

# PROCESS MANAGEMENT TRAINING

## COURSE OVERVIEW

For Process Management Training we recommend a 2 day workshop on our Standard Operating Model (SOM) approach. The SOM is a unique approach to enterprise architecture and process and performance management that was developed by Training Leadership Consulting (TLC). The SOM seeks to understand the functional area first and then engages in Business Process Management (BPM) techniques to first standardise and then improve the various systems and procedures within an organisation. The SOM deliverable formally communicates all aspects of the business, department and job functions. The net result is optimised workflows, in the most efficient and effective manner.

## OUR APPROACH

- Assessment
- Focus on the urgent issues
- Standardise and stabilise all remaining processes
- Create a process measurement system
- Implement new standards through training
- Institutionalise through continuous improvement

## BENEFITS

- Provides a foundation for growth
- Enables standardised approach to routine tasks
- Creates a controlled & predictable environment
- Motivated staff
- Accountability from employees
- Detailed Job description for each role
- Becomes your orientation and training programme



## KEY OUTCOMES

- Define Process Management.
- Explain the concepts of Process Management.
- Document a Standard Operating Model (SOM).
- Describe a Standard Operating Model and understand its various uses.
- Create and document a Functional Overview, high-level Organogram and high-level Job Descriptions.
- Recognise the levels of a process.
- List the types of activities in a process and identify value added/ non-value added and incidental activities.
- Define the benefits of process mapping.
- Map a Macro (High-level) Process.
- Identify and map a SIPOC (Supplier, Input, Process, Output, Customer), to recognise the boundaries of a process.
- Map a Micro (Detailed) Process in swim-lanes (also called a Deployment Process Map), using standardised symbols/ notation.
- Learn how to conduct a process mapping workshop.
- Identify how to develop a SOM document.
- Describe the process to develop Key Process Metrics and Scorecards.
- Recognise the building blocks of a good Visual Management System.
- Know how to implement and sustain a SOM in business.

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## TLC PERFORMANCE EXCELLENCE APPROACH

### WHAT'S INCLUDED



- Training Manual
- Templates & Exercises
- Practical group activities

### DURATION



2 day workshop

### CERTIFICATION



On completion of this workshop participants will receive an Attendance Certificate

### HOW TO BOOK



To book email [registrations@tlcglobal.co.za](mailto:registrations@tlcglobal.co.za)  
or  
call **0861 TLC 4ME / 0861 852 463**



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