

Mapping Tools & Techniques

Duration: 1 day

In-Company training:

Smallpeice courses are all available in-company for cost effective group training. This provides the opportunity to customise the content and to include practical activities that are linked to your own processes and products.

Before training onsite we will discuss and scope your and provide a bespoke delivery plan and proposal for your review.

For more information on the options, please contact Smallpeice on +44 (0) 1926 336423 or email train@smallpeice.co.uk

Overview:

A core skill when implementing continuous improvement is to be able to map, analyse and improve the current state process. This one day module gives participants a highly practical introduction to the most commonly used process mapping tools. Delegates will leave the day with the confidence and ability to be able to lead process mapping and analysis activity for the purpose of continuous improvement.

Objectives:

By the end of the course participants will be able to:

- Scope and plan a mapping session
- Facilitate current state process mapping and analysis using a range of core detail process mapping tools
- Apply the core principles of lean process design to create and implement process improvements

Outline:

Introduction

- Training format & objectives
- Outputs & expectations

Understanding Processes

- Defining a process
- Links to Value and the 8 Wastes

Planning for a Process Mapping Activity

- Deciding where to start: prioritising and scoping process improvement activity
- Use of SIPOC Maps to understand the process at a high level
- Who should be in the mapping team
- Understanding product/ service families
- Scoping the activity using In/ Out Scope tool
- Exercise: SIPOC Mapping
- Facilitation of mapping activities: hints and tips

Mapping the Current State

- Introduction to mapping principles
- Basic Process Flow Charting Approach
- Use of Swim-lane maps to understand who does what
- Identifying Waste – use of Process Sequence Charting
- Data collection when process mapping
- Exercise: Current State Mapping

Analysing the Current State

- Techniques for identifying opportunities for improvement
- Value Add/ Non Value Add Analysis
- Analysing process risk
- Use of 5 Why to identify the root cause of issues
- Exercise: Process Analysis and 5 Why

Developing the Target State

- Approach to to-be mapping
- Lean design principles
- Identifying & assessing risks
- Exercise: Future State Mapping

Implementing the New Process

- Planning & communication steps
- Links to Standard operations – maintaining the standard

Next steps planning

- Checklist for next steps