



Training on Process Mapping

Course Duration: One Day

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INTRODUCTION

Structural analysis of a process flow (such as an order-to-delivery cycle), by distinguishing how work is actually done from how it should be done, and what functions a system should perform from how the system is built to perform those functions. In this technique, main activities, information flows, interconnections, and measures are depicted as a collage on a large sheet of (commonly brown) paper, with different colored 'Post-it' notes or slips of paper. This graphic representation allows an observer to 'walk-through' the whole process and see it in its entirety.

When you begin looking at a service process with the intention of improving it, it is important to start out by developing a better understanding of how the process works, and what goes into and comes out of it. A good place to start is by creating a process map. This is a pictorial representation of a process, made up of a variety of graphical symbols and connecting arrows, which show the stream of activities and decision points that make up the process.

OBJECTIVES

Upon completion the participant will be able to, among others:

- To increase process efficiency
- To reduce wastage in the process
- To improve process effectiveness
- To reduce operational cost
- To make work simpler and easier

COURSE CONTENT

1. Understanding Process

What is Process?/ Process Sequence/ Process and SOP/

Process Input: Man/ Machine /Material /Methods &Environment

Process Output:Quality/Cost / Delivery/ Safety & Morale

2. Process Waste

- Process and Operational Waste
- The 4M Checklist

3. Process Mapping Tools

- Types of Symbols

- Flow Process Chart

4. **Steps in Process Mapping**

Step 1 : Developing process check sheet

Step 2 : General process information

Step 3 : List down processes/activities in sequence

Step 4 : Identify process with symbols

Step 5 : Calculate time and distance

Step 6 : Eliminate non-productive processes/activities and cost

5. **Techniques for Process Improvement**

Applying Questioning Techniques to challenge the following area of work: The Purpose/ The Place/ The Sequence/ The Person/ The Means

The ECRS Approach: Eliminate/ Combine/ Rearrange/ Simplified

Checklist: Man/ Machine / Materials / Methods & Environment /Quality/ Cost/ Delivery/ Safety/ Morale

CERTIFICATE

Participants qualifying written examination shall be awarded certificate of successful completion of the course.

WHO SHOULD ATTEND

All levels of Executives and non-Executives involved in operation management.

• Technical Managers • Quality Engineering Team • Quality Managers • Laboratory Personnel • Production Managers • Quality Management Consultant • Engineers • Quality Control Executives • Metrology/Standard room personnel • S.Q.C/ SPC Team.

Students from Engineering, Management, and Science Streams.

About us

Shreyas Quality Management System is a Consultancy Development Centre(CDC), Govt. of India Accredited, and IMS(ISO9001QMS,14001EMS & OHSAS18001)certified Training & Consultancy Organization focused on organizational performance improvement through the globally accepted tools such as ISO 9001, ISO14001 EMS, ISO5001EnMS,TS16949,NABL ISO 17025,ISO15189,ISO27001 ISMS,OHSAS 18001, SIX SIGMA, 5 S/Kaizen, TQM, quality costs, design of experiments(DOE) etc. It has helped manyorganizations both from manufacturing and service sectors to analyze and improve their performance through well-established systems. It has team members possessing a wide spectrum of professional qualifications, experience and expertise which could effectively and efficiently address improvement issues which are of importance to your business / organization. It has provided consultancy to more than 200 organizations both from manufacturing and service organizations for quality improvement.

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