

Business Process Mapping for service suppliers

Processes can involve moving and manipulating data and information (service industries) as much as material (manufacturing industries). They usually cross various departments and business functions. Various specialists are required to complete tasks and activities, making decisions, filling out forms and manipulating information.

Very often business processes evolve together with the organisation. As a consequence, processes can be very complex and can also be very inefficient. Business Process Mapping allow for better understanding of the different tasks, activities, people and responsibilities involved in a process. It enables identifying waste and improving efficiency and effectiveness of processes putting the customer in focus. Process Mapping techniques provide the basis for the analysis, comprehension and design of key business processes.

This course is designed for practitioners to better understand how to create process maps that accurately depict the current and planned future state of the business system being analysed. To maximise the benefits to attendees, the programme includes a combination of theory presentations, worked examples, case studies and practical exercises.

Course structure

Module 1	Business Processes and Business Process Management	Day 1 2 / 3 pm
<i>Preliminary learning</i>	What is a business process	
	Functional and process view	
	Business process and value	
	Types of processes	
	Business Process Management	
Module 2	Process Mapping	Day 1 3 / 5 pm
<i>Getting acquainted with basic terminology and mapping techniques</i>	What is it?	
	Why mapping processes?	
	Identifying and scoping processes for analysis	
	When to use and when NOT to use process mapping?	
	Introduction to Mapping Techniques	
	Diagram Notation, flowcharts and maps	
	Mapping Tools (IDEF, Value Stream Mapping)	
	Case study 1: South Lanarkshire Council's Education Resources	
Case Study 2: Direct Line		
	Exercise: Mapping a Simple Process	
Module 3	Process Analysis and Improvement	Day 1 5 / 6 pm
<i>Understanding what to do with process maps</i>	Gathering the information	
	Process Evaluation	
	Business Process Re-engineering: Aligning the process to customer needs	
	Business Process Benchmarking	
Module 5	Workshop	Day 2 9.30 / 12 pm
<i>Putting in practice the course notions</i>	Case study 3: NHS	
	Group Exercise: Map a Customer Service Centre Analyse Process Map and Individuate Waste Produce Improvement Map	
Discussion and Closure		Day 2 12 / 12.30 pm

Learning outcomes

By the end of the course you will be able to:

- How to identify processes and distinguish from procedure
- Collecting data for process mapping
- Set out an approach for the mapping, examination and improvement of processes
- Use process mapping techniques such as IDEF0, and value stream mapping.
- Identify opportunities and problem areas within existing business processes.
- Review and improve existing processes
- Model and assess the impact of any proposed changes to a key process.
- Design and document robust and reliable processes, that meet the needs of your users and organisation.
- Carry out the analysis and design to precisely the level of detail required
- Develop an action plan for applying process improvement

Who is it for?

Those who are new to business process mapping and need an overview will benefit from attending this course.

Delivery

Duration: 2 days intensive

Mode: face-to-face / video conferencing

Participation: 5 to 8 people.