

# **Process Management - Mapping and Improvement**

## Course

# **Venue Information**

Venue: London UK

Place:

**Start Date:** 2025-10-27 **End Date:** 2025-10-31

#### **Course Details**

Net Fee: £4750.00

Duration: 1 Week

Category ID: QAPC

Course Code: QAPC-11

**Syllabus** 

# **Course Syllabus**

#### Introduction

#### Who should attend:

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

#### **Objectives**

- Define process definitions and importance of processes in their organization.
- Examine elements of a business process.
- Develop process maps and measure performance.

www.skilllinx.co.uk Page 1 of 3

#### **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?
  - o 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)

www.skilllinx.co.uk Page 2 of 3

- 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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