

Process Mapping Workshop Details

Description

Explains simple graphical symbols and how to use them to provide a pictorial display of complex processes. Includes 3 versions of a process, functional process maps and sequential process maps, using process maps as foundation for process improvement.

Duration - 4 hours.

Goal

Understand how to construct a Process Map to provide a visual depiction of a process and how to use the map for process improvement ideas.

Outline / Topics

SIPOC / COPIS

- Top Level Maps
- Flow vs Thinking

Three Versions of a Process

- Perceived, Reality, Desired
- Determining Reality

Two Formats for Process Maps

- Sequential Maps
- Functional Maps

Process Mapping Symbols

- Actions and Decisions
- Directional Flow

Case Study

- SIPOC Map
- Low Level Map
- Validating Low Level Map

Summary

- SIPOC / COPIS
- 3 Versions / 2 Formats
- Baselining Reality
- Benefits of Process Mapping

Results

Upon successful completion of the training, participants will have demonstrated the ability to:

1. Construct High Level Process Maps (SIPOC) and understand their importance in process improvement activities.
2. Construct a Low Level Process Map given access to subject matter experts familiar with the details of the process.

3. Validate a Low Level Process Map and make necessary changes so that the resultant map truly reflects the current process.
4. Differentiate between Sequential and Functional Process Maps and understand the advantages and disadvantages associated with both types.
5. Create and document additional process mapping symbols prior to using them.
6. Analyze a Process Map and identify potential process improvement ideas based solely on the map.