



NUMBER OF CONFLICTS

55
50
45
40
35
30
25



LEADERSHIP AND MANAGEMENT | LM-022

Business Process Improvement & Process Mapping

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Course content

Why Attend

Why Attend Efficient business processes are essential for reducing costs, improving service quality, increasing speed, and achieving strategic objectives. Organizations that understand and continuously improve their workflows gain stronger performance and better customer outcomes. This course provides participants with practical tools to map processes, identify waste, analyze root causes, redesign workflows, and measure improvement results effectively.

Course Methodology This course uses an interactive and practical approach through presentations, workshops, case studies, group discussions, mapping exercises, problem-solving activities, and real workplace examples.

Course Objectives

- Understand core business process concepts and structures
- Apply process mapping methods to visualize workflows
- Identify inefficiencies, waste, and bottlenecks
- Use Lean and continuous improvement techniques
- Apply re-engineering methods for major redesign initiatives
- Assess process effectiveness and operational risks
- Develop KPIs to monitor process performance
- Build sustainable improvement plans aligned with business goals

Target Audience

- Business Analysts
- Operations Managers
- Process Improvement Professionals
- Quality Specialists
- Project Managers
- Team Leaders



Course content

Why Attend

- Anyone involved in workflow redesign and operational excellence

Target Competencies

- Process Improvement
- Process Mapping
- Lean Management
- Root Cause Analysis
- KPI Development
- Problem Solving
- Operational Excellence
- Strategic Thinking

Course outline

Day 1: Business Process Concepts and Foundations

- Meaning and purpose of business processes
- Core process elements and characteristics
- Different categories of business processes
- Introduction to process mapping and business value
- Features of an effective process map
- Process efficiency versus process effectiveness
- Importance of stakeholder analysis in process design

Day 2: Fundamentals of the Process Approach

- Definition and benefits of the process approach
- Reducing cycle time, delays, and defects



Course content

Course outline

- Using PDCA for continuous improvement
- Identifying improvement opportunities systematically
- Understanding non-value-added activities
- Applying Lean principles to remove waste
- Eight wastes in Lean operations

Day 3: Re-Engineering Methodology

- Meaning and value of business process re-engineering
- When re-engineering is necessary
- Core principles of process redesign
- Stages of re-engineering initiatives
- Simplification techniques in process redesign
- Conducting value-added analysis
- Identifying gaps, disconnects, and duplication

Day 4: Process Mapping and Assessment Tools

- Gathering information for process mapping
- Common process mapping symbols and notation
- Understanding process hierarchy structures
- Tools: flowcharts, spaghetti diagrams, swimlane maps
- SIPOC, value stream maps, IDEF0, turtle diagrams
- Measuring process efficiency and effectiveness
- Applying FMEA and root cause analysis techniques

Day 5: Process Improvement and Measurement

- Best practices for diagnosing process issues



Course content

Course outline

- Streamlining tools for faster workflows
- Problem-solving methods for process improvement
- Importance of measuring process performance
- Designing KPIs for operational control
- Mapping future-state improvements
- Benchmarking and balanced scorecards in improvement programs



Seminar dates

Available seminar dates

Live dates and pricing for Business Process Improvement & Process Mapping generated from the course details page.

Date	Location	Format	Fee
Dates on request	Venue on request	Classroom	Contact us
Live online option		Online delivery is available at €1,850.-.	