

APQC's On-Site One-Day Training Course Outline: Process Mapping

You must understand a process before you can improve it. This one-day course will teach participants how to create process maps and use them as the basis for positive change and improvement within their organizations.

Introduction

- » Welcome
- » An APQC overview including background in benchmarking and benchmarking leaders
- » Course objectives:
 - Learn how to charter an effective process mapping team
 - Determine which type of process maps to use different situations
 - Understand the importance of identifying customers and their requirements
 - Discover the value of creating an “as-is” process map
 - Find out how to identify barriers, bottlenecks, and opportunities

Process Maps

- » What is a process?
- » What is a process map, why is it important, and what does it reveal about an organization?
- » Uses and types of process maps
- » Different mapping needs
- » Process improvement using process maps
- » Standard symbols
- » Relationship map defined (example and activity)
- » Cross-functional process map defined (example)
- » Linear process map defined (example)
- » Job/Task process map defined (activity)

Getting Started: Establishing the Team

- » Why use a team?
- » Team roles and responsibilities
- » Model of team dynamics
- » Team charter defined (example)
- » Case study activity, Part One

Developing the Process Map

- » Understanding your process
- » Defining the process
- » Steps in process mapping
- » Caveats for successful process mapping
- » Case study activity, Part Two

Identifying and Validating Causes

- » Analyze the “as-is” process map
- » Identify opportunities for improvement
 - Potential bottlenecks/barriers/breakdowns
 - Cycle time analysis
 - Analysis of wait time (queues)
 - Inspection possibilities