



**The Florida Manufacturing Extension Partnership**

**Presents:**

## **Business Process Mapping**

**An Interactive Workshop**

**Reduce Overhead Costs and Processing Time  
Eliminate Waste and Achieve Consistent Results**

**Business Process Mapping (BPM)** is a fundamental tool for streamlining processes and making them more efficient. Whether on the shop floor or in the office, the concepts and methods you will learn in this interactive workshop will help your company reduce lead time and increase quality, customer satisfaction and profits.

During the BPM workshop you will experience a hands-on mapping process. The exciting simulation exercises, along with the materials you will receive, will enable you to implement BPM in your company and streamline a variety of processes.

**This workshop includes:**

- Introduction Lean and BPM Principles
- Process Identification and Document Control
- The Discovery Process—Data Gathering
- Rosie's Diner Simulation Exercise
  - Interviewing and Mapping
  - Analyzing Data and Opportunity Analysis
- Swim Lanes Methodology
- Microsoft Visio Mapping Overview
  - Popular Symbols
  - Page Controls

Participants will receive a Certificate of Completion and Case Example in Visio Format.

**Time required for this course is 4 hours**

