



Process Mapping & Analysis

for performance improvement

One-day in-house workshop designed for anyone who wants to improve process management and performance.

Cost:

£1,800 (ex VAT) for up to 15 delegates



Vanguard Scotland

Helping service organisations become industry leaders

(SC205711)

Purpose:

To enable delegates to define, map and analyse work processes from the customers' perspective; identifying waste, inefficiency and impact on customers. Delegates will then be in a position to take effective action for improvement against measures.



Learning objectives:

Participants will be able to -

- Compare the need to understand work as a process with managing work functionally and explain how understanding work as a process is a prerequisite to performance improvement.
- Discuss the benefits of process mapping.
- Identify and define the work processes in relation to purpose.
- Map and analyse their work processes from a customer's perspective, identifying waste, inefficiency and its impact on their customers.
- Measure how efficiently the processes are responding to demand.
- Engage people in activity that makes sense and will not be perceived as 'more work'.

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To achieve real quality often requires a fundamental reappraisal of the way the organisation works. We need to think "why do I do this?" or "How could we do this differently or better?". This workshop helps delegates question the assumptions that govern today's practice and redesign work in the light of what the organisation is setting out to achieve.

Prior to making changes, it is essential to establish what is currently happening and why. When one understands how the processes are working today, what they are reliably and predictably delivering to the customer and why, then you are in a position to make informed choices about change.

Client testimonials:

"Excellent, very enjoyable and informative."

Ian Thomson, Abertay HA

"I very much enjoyed the course and contents. I surprised myself."

Lorna Letham, VELUX

"well measured & thought provoking"

Ian McDonald, Stirling Council

"Worthwhile & lively"

**Michael Cameron,
Scottish Housing Regulator**

We are happy for you to recruit delegates from other organisations if you wish or you can keep the course exclusively in-house.