

Process Mapping for Process Improvement

Agenda

Day One

Time	Subject
8:00 a.m.	Welcome and Introductions
	Session 1 Introduction to the Process Approach
	Session 2 Select the Process
	Workshop: Selecting the Right Process to Map
	Session 3 Identify Team Members and Responsibilities
	Session 4 Plan and Introduce the Process Mapping Session
12:00 noon.	Lunch
12:45 p.m.	Session 5 Map the Process
	Case study 1: Process Mapping
	Session 6 Group Dynamics
	Session 7 Analyze the Process
4:30 p.m.	Close

Note: 5 minute breaks every 1 - 1 1/2 hours

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Day Two

Time	Subject
8:00 a.m.	Session 7 <i>continued</i> Workshop: Identifying Measures Workshop: Creating an Operational Definition and Measurement Plan Workshop: Value-added Analysis Session 8 Document and Deploy the “To Be” Process Workshop: Documentation Requirements
12:00 noon	Lunch
12:45 p.m.	Session 9 Monitor and Enforce the New Process Session 10 Identify Continual Improvement Opportunities
4:00 p.m.	Review and Close

Note: 5 minute breaks every 1 - 1 1/2 hours