


Process Mapping

Objectives	<p>By the end of the day, participants will be able to apply and demonstrate:</p> <ol style="list-style-type: none"> 1. The basics and elements of a process. 2. Understand the reasons for mapping a process. 3. Know the different types of top-down mapping. 4. Learn the types of detailing for task- and activity-level maps. 5. The way to go about mapping processes and the use of “brown paper” analysis. 6. Consider ways to analyse processes & determine if value is being added. 7. Visualise what a future-state process may look like. 	
Agenda	<p style="text-align: center;">Morning</p> <p>Introductions What is a process What is a system Process elements Intro to process mapping High-level process maps SIPOC Value Stream Mapping</p>	<p style="text-align: center;">Afternoon</p> <p>Day 1 Recap Lower-level maps Flow charts Spaghetti diagrams Swim lanes Building a map Brown-paper analysis Process analysis and value</p>
Practical Exercises	<p>Several practical examples will be showcased during the day using your organisations own processes to explore a few techniques in detail introduced and discussed in the workshop.</p>	
Learning materials	<p>Presentation slides Practical Group Exercises Mentoring / Coaching Sessions</p>	
Certification	<p>A Certificate of Attendance will be issued to all participants that complete the 2-day program supporting CPD and any HR requirements.</p>	
Support	<p>2 X 20 mins coaching / mentoring sessions¹ per participant</p>	
Duration	<p>1 day running between 8:30 AM to 4:30 PM with breaks for morning & afternoon tea and a lunch break</p>	
Participants	<p>Number of participants per course: 10</p>	
Cost	<p>For cost enquiries please email contact@veritas-asiapacific.com</p>	

¹ Coaching / Mentoring sessions will be supported via TEAMS environment. Sessions are not transferable between participants and must be scheduled and completed within 4 weeks of attending the program.