Process Mapping Training Course

Professional Development Training Course Outline

Category	Quality Assurance and ISO standards	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Process Mapping Training Course is an essential organizational tool that allows companies to visualize, analyze, and improve their operational workflows. By identifying gaps, bottlenecks, and inefficiencies, process mapping drives efficiency, consistency, and innovation. This training course provides participants with practical tools to create effective process maps, ensuring streamlined operations and better communication across departments. Using trending methods like Lean Management, Business Process Reengineering, and Digital Transformation strategies, participants will gain the skills to optimize workflows for improved outcomes.

In today?ÇÖs competitive market, organizations are under pressure to enhance productivity, reduce costs, and ensure customer satisfaction. Process Mapping equips professionals with data-driven insights to simplify complex processes, eliminate redundancies, and create sustainable improvement strategies. This training bridges traditional process improvement techniques with modern methodologies such as automation, workflow digitization, and performance benchmarking. Participants will learn to transform operations into scalable, agile, and value-driven systems.

Programme Curriculum

Process Mapping Training Course

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Course Objectives

1. Understand the fundamentals of process mapping and workflow visualization
2. Identify process inefficiencies, bottlenecks, and redundancies
3. Apply Lean and Six Sigma principles in process improvement
4. Develop high-quality process flowcharts and diagrams
5. Implement digital tools for automated process mapping
6. Enhance cross-departmental communication through process clarity
7. Apply Business Process Reengineering techniques for transformation
8. Create customer-centric processes to improve satisfaction
9. Benchmark organizational processes against industry standards
10. Utilize data analytics for process improvement decision-making
11. Foster continuous improvement culture through process ownership
12. Strengthen governance, compliance, and risk management using process maps
13. Align process mapping with organizational strategy and digital transformation

Organizational Benefits

1. Increased operational efficiency and productivity
2. Reduced costs through process optimization
3. Improved compliance and risk management
4. Enhanced communication across teams and stakeholders
5. Streamlined workflows that support digital transformation
6. Stronger customer satisfaction and retention
7. Faster decision-making with clear process visibility
8. Improved employee engagement and accountability
9. Sustainable continuous improvement culture
10. Strong alignment between processes and organizational strategy

Target Audiences

1. Business Analysts
2. Operations Managers
3. Project Managers
4. Process Improvement Specialists
5. Quality Assurance Teams
6. IT and Systems Analysts
7. Compliance and Risk Professionals
8. Organizational Development Practitioners

Course Duration: 5 days

Course Modules

Module 1: Introduction to Process Mapping

- Understanding process mapping fundamentals
- Importance of workflow visualization
- Key process mapping symbols and notations
- Levels of process mapping detail
- Common mistakes to avoid in process mapping
- Case Study: Mapping a customer service workflow

Module 2: Process Analysis and Evaluation

- Identifying bottlenecks and redundancies
- Root cause analysis techniques
- Evaluating process efficiency metrics
- Using data to assess performance
- Integrating stakeholder feedback in analysis
- Case Study: Analyzing a procurement process

Module 3: Lean and Six Sigma in Process Mapping

- Principles of Lean methodology
- Applying Six Sigma for process quality
- Value stream mapping for optimization
- Eliminating waste and non-value activities
- Tools for continuous improvement
- Case Study: Lean process mapping in manufacturing

Module 4: Business Process Reengineering (BPR)

- Understanding BPR concepts
- Redesigning workflows for efficiency
- Aligning processes with strategic goals
- Measuring process outcomes after redesign
- Challenges in BPR implementation
- Case Study: BPR in a healthcare organization

Module 5: Digital Tools for Process Mapping

- Overview of digital process mapping tools
- Features of software-based mapping systems
- Using BPMN (Business Process Model and Notation)
- Automation in process documentation
- Cloud-based collaboration platforms
- Case Study: Implementing BPM tools in HR processes

Module 6: Customer-Centric Process Mapping

- Importance of customer journey mapping
- Linking processes to customer experience
- Identifying customer touchpoints

- Designing processes for satisfaction and loyalty
- Customer feedback integration in mapping
- Case Study: Mapping retail customer experience

Module 7: Risk and Compliance in Process Mapping

- Role of process mapping in compliance
- Identifying risks in workflows
- Mitigating risk through improved processes
- Regulatory alignment strategies
- Audit readiness through process documentation
- Case Study: Compliance mapping in banking sector

Module 8: Continuous Improvement and Strategy Alignment

- Embedding continuous improvement in processes
- Linking process mapping with KPIs
- Aligning workflows with business goals
- Change management in process improvement
- Scaling processes for future growth
- Case Study: Strategic alignment in logistics operations

Training Methodology

- Interactive lectures with visual demonstrations
- Group exercises on real-life process mapping challenges
- Hands-on practice with digital process mapping tools
- Facilitated group discussions for shared learning
- Case study analysis and problem-solving sessions

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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