Process Mapping for the Purpose of Process Improvement

What is a Process Map?
A process map is a visual tool used to illustrate your core processes. It's a
communication tool, a planning tool, and a tool to drive unnecessary costs out of
your organisation. A practical tool to help you identify and address core
problems in your organisation.

PROCESS MAPPING is an essential and critical stage in the search for
performance improvement. Yet the approach is not widely recognised or
understood. PROCESS MAPPING will help managers and staff alike discover
where the real problems lie and identify opportunity for improvement.

Why Attend?
Whether delivering a service or producing a product, successful organisations
are in continual pursuit of better, faster and cheaper. An agreed, accurate
understanding of your processes will provide new sources of rich stimulation for
ideas to solve problems and find improvements.
The Centre for Competitiveness has designed this one-day course so that your
business may use Process Mapping as THE TOOL to drive improvement. The
techniques explained in this practical "hands-on" workshop will yield real,
timely, and motivating results.

Agenda
Understand the process of mapping
Engage your people in finding improvements
Find causes or problems that contribute to inefficiency
Learn how to identify key processes and select processes to map
Learn how to use the map to improve the process
Explore more ways to improve processes
Learn key tips for facilitating improvement groups