ALL THINGS PROCESS MODELING

PRM00.10

Process modeling is a way to gain an understanding of your business processes at a detailed level, allowing you to see the redundancies, the extra handoffs and the inefficiencies that are occurring on an ongoing basis. Modeling provides a precise syntax of pictures and words that allow you to see what is going on and identify process improvements in terms of cost, time, effort, safety, governance, etc. This class will provide the fundamentals to help you get on the path to gaining these benefits using process modeling techniques.

PREREQUISITES

- This is a fundamentals class. There are no prerequisites.

LEARNING OBJECTIVES

At the end of this class, participants will be able to:

- Discuss the basics of process modeling
- Create basic and advanced process maps
- Gather process information using a number of elicitation techniques
- Create a map of the current state of a process
- Identify improvements for the future state
- Use measures to validate process performance

WHO SHOULD ATTEND

- Managers, analysts and other staff members that need to know process modeling techniques
- Business client managers and staff that will assist in process modeling

COURSE OUTLINE

- Day 1
  - Overview
  - Process modeling basics
  - Advanced modeling techniques
  - Data gathering techniques
- Day 2
  - Mapping the current state
  - Mapping the future state
  - Process improvements
  - Process measures

There are numerous exercises to practice the concepts learned in the class.

CLASS LENGTH

- One day (8 PDUs - 6 Technical / 2 Leadership / 0 Strategic) OR
- Two days (16 PDUs - 12 Technical / 2 Leadership / 2 Strategic)