Process Management – Mapping and Improvement Training

Description

Introduction

Who should attend:

Individuals involved in improvement projects, processes identification, work design, productivity improvement or quality auditing initiatives.

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Objectives

- Define process definitions and importance of processes in their organization.
- Examine elements of a business process.
- Develop process maps and measure performance.
- Apply process assessments for core, support and linkage processes.
- Analyze, simplify and improve processes.

Content

Process Definitions and Elements

- Process Definition
- Process Approach to Improvement
- Advantages of Process Mapping
- Elements of a Process
- Benefits of Process Maps
- Attributes of a Process Map:
    - Who Is the Customer?
    - What Is Critical to their Satisfaction?
    - Where Can we Obtain Process Performance Data?
    - How Well Do our Processes Satisfy their Needs?
    - What Is our Business Value Chain?
    - What Is Process Efficiency and Effectiveness?

- Stakeholders Analysis

Understanding Process Approach as per International Quality Standards

- Understanding Process Approach
- Process Characteristics
- The Plan-Do-Check-Act (PDCA) Approach
- Opportunities in Terms of Reducing Cycle Time, Defects and
- Non Value-Added

Process Assessments Approaches

- Key Terms
- Mapping Process
- Types of Mapping Tools
  - Simple Flow Charting
  - Geo Graphs, Spaghetti/Workflow Diagrams
  - Swim Lane (Deployment) Flowcharts
  - Supplier-Input-Process-Output-Customer Charts (SIPOC- Six Sigma Projects)
  - Value-Added/Non-Value Added Analysis
  - Value Stream Maps
  - Cycle Time Map
- Process Hierarchy
- Process Maps Symbols
- IDEFO Process Map
  - Non Value-Added Analysis
- Lean Thinking to Reduce Waste in Processes
- The Eight Types of Waste Found in Processes
- 5S – A Framework to Organize and Maintain your Workplace
- Failure Mode and Effects Analysis (FMEA)

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AProcess Analysis and Improvement

- Customer Oriented Processes
- Support Oriented Processes
- Management Processes
- Diagnosis of a Process
- Analyzing and Improving a Process
- Turtle Diagram
- Using Process Maps to Identify Root Causes
- 12 Cornerstone Tools to Process Streamlining
- Problem-Solving Techniques
- Process Auditing as a Tool for Continuous Improvement
- Process Mapping in Six Sigma Projects

Process Measurement and Benchmarking

- Why Measure?
- Setting Targets

- Process KPIs
- Benchmarking and the Balanced Scorecard

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