



Process Mapping & Systems Thinking BPM

What You Will Learn

- Identify and understand your organization's true core processes
- Recognize and remove activities that do not add value
- Eliminate system flaws that result in poor quality
- Document processes for knowledge management or BPM initiatives
- View customer/supplier relationships and their impact on your system
- Engage business leaders, users and customers in process change efforts
- Dramatically improve your efficiency and customer satisfaction

I. Systems Thinking: Seeing the Big Picture

- The Evolution of Process Management
- Process Management Cycle: Seven Stages
- Traditional Management vs. Systems Thinking
- Creating A System Map
- Clarifying Business Requirements
- Scoping the Process Improvement/Redesign Project

II. Mapping & Analysis Tools: Inside the Black Box

- Symbols and fundamentals
- Process and Workflow Diagrams
 - Top-Down Flowchart
 - Block Diagram
 - Activity Chart
 - Workflow Diagram
 - Cross-Functional Flowchart
- When to Use Each Chart
- Analyzing Process Flowcharts
 - Streamlining the Value Engine
 - Optimizing Flow and Capacity
- Process Measures: Identifying the Right "Pulse Points"
- Class Exercise: Putting It All Together

III. Getting There: Next Steps

- Organizational Change
- Creating the Right Documentation for Your Purposes

Who Should Attend

You will benefit most from this learning experience if you are a (an):

- Business Analyst, Designer/Systems Analyst
 - Requirements Professional
 - Business Product Owner
 - Project/Program Managers, Team Leader, Testing/QA Manager
 - Process Management Professional
 - Management Consultant, Change Management Professional
- with:
- IT Specialist

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