



TM140: Process Management Mapping and Improvement



Training Description:

A diagram is worth a million words. When it comes to understanding and improving processes, the science and art of process mapping becomes very handy. This is the main theme of this course which aims to develop process mapping skills for participants by helping them understand the different types of process mapping approaches from simple flow charts to value stream mapping. Various process assessments will be presented and discussed. Toyota's famous Lean principles will be explained and used to help participants understand how to improve processes through mapping in service and manufacturing organizations.

Training Objective:

By the end of the training, participants will be able to:

- ✓ Define processes and their importance for the proper functioning of an organization
- ✓ Identify the international standards for approaches to processes
- ✓ Examine various process assessment methodologies
- ✓ Generate process analysis charts and construct process maps for improvement
- ✓ Justify the need to measure processes as an improvement tool

Training Designed for:

The target group for this program is front line supervisors on the Managerial and Professional Staff who provide leadership and supervision to others.

Target Competencies

- Process mapping
- Understanding Process improvement
- Applying Lean
- Process measurement
- Using Benchmarking

Training Program:

DAY ONE:

- ❖ PRE-TEST
- ❖ **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:
 - Identifying the customer
 - What is critical to their satisfaction
 - Obtaining process performance data
 - How well do our processes satisfy their needs
 - The business value chain
 - Denying process efficiency and effectiveness
 - Stakeholders analysis





DAY TWO:

❖ 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 and defects
- Non-value added explained

DAY THREE:

❖ Process Assessments Approaches

- Key terms
- Mapping process
- Types of mapping tools
 - Simple flow charting
 - Geo graphs, spaghetti and workflow diagrams
 - Swim lane (deployment) flowcharts
 - Supplier, Input, Process, Output, Customer charts (SIPOC)
 - Value added and non-value added analysis
 - Value stream maps
 - Cycle time map
- Process hierarchy
- Process maps symbols
- 'IDEFO' process map
- 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)

DAY FOUR:

❖ Process Analysis and Improvement

- Customer oriented processes
- Support oriented processes
- Management processes
- Diagnosis of a process
- Analyzing and improving a process
- The turtle diagram
- Using process maps to identify root causes
- Twelve cornerstone tools to process streamlining
- Problem solving techniques
- Process auditing as a tool for continuous improvement
- Process mapping in six sigma projects

DAY FIVE:

❖ Process Measurement and Benchmarking





- The need to measure
- Process Key Performance Indicators (KPIs)
- Benchmarking and the balanced scorecard
- ❖ Course Conclusion
- ❖ POST-TEST and EVALUATION

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request”.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures, Concepts, Role Play
- 30% Workshops & Work Presentations, Techniques
- 20% Based on Case Studies & Practical Exercises
- 20% Videos, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

As per the course location - This rate includes participant’s manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:30	Recess (Prayer Break & Lunch)
13:30 - 15:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relative: aisha@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615

Training & Career Development Department

