

BASICS OF PROCESS MODELING

PRM00.1A

Most managers think that they understand the processes that are executed on an ongoing basis in their organizations. However, how well do they really understand these processes? In fact, there is probably a good understanding of the work processes at a high-level. However, this understanding and clarity gets very hazy at a detailed level. This lack of clarity in the process details is what keeps managers from recognizing the inefficiencies that will lead to process improvement and greater efficiencies.

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:

- Understand the relationship between process improvement, reengineering and process modeling
- Create process maps using standard modeling syntax
- Gather information for the process maps using structured interview techniques
- Create a map of the current state of a process
- Analyze a current state process map to identify improvements for the future state

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

- Overview of process modeling and reengineering
- Process modeling basics
- Data gathering techniques
- Modeling the current state
- Identifying process improvements for the future state

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

CLASS LENGTH

- One day (8 PDUs)