

▶ **BA003 – Introduction to Process Mapping**

This in-depth course teaches how to systematically breakdown a business process into smaller elements, mapping the process, defines its metrics, and improve its overall performance.

You will gain the knowledge you need to analyze the way your organization really operates, to identify opportunities for dramatic improvement and to implement process changes that will have immediate impact on quality, customer service, productivity and financial performance.

An organization - any organization - is a collection of processes. These processes are the natural business activities you perform that produce value, serve customers and generate income. Managing these processes is a key to the success of your organization.

Process mapping is a simple yet powerful method of looking beyond functional activities and rediscovering your core processes. Process maps enable you to peel away the complexity of your organizational structure and focus on the processes that are truly the heart of your business.

- ✓ Addressing the ISO9001:2000 process mapping requirements.
- ✓ How to identify processes and distinguish from procedure
- ✓ Collecting data for process mapping
- ✓ Facilitate process mapping workshops
- ✓ Apply the recognized industry standard analysis technique of process mapping such as IDEF0 and swim lanes
- ✓ Identify opportunities and problem areas within existing business 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 organization.
- ✓ Carry out the analysis and design to precisely the level of detail required
- ✓ How to improve process performance