

# Process Mapping and Improvement

## *Seminar 222*

### Seminar Overview

This fast-paced 2-day seminar is designed to help staff, departments and organizations get a handle on their work flow. Quarterly accounting cycles, payroll, manufacturing, employee hiring and indoctrination, annual budgeting, marketing programs, trade shows, materials production, strategic planning, and many other organization-critical activities fall into the category of process work.

Muda (the Japanese word for uselessness) is a term given to work, effort, and money spent which produces little or no benefit. This seminar targets process work, examines where inefficiencies and muda exist, and fine-tunes the process to create a Muda-Free Zone™.

Learn how to evaluate current operations, review product hand-offs, determine the value of work to the organization and streamline your workflow. Also learn how to create internal SOPs (standard operating procedures).

### Who Should Attend

The seminar is designed for staff members, subject matter professionals, and middle management involved in a process-improvement project; as well as middle management, supervisors, and staff who just want to get a handle on their work flow from process-driven departments such as:

- Manufacturing and production
- Inventory and warehouse operations
- Employee training
- Research and testing
- Purchasing
- Human resources
- Finance and accounting
- Marketing

### What Will Be Covered

This seminar covers process definition and improvement from beginning to end. Learn how to:

- Build the process improvement project plan
- Evaluate and document the current processes and procedures
- Identify muda, inefficiencies, and improvement areas
- Integrate quality directly into your processes
- Rollout the plan
- Improve in-process decision-making
- Measure and track your success
- Continuously improve your process

### Your Benefits

Your benefits include:

- Develop Muda-Free™ processes
- Understand what your doing and what benefit it brings to the organization
- Reduced rework and fire-fighting
- Processes that are aligned with the organization
- More reliable and consistent results
- Reduced operations overhead
- Documented processes and results
- Improved workflow and product hand-offs

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Duration: **2 Days**  
Prerequisites: **None**  
Price: **\$6800.**  
Avg. Cost/Person **\$340.** (20 participants)

**This is a Muda-Free™ Seminar**

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### *Seminar Syllabus*

#### **1. Introducing Process Definition and Improvement**

- Seminar introduction
- Seminar and personal objectives
- The purpose of work
- Project v process
- Terminology

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*Individual and Team Exercise*

#### **2. Understanding Process Mapping**

- Process mapping basics
- Charting format options
- The importance of deliverables
- The Muda-Free™ swim-lane map

#### **3. Stage 1: Identifying the As-Is Process**

- How to determine what's really happening
- Creating the core As-Is process

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*Team Exercise*

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#### DAY 2

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- Adding in decisions and loops
- Determining the value of activities

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*Team Exercise*

#### **4. Stage 2: Improving the Process**

- Target improvements based on your objectives
- Process improvement techniques
- Evaluating the new process
- Documenting the new process - creating SOPs

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*Team Exercise*

#### **5. Stage 3: Rolling-Out the New Process**

- The problem with change
- Identifying cultural and political barriers
- Identifying change enablers
- The communication plan
- The monitoring and control plan

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*Team Exercise*

#### **6. Stage 4: Continuous Process Improvement**

- Who owns the process?
- The process-improvement cycle
- Concepts of continuous improvement
- Rewarding success

#### **7. Summary**

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*Closing Exercise*