

# Process Management – Mapping and Improvement

## Course

### Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-03-17

**End Date:** 2026-03-21

### Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** QAPC

**Course Code:** QAPC-11

### Syllabus

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## Course Syllabus

### Introduction

#### Who should attend:

Individuals involved in improvement projects, processes identification, work design, productivity improvement or quality auditing initiatives.

#### Objectives

- Define process definitions and importance of processes in their organization.
- Examine elements of a business process.
- Develop process maps and measure performance.

## **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:
  - Who Is the Customer?
  - What Is Critical to their Satisfaction?
  - Where Can we Obtain Process Performance Data?
  - How Well Do our Processes Satisfy their Needs?
  - What Is our Business Value Chain?
  - What Is Process Efficiency and Effectiveness?
  - Stakeholders Analysis

## **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, Defects and
- Non Value-Added

## **Process Assessments Approaches**

- Key Terms
- Mapping Process
- Types of Mapping Tools
  - Simple Flow Charting
  - Geo Graphs, Spaghetti/Workflow Diagrams
  - Swim Lane (Deployment) Flowcharts
  - Supplier-Input-Process-Output-Customer Charts (SIPOC- Six Sigma Projects)
  - Value-Added/Non-Value Added Analysis
  - Value Stream Maps
  - Cycle Time Map
- Process Hierarchy
- Process Maps Symbols
- IDEFO Process Map
  - Non Value-Added Analysis
- 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)

- Management Processes
- Diagnosis of a Process
- Analyzing and Improving a Process
- Turtle Diagram
- Using Process Maps to Identify Root Causes
- 12 Cornerstone Tools to Process Streamlining
- Problem-Solving Techniques
- Process Auditing as a Tool for Continuous Improvement
- Process Mapping in Six Sigma Projects

## **Process Measurement and Benchmarking**

- Why Measure?
- Setting Targets
- Process KPIs
- Benchmarking and the Balanced Scorecard