



Quick Start: Business Process Mapping Workshop

1 Day | Virtual and Face-to-Face

An effective process map should serve as the central repository for all process knowledge. People in the organization should be in the habit of turning to the map any time they need to learn more about the process, knowing they will either find what they need in the map itself, or can use embedded hyperlinks to connect with external resources.

This workshop provides hands-on experience in building exactly this type of process map.

Attendees will explore the business ecosystem in which their organization's processes reside, identify key sources of process knowledge, select specific knowledge capture techniques, evaluate the pros and cons of four common process mapping styles, and apply best practices for creating high-quality process maps.

Numerous examples and a case study business process are woven throughout the workshop to provide both context and continuity. Breakout sessions allow teams of 4-6 people to try out new ideas for each topic and culminate in creation and presentation of a multi-level map of the case study process.

Understanding and documenting the current state of business processes is vital for all subsequent analysis and improvement activities. This workshop enables a rapid start on creating truly effective process maps.

Learning Objectives

- Describe the business ecosystem
- Name the six phases of the process cycle
- Identify key sources of process knowledge
- Select preferred knowledge capture techniques
- Discuss the pros and cons of the four primary mapping techniques
- List key requirements for a successful mapping project
- Apply best practices for process mapping
- Deploy high-value process maps

Intended Audience

This course will benefit any person in an organization of any size who is hoping to improve their business processes mapping skills. The techniques presented can be applied using any process mapping software and are independent of process mapping style.

Prerequisites

Experience using or creating flowcharts or other process maps is helpful but not required.

Learning Topics

Topic
Fundamentals of Process Mapping
<ul style="list-style-type: none">• Why document processes?• Primary types of process documentation• The business ecosystem• The process cycle: DISCOVER, DOCUMENT, REVIEW, ANALYZE, IMPROVE, REPEAT
DISCOVER: Process Capture
<ul style="list-style-type: none">• Goals for process capture• Launching a mapping project• Process capture steps• Identifying knowledge sources• Knowledge capture techniques
Case Study: Introduction
<ul style="list-style-type: none">• Assign participants to teams• Breakout sessions:<ul style="list-style-type: none">◦ Understand business challenges◦ Review desired solutions◦ Capture existing process knowledge
DOCUMENT: Process Mapping
<ul style="list-style-type: none">• Best practices for process mapping• Mapping at different levels of detail / defining subprocesses• PROs and CONs of four process mapping styles• Selecting a mapping style• Breakout sessions:<ul style="list-style-type: none">◦ Create 35,000-foot overview process map / share with full group◦ Create a detail-level map / share with full group
REVIEW: Gaining consensus
<ul style="list-style-type: none">• Process review techniques• Reviewing the process vs. reviewing the map• Breakout session:<ul style="list-style-type: none">◦ Review current map / share with full group
ANALYZE, IMPROVE, REVIEW
<ul style="list-style-type: none">• Five filters for analyzing a process: Efficiency, Quality, Governance, Risk, Comprehension• Breakout session:<ul style="list-style-type: none">◦ Analyze current map / share with full group• NOTE: Topics in this section are covered extensively in the Business Process Analysis course
Course Summary
<ul style="list-style-type: none">• Course retrospective• Develop a Post Class "Go Do It!" Plan with next steps for the student's current project