

aractech

Global Learning for Operational Leaders



LEADERSHIP AND MANAGEMENT | LM-022

Business Process Improvement & Process Mapping

Contact

+31 85 7444446
info@aractech.com
<https://aractech.eu>

Address

Waarderweg 50, 2031PB Haarlem - Netherlands.

Course content

Why Attend

Efficient business processes are essential for reducing costs, improving service quality, increasing speed, and achieving strategic objectives. Organizations that understand and continuously improve their workflows gain stronger performance and better customer outcomes. This course provides participants with practical tools to map processes, identify waste, analyze root causes, redesign workflows, and measure improvement results effectively.

Course Methodology

• This course uses an interactive and practical approach through presentations, workshops, case studies, group discussions, mapping exercises, problem-solving activities, and real workplace examples.

Course Objectives

- Understand core business process concepts and structures
- Apply process mapping methods to visualize workflows
- Identify inefficiencies, waste, and bottlenecks
- Use Lean and continuous improvement techniques
- Apply re-engineering methods for major redesign initiatives
- Assess process effectiveness and operational risks

Target Audience

- Business Analysts
- Operations Managers
- Process Improvement Professionals
- Quality Specialists

Course outline

Detailed course outline

Day-by-day outline for Business Process Improvement & Process Mapping.

Day 1 - Business Process Concepts and Foundations

- Meaning and purpose of business processes
- Core process elements and characteristics
- Different categories of business processes
- Introduction to process mapping and business value
- Features of an effective process map
- Process efficiency versus process effectiveness

Day 2 - Fundamentals of the Process Approach

- Definition and benefits of the process approach
- Reducing cycle time, delays, and defects
- Using PDCA for continuous improvement
- Identifying improvement opportunities systematically
- Understanding non-value-added activities
- Applying Lean principles to remove waste

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Day 3 - Re-Engineering Methodology

- Meaning and value of business process re-engineering
- When re-engineering is necessary
- Core principles of process redesign
- Stages of re-engineering initiatives
- Simplification techniques in process redesign
- Conducting value-added analysis

Day 4 - Process Mapping and Assessment Tools

- Gathering information for process mapping
- Common process mapping symbols and notation
- Understanding process hierarchy structures
- Tools: flowcharts, spaghetti diagrams, swimlane maps
- SIPOC, value stream maps, IDEF0, turtle diagrams
- Measuring process efficiency and effectiveness

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Day 5 - Process Improvement and Measurement

- Best practices for diagnosing process issues
- Streamlining tools for faster workflows
- Problem-solving methods for process improvement
- Importance of measuring process performance
- Designing KPIs for operational control
- Mapping future-state improvements

Seminar dates

Available seminar dates

Live dates and pricing for Business Process Improvement & Process Mapping generated from the course details page.

Date	Location	Format	Fee
1 - 5 June 2026	Amsterdam	Classroom	€2,940
8 - 12 June 2026	London	Classroom	€2,975
15 - 19 June 2026	Kuala lumpur	Classroom	€1,575
6 - 10 July 2026	Amsterdam	Classroom	€2,975
20 - 24 July 2026	London	Classroom	€2,695
3 - 7 August 2026	Barcelona	Classroom	€2,975
10 - 14 August 2026	London	Classroom	€2,695

Live online option

Online delivery is available at €1,250.