. 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.

6. 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.

7. Contact

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