

Presents

## The Process Mapping Workshop

Process Mapping is a powerful tool for understanding the activities involved in providing products and services for customers. It helps to achieve consensus about the real processes used and to highlight opportunities for fulfilling customer needs more effectively.

The Process Mapping Workshop is for those who need to understand the current business and technical processes and who need techniques for improving those processes. The Process Mapping Workshop is ideally suited for multi-disciplinary groups and provides the opportunity for a high level of participation.

**Duration:** 3 hours

**Preparation Required:** None

**Prerequisites:** None

### Topics Covered

- ✓ Overview of Lean
- ✓ Customer Focus: Internal and External
- ✓ Why Map a Process: Understanding the Value Stream
- ✓ Introduction to Process Mapping
- ✓ The Current State
- ✓ Process Improvement Opportunities
- ✓ The Future State
- ✓ Balancing the Future State
- ✓ Realigning the Organization
- ✓ Bottleneck Management
- ✓ Takt Time
- ✓ Improvement Strategies: Kaizen vs Kaikaku

### Who should attend:

- **CEO's, Presidents, and COO's** – anybody who is responsible for facilitating total enterprise success and profitability.
- **Directors and Managers** who need to work collaboratively to increase agility, reduce cost, and improve service levels.
- **Supervisors** who need a better understanding of how they fit into the total picture and how to manage and improve workflow.
- **Production and Service delivery** personnel, who need to understand the entire process, how they contribute to it, and how to look for improvement opportunities.
- **Engineering and Business Process** personnel who need to develop processes and services that provide value to their customers.

For further Information and to book your Lean Enterprise Workshop contact:

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