

Process Management and Mapping

General Objectives:

This Course aims to equip participants with the knowledge, skills and tools necessary for effective process management, including process mapping techniques, documentation of procedures and a value chain analysis to identify activities that add value and those that can be eliminated, all with the clear objective of achieving process improvement and consequently increasing the Organization's performance within its operations.

Specific Objectives:

At the end of this course participants will know:

- Identify opportunity management improvement processes;
- Manage constraints to improve workflow and productivity;
- Make a more realistic schedule of the times to occupy in the processes;
- Understand the interconnection and importance of each of the processes in the operation as a whole;
- Identify the processes of: business evaluation; recruitment and reception, payments to suppliers, purchases.

Recipients:

This course is intended for all professionals involved and with responsibilities at the level of management and mapping of quality improvement processes, namely, Process Managers, Engineers, etc.

Duration:

40 Hours

Content Program:

Module I - Critical Success Factors for Process Improvement Projects

- Associated terminology;
- Description of the Improvement Processes;
- List of potential benefits;
- Main reasons for success or failure of these projects.

Module II - Definition of the Process Concept

- Critical elements of a process;
- Distinction between high level and level of detail.

Module III - Process Improvement with Project Management Techniques

- Identification of the Main Phases of a Process Improvement Project;
- Project management techniques and tools to use;
- Definition and list of key activities.

Module IV - Process mapping - the collection of data

- Required steps;
- Creating an effective mapping process.
- Module V - Data analysis and identification of process improvements
- Mapping techniques and data analysis;
- Developing the desired process (TO-BE) that reflects the intended improvements;
- The importance of getting agreement and commitment from key stakeholders

Module VI - Implementation process - standard procedures

- Definition of Standard Operating Procedures;
- Steps involved.

Module VII - Implementation Process - the Cultural and Human Aspects

- Understand who is for and who is against these projects. Why?
- The impact of Change in this type of projects;
- Managing Change - Principles and practices;
- Understand the role of the various stakeholders and seek the support and commitment of Senior Management.

Module VIII - The Importance of Metrics - the Role of Information in Process Management

- Why Measure?
- The importance of a metrics system;
- Defining the right metrics and key steps in creating a reliable metrics system.

Module IX - The Procurement Process

- Internal collection of needs;
- Annual budgeting;
- Methodologies for preparing a market consultation document;
- Supplier evaluation;
- Tender evaluation;
- Negotiation;
- The closing of the purchase;
- The evaluation of the supplier's service provision.

Module X - The Supplier Payments Process

- The statement of expected charges for the period;
- The management of the payment time;
- Verification of the service/product to which the payment corresponds;
- Settlement of payments.