Mastering Process Mapping Training: From Basics to Advanced

26 – 30 April 2027
Addis Ababa

AGILE LEADERS
Training Center

AGILE LEADERS
Training Center

Mastering Process Mapping Training: From Basics to Advanced

Ref: 33_223251 **Date:** 26 – 30 April 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Mastering Process Mapping Training: From Basics to Advanced Overview:

In the era of rapid technological transformation, understanding and optimizing business processes is paramount. Dive into the world of 'Mastering Process Mapping Training: From Basics to Advanced', a comprehensive course meticulously crafted to unravel the intricacies of Process Mapping, Workflow Views, and Value Stream. Discover the art of designing Relationship Maps, mastering Swimlane Diagrams, and interpreting Flowcharts. This course also delves deep into the significance of Work Boundaries, Knowledge Work Handoffs, and Work Features. Learn how to manage work visually and navigate through Serial Workflow. Plus, engage with the 'Phil's Quick Lube Case Study' to see these concepts in action. With the aid of Mapping Conventions and Techniques, your journey from a novice to a process mapping expert is ensured.

Target Audience:

- Business Analysts
- Process Managers
- Project Managers
- Quality Assurance Professionals
- Consultants looking to expand their Process Mapping, Swimlane Diagrams, and Workflow Views expertise.

Targeted Organizational Departments:

- Business Process Reengineering Teams
- Quality and Continuous Improvement Departments
- Operations and Logistics
- IT teams working on Process Automation

Targeted Industries:

- Manufacturing
- IT & Software Development
- Healthcare
- Banking and Finance
- Consultancies focusing on Business Process Management

AGILE LEADERS
Training Center

Course Offerings:

Participants will acquire skills and knowledge in:

- Comprehensive understanding of Process Mapping
- Hands-on training with Swimlane Diagrams
- Techniques for creating efficient Workflow Views
- Mastery over Relationship Maps
- Real-world application with the 'Phil's Quick Lube Case Study'

Training Methodology:

'Mastering Process Mapping Training: From Basics to Advanced' adopts a multi-faceted pedagogical approach. Participants will be engaged through a mix of lectures, hands-on activities, group discussions, and case studies like 'Phil's Quick Lube'. Interactive sessions on Process Mapping, Swimlane Diagrams, and Workflow Views are punctuated with feedback sessions to ensure understanding. By integrating traditional teaching with practical sessions, participants will not just learn but experience and internalize core concepts.

Course Toolbox:

- Workbook on Swimlane Diagrams and Workflow Views
- 'Phil's Quick Lube Case Study' booklet
- Checklists for effective Process Mapping
- Templates for Relationship Maps

Course Agenda:

Day 1: Introduction to Process Mapping and Its Foundation

- **Topic 1:** Introduction to the Essentials of Process Mapping
- **Topic 2:** Why Process Mapping Matters: An Overview
- **Topic 3:** The Art and Science of Defining Work
- **Topic 4:** Exploring Relationship Maps: Definition and Purpose
- **Topic 5:** Diving into Cross-Functional Process Maps and Swimlane Diagrams
- **Reflection & Review:** Reflecting on the Core Concepts of Process Mapping

AGILE LEADERS
Training Center

Day 2: Deeper Dive into Work Components and Their Significance

- **Topic 1:** Understanding Work Components and Boundaries
- **Topic 2:** The Role of Work Features and Properties in Process Mapping
- **Topic 3:** Flow, Value Streams, and Their Interplay in Work Design
- **Topic 4:** Process Maps: Beyond the Basics
- **Topic 5:** Demystifying Workflows and Value Streams
- **Reflection & Review:** Revisiting the Nuances of Work and Its Many Facets

Day 3: The Art and Science of Relationship and Flowcharts

- **Topic 1:** The Rationale Behind Relationship Maps
- **Topic 2:** Techniques and Methods for Creating Relationship Maps
- **Topic 3:** Flowcharts: Why They Matter
- **Topic 4:** Best Practices for Creating and Interpreting Flowcharts
- **Topic 5:** Interpreting Flowcharts: A Step-By-Step Guide
- **Reflection & Review:** Deciphering Maps: Relationship vs Flowchart

Day 4: Improving Flow and Enhancing Work Dynamics

- **Topic 1:** Seven Principles to Improve Work Flow
- **Topic 2:** Serial Workflows and Knowledge Work Handoffs: A Closer Look
- **Topic 3:** Barriers to Flow: Identification and Countermeasures
- **Topic 4:** Making Work Visible: Organizing and Managing Workflow
- **Topic 5:** Introducing Mapping Work Session Guidelines
- **Reflection & Review:** Emphasizing the Importance of Streamlined Work Flow

Day 5: Advanced Techniques in Process Mapping

- **Topic 1:** Advanced Techniques in Creating Relationship Maps
- **Topic 2:** Delving into Cross-Functional Process Maps: Creation and Interpretation
- **Topic 3:** The Role of Interviews in Process Mapping
- **Topic 4:** Work Session Guidelines: Ensuring Successful Mapping Sessions
- **Topic 5:** Reflecting on Phil's Quick Lube Case Study: A Practical Example
- **Reflection & Review:** Mapping the Future: The Road Ahead in Process Mapping

How This Course is Different from Other Process Mapping Training Courses:

Distinguish your process mapping journey with our 'Mastering Process Mapping Training'. Unlike other courses, we don't just offer theory; we ensure hands-on experience with tools like Swimlane Diagrams, Workflow Views, and the 'Phil's Quick Lube Case Study'. Our exhaustive coverage from Process Mapping basics to advanced topics like Serial Workflow ensures a holistic learning experience. With our specialized training sessions and expert-curated content, transform into a process mapping maestro.