informatech



LEADERSHIP AND MANAGEMENT | LM-022

Business Process Improvement & Process Mapping

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Course content

Why Attend

Why Attend Efficient business processes are essential for reducing costs, improving service quality, increasing speed, and achieving strategic objectives. Organizations that understand and continuously improve their workflows gain stronger performance and better customer outcomes. This course provides participants with practical tools to map processes, identify waste, analyze root causes, redesign workflows, and measure improvement results effectively.

Course Methodology This course uses an interactive and practical approach through presentations, workshops, case studies, group discussions, mapping exercises, problem-solving activities, and real workplace examples.

Course Objectives

- Understand core business process concepts and structures
- Apply process mapping methods to visualize workflows
- Identify inefficiencies, waste, and bottlenecks
- Use Lean and continuous improvement techniques
- Apply re-engineering methods for major redesign initiatives
- Assess process effectiveness and operational risks
- Develop KPIs to monitor process performance
- Build sustainable improvement plans aligned with business goals

Target Audience

- Business Analysts
- Operations Managers
- Process Improvement Professionals
- Quality Specialists



Course content

Target Audience

- Project Managers
- Team Leaders
- Anyone involved in workflow redesign and operational excellence

Target Competencies

- Process Improvement
- Process Mapping
- Lean Management
- Root Cause Analysis
- KPI Development
- Problem Solving
- Operational Excellence
- Strategic Thinking

Course outline

Day 1: Business Process Concepts and Foundations

- Meaning and purpose of business processes
- Core process elements and characteristics
- Different categories of business processes
- Introduction to process mapping and business value
- Features of an effective process map
- Process efficiency versus process effectiveness
- Importance of stakeholder analysis in process design



Course content

Course outline

Day 2: Fundamentals of the Process Approach

- Definition and benefits of the process approach
- Reducing cycle time, delays, and defects
- Using PDCA for continuous improvement
- Identifying improvement opportunities systematically
- Understanding non-value-added activities
- Applying Lean principles to remove waste
- Eight wastes in Lean operations

Day 3: Re-Engineering Methodology

- Meaning and value of business process re-engineering
- When re-engineering is necessary
- Core principles of process redesign
- Stages of re-engineering initiatives
- Simplification techniques in process redesign
- Conducting value-added analysis
- Identifying gaps, disconnects, and duplication

Day 4: Process Mapping and Assessment Tools

- Gathering information for process mapping
- Common process mapping symbols and notation
- Understanding process hierarchy structures
- Tools: flowcharts, spaghetti diagrams, swimlane maps
- SIPOC, value stream maps, IDEF0, turtle diagrams



Course content

Course outline

• Measuring process efficiency and effectiveness

• Applying FMEA and root cause analysis techniques

Day 5: Process Improvement and Measurement

• Best practices for diagnosing process issues

• Streamlining tools for faster workflows

• Problem-solving methods for process improvement

• Importance of measuring process performance

• Designing KPIs for operational control

• Mapping future-state improvements

• Benchmarking and balanced scorecards in improvement programs



Seminar dates

Available seminar dates

Live dates and pricing for Business Process Improvement & Process Mapping generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Munich - Germany	Classroom	**€3,400.-**
14 - 18 December 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
21 - 25 December 2026	Amsterdam - Netherlands	Classroom	**€3,360.-**
4 - 8 January 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
1 - 5 February 2027	London - U.K	Classroom	**€3,360.-**
1 - 5 March 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
5 - 9 April 2027	Madrid - Spain	Classroom	**€3,400.-**
3 - 7 May 2027	London - U.K	Classroom	**€3,360.-**
7 - 11 June 2027	Barcelona - Spain	Classroom	**€3,080.-**
5 - 9 July 2027	London - U.K	Classroom	**€3,360.-**
2 - 6 August 2027	Barcelona - Spain	Classroom	**€3,080.-**
6 - 10 September 2027	Istanbul - Turkey	Classroom	**€2,280.-**
4 - 8 October 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
1 - 5 November 2027	Istanbul - Turkey	Classroom	**€2,280.-**
6 - 10 December 2027	Paris - France	Classroom	**€3,600.-**

Live online option	Online delivery is available at €1,850.-.