

BUSINESS PROCESS MAPPING ESSENTIALS

“Visualize, analyze, and improve your business operations through effective process mapping techniques.”

Schedule

Date	Venue	Fees (Face-to-Face)
12 - 16 Jul 2026	Kuwait	USD 3495 per delegate

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

Introduction

In today's competitive environment, understanding and optimizing business processes is essential for operational efficiency, cost reduction, and customer satisfaction. Business Process Mapping (BPM) is a powerful technique that allows organizations to visualize their workflows, identify inefficiencies, and implement improvements.

This 5-day practical course delivers a complete foundation in business process mapping tools and methodologies. It empowers participants to document, analyze, and redesign processes using industry standards and best practices—enabling continuous improvement, digital transformation, and successful change initiatives.

Objectives

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

- Understand the principles and value of process mapping in business analysis
- Apply process mapping tools (e.g., flowcharts, SIPOC, swimlane diagrams)
- Identify process gaps, redundancies, and improvement opportunities
- Document current-state (As-Is) and design future-state (To-Be) processes
- Use process mapping for change management, automation, and performance optimization
- Facilitate process mapping sessions across functional teams

Why Attend

- Master a practical and visual approach to business improvement
- Learn how to uncover root causes of inefficiency and redesign workflows
- Gain hands-on experience with leading process mapping tools and templates
- Support digital transformation, system implementation, or Lean Six Sigma initiatives
- Improve cross-functional collaboration and clarity in operations

Target Audience

This program is designed for:

- Business analysts and process improvement professionals
- Operations managers and quality assurance staff
- Project managers and system implementation teams
- Change managers and organizational development specialists
- Anyone involved in workflow analysis or operational excellence programs

Individual Benefits

Key competencies that will be developed include:

- Process visualization and analytical thinking
- Mastery of key mapping formats: flowcharts, BPMN, SIPOC, etc.
- Skills to lead process discovery workshops
- Ability to document and redesign complex workflows
- Improved communication across departments

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved process efficiency and service delivery
- Clear and consistent documentation of business workflows
- Greater alignment between operations and strategy
- Readiness for automation, ERP implementation, or process audits
- Enhanced team collaboration and problem-solving capabilities

Instructional Methodology

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

- Strategy Briefings - Key concepts in process analysis and modeling
- Case Studies - Real-world examples of business process improvements
- Workshops - Interactive mapping exercises using real business scenarios
- Peer Exchange - Group feedback and discussion of mapping techniques
- Tools - Templates for flowcharts, swimlanes, SIPOC, and As-Is/To-Be models

MAWA EVENTS

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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 Business Process Mapping

- Module 1: What Is a Business Process? (07:30 – 09:30)
 - Definitions and importance of process thinking
 - Process types: operational, management, and support
- Module 2: Foundations of Process Mapping
 - Benefits and use cases
 - Introduction to key mapping tools and standards
- Module 3: Process Identification and Scoping
 - Choosing which processes to map
 - Setting goals, scope, and stakeholder involvement

Day 2: Process Documentation Tools

- Module 1: Flowcharting Techniques
 - Symbols, levels of detail, and sequence logic
 - Common errors in flowcharting
- Module 2: SIPOC Diagrams
 - Supplier, Input, Process, Output, Customer
 - High-level mapping for process framing
- Module 3: Swimlane Diagrams and Role Mapping
 - Assigning responsibilities to departments/roles
 - Visualizing cross-functional processes

Day 3: Process Analysis and Gap Identification

- Module 1: Analyzing As-Is Processes
 - Identifying waste, delays, bottlenecks, and rework
 - Performance metrics and benchmarks
- Module 2: Root Cause Analysis Tools
 - Cause-and-effect diagrams
 - The 5 Whys and other diagnostic methods
- Module 3: Designing Future-State (To-Be) Processes
 - Mapping improvements and redesigning flows
 - Process alignment with organizational goals

Day 4: Facilitating Mapping Workshops

- Module 1: Planning and Running Process Mapping Sessions
 - Workshop design and facilitation tips
 - Managing stakeholder input and alignment
- Module 2: Documenting and Validating Processes
 - Standardized process documentation practices
 - Engaging stakeholders in review and sign-off
- Module 3: Tools and Software for BPM
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Overview of Visio, Lucidchart, Bizagi, and other platforms

- Hands-on tool usage (if applicable)

Day 5: Process Optimization and Change Integration

- Module 1: Linking Process Mapping to Improvement
- Lean, Six Sigma, and automation readiness
- Process KPIs and dashboards
- Module 2: Change Management and Communication
- Gaining buy-in for process improvements
- Communicating process changes across teams
- Module 3: Final Workshop and Action Planning
- Team project: Mapping and improving a real process
- Individual improvement plans and final wrap-up

Certification

Participants will receive a Certificate of Completion in Business Process Mapping Essentials, validating their expertise in documenting, analyzing, and redesigning business processes using industry-standard tools and methodologies.

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