Business Process Mapping for the Public Sector

TRAINING

Get started on your process transformation journey

Facilitated by
MICHAEL TATHAM

Online
Tuesday, October 8 & 15, 2024

PUBLIC SECTOR NETWORK

Certified B Corporation

Overview

Business Process Mapping is a powerful tool to streamline operations, identify opportunities for greater efficiencies and set up for innovation. It's especially useful in this climate of limited budgets and cost cutting.

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 organization, enhancing overall quality and customer satisfaction.

Finally, it acts as a foundation for continuous improvement initiatives like Lean or Six Sigma, making organizations 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

Managers, Specialists, Officers, Analysts, and Co-ordinators:

- Process Improvement
- Continuous Improvement
- Project Officers
- Technical Analysts
- Service Management
- Business Transformation

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 analyzing business processes.
- Identify opportunities for process improvement and optimization
- Uncovering the Metrics and KPIs

Why Attend

- Establish foundations for process optimization
- 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

Meet Your Facilitator

MICHAEL TATHAM

Michael has collaborated with world-renowned leaders for over 18 years, using his expertise to help them unite their teams to tackle their industry's most significant obstacles. His diverse clientele has included organizations such as NASA, Walmart, Bank of America, HP, and the US Airforce. Michael has instilled organizational agility and adaptability in his clients by offering a complete set of tools necessary to drive growth in the form of mindset, methodology, and systems.

What sets Michael apart from your traditional coach is his ability to gather cross-functional organizational buy-in swiftly, leading to the development of a competitive operating rhythm that initiates and drives organizational change sustainably.

Beyond his work, Michael balances his passions for flying, boxing, basketball, golf, and technology while being a devoted father to four children.

Preparation

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

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space

11:00am ET   **PSN Welcome and Introductions**

Session 1: Business Process Mapping Fundamentals

11:15am ET   **Business Process Mapping: Definitions and Benefits**
- Significance and application of business process mapping and value streams
- Benefits of process mapping for organizations
- Common process mapping techniques and symbols

12:00pm ET   **Setting up for Process Mapping**
- Identifying processes ripe for mapping
- Defining process boundaries and scope
- Gathering relevant process information and documentation

Session 2: Business Process Mapping Techniques

1:00pm ET   **Process Mapping Techniques**
- Unpacking various process mapping techniques (e.g., flowcharts, swimlane diagrams, value stream mapping)
- Questions to ask before choosing techniques for different process scenarios
- Best practices for creating clear and effective process maps

1:45pm ET   **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

2:30pm ET   **Break**

Session 3: Driving Process Improvement

2:45pm ET   **Analyzing and Improving Processes**
- Analyzing process maps to identify bottlenecks, inefficiencies, and areas for improvement
- Exploring Lean and Six Sigma concepts for process optimization
- Discussing potential process improvements and brainstorming ideas

3:30pm ET   **Implementing Process Improvements**
- Strategies for implementing process changes effectively
- Change management principles and stakeholder engagement
- Tracking and measuring the impact of process improvements

4:15pm ET   **Q&A and Recap**

4:30pm ET   **End of Day 1**

Explore the Agenda

11:00am ET   PSN Welcome and Introductions

11:10am ET   Recap of Day 1 Training

Session 4: Case Studies, Real-World Applications, and Specialized Approaches

Case Studies and Real-World Examples

11:20am ET   Presentation of case studies showcasing successful process mapping initiatives

12:05pm ET   Discussion on lessons learned and best practices from real-world examples

12:45pm ET   Group Discussion

1:45pm ET   Exploring specialized approaches for process optimization
- Design thinking in process improvement
- Agile methodologies for dynamic processes
- Customized approaches based on industry specifics

2:30pm ET   Hands-on Application of Specialized Approaches
- Participants engage in applying specialized approaches to a specific business process
- Facilitator provides guidance and feedback on the application
- Discussion on challenges and innovative solutions

3:15pm ET   Q&A

3:30pm ET   Closing Remarks and Recap

3:45pm ET   End of Training