



# Business Process Mapping for the Public Sector

TRAINING

Get started on your process transformation journey



Facilitated by  
**MUSTAFA GHULAM**  
Transformation and Process Specialist

Online → Wednesday, 21 February 2024



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## Overview

In the current climate of heightened scrutiny over public sector budgets and spending quality plus the imperative to cut costs, Business Process Mapping emerges as a powerful tool for government agencies.

Business Process Mapping is a structured approach that provides organisations with a clear view of their operations. As an approach that requires nothing more than pen, paper and time (and space) to think, it is perfect for public servants to identify opportunities for process optimising and increasing efficiency.

The advantages of Business Process Mapping are multifaceted. Firstly, it fosters transparency and clarity, simplifying the comprehension of roles and responsibilities for employees. Secondly, it lays the groundwork for process optimization by pinpointing bottlenecks, redundancies, and inefficiencies. Moreover, it ensures regulatory compliance and risk management, aligning processes with established standards. Furthermore, it encourages uniformity and standardization across the organisation, enhancing overall quality and customer satisfaction. Finally, it acts as a foundation for continuous improvement initiatives like Lean or Six Sigma, making organisations more agile and competitive in the dynamic public sector environment.

This course has been specially developed for public sector professionals who are responsible for streamlining operations, enhancing productivity, and driving organisational excellence. Through a mix of presentations, discussions and activities it will provide insights that can effectively drive transparency, optimisation, and improvement.

## Who Should Attend

Specialists, Officers, Analysts:

- Business Analyst
- Process Improvement
- Continuous Improvement
- Project Officers
- Technical analysts
- Service management
- Business Transformation

## Why Attend

- Establish foundations for process optimisation
- Build consistency and transparency
- Understanding when it is appropriate to use BPM
- Learn about the challenges of BPM
- The questions that you need to ask before you start
- Understand practical application: steps, artifacts, activities and components

## Learning Objectives

- Understand the importance and benefits of business process mapping and value streams
- Learn the key techniques and tools used in business process mapping.
- Gain hands-on experience in mapping and analysing business processes.
- Identify opportunities for process improvement and optimisation
- Uncovering the Metrics and KPIs

## Meet Your Facilitator



**MUSTAFA GHULAM**

Transformation and Process Specialist

Mustafa has 23 years' experience in five countries across range of industries. He has uniquely worked in all the three tiers of public service (federal, state, and local government). He is a dual certified change manager, certified project manager and a Lean Six Sigma Master Black Belt from Cardiff University.

Mustafa is passionate about leading system and process improvement using effective change management to improve employee and customer experiences. Mustafa is a known conference speaker and has delivered case studies and panel discussions for 10+ national and international conferences. He is a father of three active kids and likes to spend his spare time with his family and especially loves to travel and explore new cuisines!

## Preparation

**This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.**

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current challenges you are facing

## Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 24 <sup>th</sup> Nov	Register by 12 <sup>th</sup> Jan	Register by 20 <sup>th</sup> Feb
\$795 + GST	\$995 + GST	\$1,195 + GST
Save \$400	Save \$200	-

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## Module 1 – Process Mapping Fundamentals

### 9:00am Welcome and Introductions

### 9:15am Business Process Mapping: Definitions and Benefits

- Business process mapping and value streams: Significance and application
- Benefits of process mapping for organisations
- Common process mapping techniques and symbols

### 10:00am Setting up for Process Mapping

- Identifying processes ripe for mapping
- Defining process boundaries and scope
- Gathering relevant process information and documentation

### 10:45am Morning Tea

## Module 2 – Business Process Mapping Techniques

### 11:00am Process Mapping Techniques

- Unpacking various process mapping techniques (e.g., flowcharts, swimlane diagrams, value stream mapping).
- Questions to ask before choosing technique for different process scenarios
- Best practices for creating clear and effective process maps

### 11:45am Mapping a Business Process

- Hands-on exercise: Participants work in groups to map a sample business process using the chosen technique
- Facilitator provides guidance and feedback on the process maps
- Discussion on common challenges and solutions encountered during the exercise

### 12:30pm Break

## Module 3 – Process Improvement

### 1:30pm Analysing and Improving Processes

- Analysing process maps to identify bottlenecks, inefficiencies, and areas for improvement
- Exploring Lean and Six Sigma concepts for process optimisation
- Discussing potential process improvements and brainstorming ideas

### 2:15pm Implementing Process Improvements

- Strategies for implementing process changes effectively
- Change management principles and stakeholder engagement
- Tracking and measuring the impact of process improvements

### 3:00pm Afternoon Tea

### 3:15pm Case Studies and Real-World Examples

- Presentation of case studies showcasing successful process mapping initiatives
- Discussion on lessons learned and best practices from real-world examples

### 3:45pm Group Discussion

### 4:15pm Closing Remarks

### 4:30pm End of Training



## Get In Contact

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