



Process Mapping

Training Course

This program provides a structured approach and a set of skills to help people involved in improving organizational performance to define, prioritize, map, and improve business processes. Using interactive exercises, participants follow a practical, step-by-step approach that focuses on clearly defining processes through the use of "process maps". The maps provide a foundation for documenting business processes; a key requirement for making effective improvements.

You Will Learn How To

- *By the end of the session, participants will be able to:*
- *Explain the benefits of process mapping.*
- *Explain how process mapping fits with process management and continuous improvement initiatives.*
- *Categorize and prioritize processes for mapping.*
- *Describe how process maps can be used in a documented quality system.*
- *Use the SIPOC model for process definition prior to mapping.*
- *Follow a step-by-step method to create useful process maps.*
- *Apply flowcharting techniques at different levels: system, sub-system, process, and task.*
- *Recognize a variety of flowchart types and select the appropriate format.*
- *Analyze flowcharts for streamlining and improvement opportunities.*

Course Duration

This program will take 8-hours to complete.

Course Prerequisites

There are no prerequisites required for this training program

Training Course Fees

ETI Group can present this training program at your facility. Your cost, including workbooks for up to twelve people will be \$2,750. Additional participants in this workshop up to a maximum of twenty people will cost \$50 per person to cover the cost of the additional training materials. For more information please contact ETI Group.