Business Process Improvement: Mastering Process Mapping

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Milan (Italy)



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Why This Course

Clear processes are the foundation of efficient, consistent, and high-performing organizations. When processes are unclear or poorly designed, teams often experience delays, duplication, rework, communication gaps, bottlenecks, and unnecessary costs.

Business process mapping helps organizations see how work actually happens. It makes workflows visible, highlights inefficiencies, clarifies roles and handoffs, and provides a practical basis for improvement. When combined with structured analysis and improvement methods, process mapping becomes a powerful tool for increasing efficiency, improving quality, and aligning operations with business goals.

This intensive 1-week course equips participants with advanced skills in business process mapping and improvement. Through hands-on exercises, real-world case studies, analysis tools, and redesign workshops, participants will learn how to visualize, analyze, optimize, and implement improved processes that support organizational performance.

What You'll Learn and Practice

By joining this program, you will:

- Understand the role of process mapping in business process management.
- Master different process mapping techniques and know when to use each one.
- Create clear flowcharts, swimlane diagrams, SIPOC diagrams, value stream maps, and cross-functional process maps.
- Define process boundaries, inputs, outputs, stakeholders, and ownership.
- Identify inefficiencies, bottlenecks, delays, waste, and non-value-added activities.
- Analyze process maps and translate findings into actionable insights.
- Develop process performance metrics and KPIs.
- Apply root cause analysis techniques to process problems.
- Use Lean and Six Sigma principles to support process improvement.
- Redesign and optimize processes aligned with organizational goals.
- Develop implementation plans for process changes.
- Monitor, control, and continuously improve business processes.



The Program Flow

Day 1: Foundations of Process Mapping

- Introduction to business process management.
- Understanding the purpose and value of process mapping.
- Overview of process mapping techniques.
- Basic flowcharting and process visualization.
- Swimlane diagrams and role-based process mapping.
- Identifying process boundaries, stakeholders, inputs, outputs, and handoffs.
- Practical exercise: Creating a basic process map for a selected business function.

Day 2: Advanced Mapping Techniques

- Value stream mapping and its role in identifying waste.
- SIPOC diagrams for defining process scope and structure.
- Cross-functional process maps for complex workflows.
- Data flow diagrams and information movement across processes.
- Mapping dependencies between teams, systems, and decision points.
- Selecting the right mapping technique for different process improvement needs.
- Workshop: Developing advanced process maps for a real-world scenario.

Day 3: Process Analysis and Measurement

- Identifying value-added and non-value-added activities.
- Detecting bottlenecks, duplication, delays, rework, and process gaps.
- Process performance metrics and KPIs.
- Measuring cycle time, lead time, error rates, throughput, and quality indicators.
- Root cause analysis techniques.
- Waste identification in business processes.
- Practical exercise: Analyzing a process map and identifying improvement opportunities.

Day 4: Process Improvement Strategies

- Lean process improvement principles.
- Six Sigma methodology in process improvement.
- Redesigning and optimizing business processes.
- Prioritizing improvement opportunities based on impact and feasibility.
- Aligning process improvements with organizational goals.
- Change management in process improvement.
- Workshop: Designing an optimized future-state process.



Day 5: Implementation and Continuous Improvement

- Developing implementation plans for process changes.
- Defining responsibilities, timelines, resources, and success measures.
- Monitoring and controlling process changes.
- Managing adoption and stakeholder engagement.
- Continuous improvement frameworks and review cycles.
- Case studies and practical application.
- Final activity: Presenting a process improvement plan and implementation roadmap.

Individual Impact

- Build confidence in creating clear and comprehensive process maps.
- Improve your ability to analyze workflows and identify improvement opportunities.
- Strengthen your skills in Lean, Six Sigma, root cause analysis, and performance measurement.
- Gain practical tools for redesigning processes and improving efficiency.
- Improve your ability to communicate process issues visually and clearly.
- Develop a structured approach for implementing and sustaining process improvements.

Work Impact

- Improve operational efficiency, consistency, and quality.
- Reduce bottlenecks, delays, duplication, waste, and rework.
- Strengthen process ownership, accountability, and cross-functional collaboration.
- Improve alignment between process improvements and business objectives.
- Support better decision-making through clearer process visibility and metrics.
- Build a culture of continuous improvement and process excellence.

Training Methodology

This program uses a hands-on and practice-focused approach to help participants apply process mapping and improvement techniques directly to workplace processes. Learning methods include:

- Interactive discussions and guided facilitation.
- Real-world process improvement case studies.
- Flowcharting and swimlane diagram exercises.
- Value stream mapping, SIPOC, and cross-functional mapping workshops.
- Process analysis and waste identification activities.
- Root cause analysis and KPI development exercises.
- Future-state process redesign workshops.
- Group work, peer feedback, and practical implementation planning.



Beyond the Course

Upon completion, participants will be ready to map, analyze, and improve business processes with greater clarity and confidence. They will return prepared to:

- Create clear process maps for different business functions.
- Identify and quantify process improvement opportunities.
- Design optimized processes aligned with business goals.
- Apply Lean and Six Sigma principles to process improvement.
- Develop implementation plans for process changes.
- Support ongoing monitoring, control, and continuous improvement of business processes.

