

COURSE OVERVIEW

The purpose of process mapping is not to simply create logical maps, but to open the eyes of business managers to the problems and opportunities that lie within their existing operations. This workshop will introduce participants to the methods that can be used to create a process map. Delegates will be introduced to simple but effective tools that facilitate a consolidated view of a business's ability to transform both physical and non-physical inputs to create value for customers.

WHO WILL THE COURSE BENEFIT?

This one day workshop is for business and operations managers who wish to understand more about their business processes and how they create value for customers.

COURSE OBJECTIVES

Those completing this course will have the skills to be able to make business processes visible. They will be able to demonstrate how an organisation functions in terms of physical movement of materials and people and how information flows to support the delivery of customer solutions.

SKILLS GAINED

Upon completion of this course delegates will understand:

- Scope and define a process.
- Create a process map.
- Identify sources of value and waste.
- Apply suitable process measurement techniques to quantify areas for improvement.
- Determine process performance controls post improvement.

PREREQUISITES

There are no prerequisites for this course.

DURATION & FORMAT

This is a 1 day course.

DATES & PRICES

January 10	February 10	March 10	April 10	May 10	June 10
		16 th Warrington			
July 10	August 10	September 10	October 10	November 10	December 10
	23 rd Leeds				
Members £245.00 Non-Members £295.00					

OTHER BUSINESS IMPROVEMENT TECHNIQUES COURSES

The following courses are suggested as suitable for those that have completed this course:

- BIS101 Problem Solving Techniques
- BIS102 Creating a Business Case
- BIS104 Value Stream Mapping
- BIS105 Removing Variation & Waste
- BIS106 Introduction to Minitab
- BIS107 Advanced Minitab
- BIS108 Introduction to Business Workout
- BIS109 Business Workout Facilitator
- BIS110 Kaizen Facilitator
- BIS111 Error Proofing Business Processes
- BIS112 Understanding Value Creation

EXAMINATIONS

There are no examinations with this course.

FURTHER INFORMATION & BOOKINGS

For further information or to make a booking please call **01925 715245** or email events@northofenglandexcellence.co.uk