

## OPERATIONS & PROCESS MAPPING TECHNIQUES

*“Streamlining Processes for Operational Excellence and Continuous Improvement”*

### Schedule

Date	Venue	Fees (Face-to-Face)
02 - 06 Aug 2026	Kuwait	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

### Introduction

This course offers a deep dive into the techniques and best practices of operations and process mapping to enhance organizational efficiency and effectiveness. Participants will learn how to visualize, analyze, and optimize business processes, ensuring smoother workflows and better resource utilization.

Through practical exercises and real-world case studies, participants will build the skills needed to identify process inefficiencies, remove bottlenecks, and drive continuous improvement initiatives aligned with business goals.

### Objectives

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

- Understand key principles and methodologies of process mapping.
- Analyze and document current operations workflows.
- Identify inefficiencies, redundancies, and improvement opportunities.
- Design optimized processes that enhance productivity and quality.
- Apply process mapping tools and techniques to real business scenarios.

## Why Attend

- Learn industry-proven tools for operations and process analysis.
- Gain hands-on experience in developing and interpreting process maps.
- Enhance cross-functional collaboration by clarifying roles and workflows.
- Build a foundation for continuous improvement and operational excellence.
- Equip yourself with practical techniques to deliver measurable performance improvements.

## Target Audience

This program is designed for:

- Business analysts and process improvement professionals.
- Operations managers and supervisors.
- Project managers and change management leaders.
- Quality assurance and performance improvement teams.
- Anyone involved in designing, analyzing, or improving business processes.

## Individual Benefits

Key competencies that will be developed include:

- Strong process analysis and optimization skills.
- Ability to create detailed and accurate process maps.
- Enhanced problem-solving and critical thinking abilities.
- Proficiency with key process mapping tools and software.
- Confidence in driving operational improvements across teams.

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Streamlined and optimized business processes.
- Improved operational efficiency and reduced waste.
- Enhanced collaboration across departments.
- Stronger alignment between processes and organizational goals.
- A culture of continuous improvement and innovation

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Deep dive into operations analysis and process mapping frameworks.
- Case Studies - Real-world examples of process improvement successes.
- Workshops - Hands-on exercises creating and refining process maps.
- Peer Exchange - Group discussions on process challenges and solutions.
- Tools - Templates for process mapping, workflow analysis, and improvement planning.

## MAWA EVENTS

**Address:** No. 857, Block A2, Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

**Phone:** +601116373203 | **Email:** info@mawaevents.net

---



## Course Outline

**Detailed 5-Day Course Outline Training Hours:** 7:30 AM – 3:30 PM **Daily Format:** 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

### Day 1: Introduction to Process Mapping

- Module 1: Fundamentals of Process Mapping (07:30 – 09:30)
- Understanding process mapping concepts and objectives.
- Key elements and symbols used in process maps.
- Benefits of visualizing processes for operational clarity.
- Module 2: Identifying Core Processes (09:30 – 11:15)
- Mapping high-level organizational workflows.
- Defining process boundaries, inputs, and outputs.
- Engaging stakeholders in process identification.

### Day 2: Mapping and Analyzing Current Processes

- Module 3: Creating As-Is Process Maps (07:30 – 09:30)
- Documenting current workflows in detail.
- Capturing roles, responsibilities, and handoffs.
- Tools and techniques for gathering process data.
- Module 4: Analyzing Process Performance (09:30 – 11:15)
- Identifying bottlenecks and inefficiencies.
- Assessing process effectiveness and risks.
- Prioritizing areas for improvement.

### Day 3: Designing Optimized Processes

- Module 5: Developing To-Be Process Maps (07:30 – 09:30)
- Designing streamlined and efficient future-state workflows.
- Applying lean and continuous improvement principles.
- Reducing waste and improving process flow.
- Module 6: Validating and Refining Process Designs (09:30 – 11:15)
- Engaging stakeholders in process redesign discussions.
- Testing and validating proposed process improvements.
- Ensuring alignment with business objectives.

### Day 4: Tools and Techniques for Process Improvement

- Module 7: Using Software Tools for Process Mapping (07:30 – 09:30)
- Overview of popular process mapping tools.
- Best practices for digital process documentation.
- Integrating process maps with other business systems.
- Module 8: Building a Continuous Improvement Culture (09:30 – 11:15)
- Encouraging ownership and accountability for processes.
- Monitoring and measuring process performance.
- Embedding improvement practices into daily operations.

### Day 5: Application, Simulation, and Action Planning

- Module 9: Hands-on Process Mapping Workshop (07:30 – 09:30)
- Applying learned techniques to real organizational processes.
-

Collaborative team exercises and simulations.

- Developing actionable improvement plans.
- Module 10: Final Review and Course Wrap-Up (09:30 – 11:15)
- Summarizing key concepts and takeaways.
- Group presentations of workshop outcomes.
- Final Q&A, participant feedback, and certificate presentation.

### Certification

Participants will receive a Certificate of Completion in Operations & Process Mapping Techniques, validating their expertise in analyzing, optimizing, and improving business processes for enhanced operational performance

### Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

<p><b>In-House / Customized Training</b></p> <p>Interested in running this course for your team?</p> <p>Please contact us:</p>	<p>TEL:</p> <p><b>+601116373203</b></p>	<p>EMAIL:</p> <p><b>info@mawaevents.net</b></p>
--	---	---

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.