

Industry Expert Training Series * HRD Corp Claimable Course Scheme



Process Mapping

Training Brochure



Process Mapping

COURSE OBJECTIVES

After participating in the training, you will be able to:

- Understand the differences between process, major steps and activities.
- Map macro process model and detailed process map.
- Understand the principles of value-adding to customers.
- Systematically identify mistake risks in the business process.
- Improve cost, delivery and quality.

COURSE OUTLINE

1. Introduction to process and process mapping
2. Process mapping tools such as SIPOC and Cross Functional Process Map
3. Process analysis tools such as value adding analysis and risk analysis
4. Features of an ideal process
5. Strategies to improve current 'as is' process
6. Process management method and tools

DURATION

One (1) full day

MODE OF TRAINING

Remote Online Training or Classroom Training

COURSE AGENDA

Time	Details
9.00 am – 12.30 pm	Process mapping introduction Define customer & business requirements Develop goal statement
12.30 pm – 1.45 pm	Lunch break
1.45 pm – 5.15 pm	Map & understand the current process Conduct value analysis and identify quick wins

CONTACT

For enquiries, please email to Medsociate Sdn Bhd

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