

## ***Process Mapping and Improvement***

This fast paced and interactive 1-day course is for those people whose priority it is to find better, faster and cheaper ways of delivering results. Working from first principles, it introduces a number of proven and easy to use process improvement techniques.

### ***INTRODUCTION***

Effective process design and management sits at the heart of every effective quality management system, but such efficiency rarely occurs by accident or good fortune. This course introduces delegates to a variety of the simplest, most effective and widely used tools and techniques for process analysis and improvement.

### ***WHO SHOULD ATTEND?***

This course is suitable for quality managers, business improvement leaders, change agents, champions, in fact anyone with an interest in improving organisational performance in a very practical way. Other people who have also found this course useful have been those with the responsibility for implementing and managing an ISO 9000:2000 based quality management system, for which the “process approach” is a fundamental principle.

### ***COURSE OBJECTIVES***

To enable those attending to understand and apply a range of process improvement techniques, and understand the benefits of each in a variety of organisational situations.

### ***COURSE CONTENT***

- Process mapping (flowcharting) tools and techniques
- Process measurement
- Customer focused processes
- Streamlining processes
- Cost and Cycle Time Analysis

### ***WHAT ARE THE BENEFITS?***

The course is designed to develop delegates’ wider understanding of process design and management, including interface and cultural issues. In particular it will help delegates get to grips with critical issues such as customer satisfaction, continual improvement and their relationship to process management. The main benefit of the course is that delegates will leave with a practical understanding of some very simple tools and techniques that they can start using immediately to enhance the performance of their organisation.

### ***IN – HOUSE COURSES***

Offering better value for money, they can be designed to closely match your specific requirements.

### ***STYLE OF DELIVERY AND COURSE LEADERS***

Our course leaders are business improvement professionals. They have extensive hands-on experience of leading change in a wide range of sectors including manufacturing, finance, pharmaceuticals, local and national government. They have all, at one time or another, applied the full range of the most successful business improvement models and techniques around at the moment, including ISO 9000:2000, the EFQM Model, Investors in People, Total Quality Management and Six Sigma.

### ***CERTIFICATION***

All delegates will be awarded a certificate verifying attendance and completion of the course.

### ***BOOKING AND COURSE FEES***

The fee includes lunch and refreshments during the day. Please complete the booking form and return together with the relevant fee.

***Fee: £260 plus VAT***