Process Mapping for Efficiency and Cross-Training [1]

The purpose of the Process Mapping for Efficiency and Cross-Training course is to describe a team-based method for identifying, integrating, and diagramming processes between departments and individuals, which helps ensure that connections, communications, and hand-offs are well-designed and well managed.

Program Level: Basic

Prerequisites: None

Advanced Preparation: N/A

Instructional Method: Group-Live, Group-Internet Based

Instructor:

Recommended CPE Credit: 1.0 Hours

Field of Study: Management Services

Course Objectives:

At the end of the course, participants will be able to:

- Flesh out the who, what, where, why, and how of a process;
- Identify why it’s important to have team members who are NOT subject matter experts in the process as well as those who are;
- Use basic flowchart shapes in MS Visio (which is optional but advisable);
- Use Visio to create process maps with links, easily identifiable stakeholders, and a clear timeline;
- Analyze the diagram for potential gaps and areas of improvement; and,
- Organize their process maps for the web/shared folders.

Program Policies [2]

NASBA Statement

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