



LEADERSHIP AND MANAGEMENT | LM-022

# Business Process Improvement & Process Mapping

## UK

+44 33 000 111 90  
info@informatelch.co.uk  
<https://informatelch.co.uk>  
63-66 Hatton Garden Hatton Garden  
EC1N 8LE, London

## NL

+31 85 74 444 46  
info@informatelch.nl  
<https://informatelch.nl>  
Waarderweg 50 - 2031PB  
Haarlem - Netherlands



# 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

A hand holding a pen points to a line chart on a whiteboard. The chart has three series: 'INTERSTATE', 'INTERNATIONALIZED INTRASTATE', and 'INTRASTATE'. The y-axis is labeled 'NUMBER OF CONFLICTS' and ranges from 0 to 55. The x-axis shows years from 1980 to 2010. There are several yellow and green sticky notes on the whiteboard.

# 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

A hand holding a pen points to a line chart on a whiteboard. The chart has a y-axis labeled 'NUMBER OF CONFLICTS' with values from 25 to 55. The x-axis shows years from 1980 to 2010. The chart features three data series: 'INTERSTATE' (blue), 'INTERNATIONALIZED INTRASTATE' (orange), and 'INTRASTATE' (teal). The teal series is the most prominent, showing significant fluctuations. Several yellow and green sticky notes are attached to the whiteboard in the background.

# 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      |
|------------------------|-------------------------|-----------|----------|
| 6 - 10 July 2026       | Amsterdam - Netherlands | Classroom | €4,250.- |
| 20 - 24 July 2026      | London - U.K            | Classroom | €3,850.- |
| 3 - 7 August 2026      | Barcelona - Spain       | Classroom | €4,250.- |
| 10 - 14 August 2026    | London - U.K            | Classroom | €3,850.- |
| 7 - 11 September 2026  | Barcelona - Spain       | Classroom | €4,250.- |
| 14 - 18 September 2026 | Istanbul - Turkey       | Classroom | €3,850.- |
| 5 - 9 October 2026     | Amsterdam - Netherlands | Classroom | €4,200.- |
| 12 - 16 October 2026   | Istanbul - Turkey       | Classroom | €3,200.- |
| 9 - 13 November 2026   | Paris - France          | Classroom | €4,400.- |
| 16 - 20 November 2026  | Barcelona - Spain       | Classroom | €4,200.- |
| 7 - 11 December 2026   | Munich - Germany        | Classroom | €4,250.- |
| 14 - 18 December 2026  | Kuala lumpur - Malaysia | Classroom | €2,250.- |
| 21 - 25 December 2026  | Amsterdam - Netherlands | Classroom | €4,200.- |

### Live online option

Online delivery is available at €1,850.-.