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Lean Process Mapping: Creating more direct and streamlined processes from point A to Z

Analyze and Improve Work Processes through Structured Mapping

Lean Process Mapping

Lean Process Mapping trains participants in the basic fundamentals of process mapping. Participants learn about common types of process inefficiencies that exist in every work environment, then learn how to use process mapping to analyze and improve internal work processes.

8 Hour Class - Expected Outcomes for Participants

- Ability to recognize common wastes in processes
- Understanding of how to set up and run a process mapping event
- Practice writing a project scope
- Practice creating SMART goals: Specific, Measurable, Attainable, Relevant, Time-bound
- Practice mapping and analyzing a simple process

12 Hour Class – Additional Expected Outcomes for Participants

- Skills to facilitate a basic process mapping project
- Practice documenting a process electronically
- Practice creating an implementation plan for improvement
- Learn best practices for successful implementation of improvements

"The DBR facilitators took a very complex process and demonstrated it in a way that made it seem elementary. They also did a wonderful job keeping us on track and focused on the steps in the processes, versus how we felt about the processes. When they encouraged us to try our hand at facilitating the process, it made the training even more practical and memorable. I'm excited and ready to implement what I learned."

–Shaunita Sykes
  First Year and Nursing Program Advisor, Tidewater Community College

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Training Agenda (8 hours)

- What is a process?
- Basic mapping tools
- Types of process waste
- How to set up a mapping project
  – Project selection
  – Developing a Project Scope
  – Team communication
- Mapping the Current State
- Process Analysis
- Lean Tools
- The Ideal State
- Creating the Future State & Implementation Plan

Additional Training Agenda Items (12 hour option)

Participants in the 12 hour program will complete a process map of an actual work process and present this map to the class.

- Homework: Map a Process
- Project presentations and discussions
- Electronic documentation of your project
- Project implementation, tracking & communications
- Summary and Evaluations

Length of Class

8 & 12 hour options

The 12-hour course is divided into one 8-hour and one 4-hour session.

Class Size

8 – 20 participants

Trainer Responsibilities

- Supply training kit & participant materials
- Conduct sessions

Client Responsibilities

- Schedule session, invite participants and reserve facilities
- Ensure training room is set-up with computer and projector
- Provide refreshments
- Arrange for leadership to establish purpose and expectations at the start of the event

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