



## Process Mapping

**GOAL:** This workshop provides the students with an accurate picture of workflow and customer-supplier relationships, which in turn help an organization make the right improvements. This workshop introduces process mapping and shows the student how to use it. The two levels of process mapping detailed are relationship mapping and cross-functional process mapping.

**BENEFITS OF TRAINING:** Relationship mapping helps the company to analyze supplier associations while cross-functional mapping deals with sequences in a particular work process. A relationships map tries to answer the questions: (1) What the organization provides to its internal and external customers, (2) What steps the organization performs to provide input and output to internal and external customers, and (3) who performs each step.

**HOW THE PROGRAM WORKS:** The program features hands-on mapping workshops to bring the techniques to life. At the end of the course you will have all the tools required to implement your own Process Mapping program.

### PROGRAM OUTLINE:

You will learn about

- Cross-functional mapping
- Internal customers
- External customers
- Relationship mapping
- Customer /supplier relationships
- Making the correct improvements
- Mapping techniques

**METHODOLOGY:** Training sessions are comprised of lecture, hands-on workshops, written exercises, large and small group discussions, PowerPoint and video recording.

**WHO SHOULD ATTEND:** Manufacturing managers and supervisors, engineering, and quality control managers involved in developing and operating a Lean program.