MERCURY

Process Management for Mapping and Improvement Course

22 – 26 March 2027
Cape Town (South Africa)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Process Management for Mapping and Improvement Course

Ref: 15912_1067359 **Date:** 22 – 26 March 2027 **Location:** Cape Town (South Africa) **Fees:** 5300 Euro

Introduction:

The Process Management for Mapping and Improvement Course introduces the core principles and techniques for optimizing business processes. It equips participants with the skills to effectively map, analyze, and improve organizational processes. They will learn essential methodologies such as process mapping, process reengineering, and continuous improvement techniques and gain the knowledge needed to streamline operations, enhance efficiency, and drive better performance across all levels of an organization.

Through practical case studies and hands-on exercises, they will learn to identify bottlenecks, eliminate inefficiencies, and foster a culture of continuous improvement. The Process Management for Mapping and Improvement course provides an understanding of process management mapping and its role in improving processes. It covers aspects of process mapping, process improvement, and process management and offers practical knowledge of process management tools and techniques to enhance efficiency.

Participants in this Process Management for Mapping and Improvement training will explore the process management system and gain insights into process management solutions that drive operational excellence. It will explain process management, help attendees understand its meaning, and apply it to identify opportunities for improvement. It will focus on process management's advantages and equip professionals with the skills to effectively implement and sustain process management and improvement in their organizations.

Targeted Groups:

- Business Process Managers.
- Operations Managers.
- Quality Assurance Professionals.
- Project Managers.
- Continuous Improvement Specialists.
- Process Improvement Teams.
- Consultants in Business Process Management.
- Organizational Development Experts.
- Senior Executives and Leadership Teams.
- Anyone involved in operational efficiency and workflow optimization.

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Course Objectives:

At the end of this Process Management for Mapping and Improvement course, the participants will be able to:

- Understand the fundamentals of process management and mapping.
- Learn how to document and analyze business processes effectively.
- Identify inefficiencies and areas for improvement within processes.
- Apply process improvement methodologies like Lean and Six Sigma.
- Develop skills in process reengineering and redesign.
- Utilize tools and techniques for continuous process improvement.
- Master the use of performance metrics to evaluate process efficiency.
- Enhance problem-solving abilities for complex process challenges.
- Foster a culture of collaboration in process improvement efforts.
- Implement workflow automation strategies to optimize operations.

Targeted Competencies:

By the end of this Process Management for Mapping and Improvement training, the participant's competencies will:

- Process Mapping and Documentation.
- Business Process Analysis.
- Process Optimization Techniques.
- Identifying and Eliminating Process Inefficiencies.
- Process Reengineering and Redesign.
- Data Collection and Performance Metrics.
- Continuous Improvement Methodologies.
- Problem-solving and Root Cause Analysis.
- Workflow Automation and Streamlining.
- Cross-functional Collaboration and Communication.

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Course Content:

Unit 1: Introduction to Process Management and Mapping:

- Understand the concept of process management.
- Learn the importance of process mapping in business optimization.
- Identify different types of business processes.
- Explore various process mapping tools and techniques.
- Learn about process flow diagrams PFD and value stream mapping VSM.
- Understand how to document and standardize processes.
- Explore the role of process management in organizational efficiency.
- Discover how process mapping enhances decision-making.

Unit 2: Process Analysis and Evaluation:

- Learn how to analyze existing business processes.
- Identify key performance indicators KPIs for process evaluation.
- Explore techniques for evaluating process efficiency and effectiveness.
- Understand how to conduct a process gap analysis.
- Learn how to measure process performance using data and metrics.
- Develop skills to identify bottlenecks and inefficiencies.
- Understand the concept of process cycle time and its significance.
- Gain insights into analyzing process variance and outcomes.

Unit 3: Process Improvement Methodologies:

- Learn about Lean methodology and its application in process improvement.
- Explore Six Sigma and its role in reducing process variation.
- Understand the DMAIC Define, Measure, Analyze, Improve, Control framework.
- Learn how to apply Kaizen for continuous improvement.
- Understand the principles of Total Quality Management TQM.
- Explore how to prioritize improvement initiatives based on impact.
- Gain insights into selecting the right process improvement tools.
- Learn how to implement and sustain improvements.

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Unit 4: Process Reengineering and Redesign:

- Understand the concept of business process reengineering BPR.
- Learn when and how to consider process reengineering.
- Explore methodologies for process redesign and optimization.
- Discover the role of technology in process redesign.
- Develop skills to create new, optimized workflows.
- Understand how to align redesigned processes with business goals.
- Learn the importance of stakeholder involvement in reengineering efforts.
- Gain insights into overcoming resistance to change in process redesign.

Unit 5: Implementing and Sustaining Process Improvements:

- Learn how to implement process improvements across the organization.
- Develop a plan for rolling out process changes effectively.
- Explore strategies for gaining buy-in from stakeholders.
- Understand the importance of communication during the implementation phase.
- Learn how to monitor the success of implemented changes.
- Gain insights into using continuous improvement tools to sustain gains.
- Understand how to adapt processes in response to changing business needs.
- Learn about the role of leadership in driving and sustaining improvements.
- Discover how to create a culture of continuous process improvement.