



1 COURSE OUTLINE

Course:	Business Process Mapping - A practical approach to mapping your organisation's business processes
Contact Hours:	6 Contact Hours
Pre-requisite:	None

1.1 Abstract

All organisations need to map their business processes. Whether an organisation is looking to better understand its operations, document its standard operating procedures, brainstorm ideas for operational efficiency, or fulfil risk and compliance requirements, business process maps are an organisational 'must-have'.

This course focuses on the application of industry 'best practice' strategies, tools and techniques in business process management to develop intuitive, easy-to-follow and professional-looking business process maps/ flowcharts. Participants will gain hands-on, practical experience in using flowcharting software to develop their own process maps for 'real-world' business scenarios that are modelled in class.

Upon successful completion of this course, participants would be able to develop detailed business process maps/ flowcharts (i.e. traditional and cross-functional/ 'swimlane' process flowcharts) to model their own organisational processes.

1.2 Target Audience

- Persons in business process-related roles, for example:
 - Business Process Analysts
 - Business Process Engineers
 - Business Process Architects
 - Business Process Managers
 - Business Analysts
 - Systems Analysts
 - Process Owners
 - Process Officers
- Persons responsible for business process-related activities, for example:
 - Process Mapping
 - Process Modeling
 - Process Analysis
 - Process Design
 - Process implementation
 - Process Transformation
 - Process Monitoring & Control
 - Process Performance Improvement
- Anyone wishing to obtain an understanding of business process mapping and carry out business process mapping initiatives in their organisations.



1.3 Learning Outcomes

Upon successful completion of this unit, participants will be able to:

1. Understand and explain key business process terms, concepts and foundational elements;
2. Understand and explain process mapping requirements, approach and environmental factors;
3. Apply industry 'best practices' to develop detailed, easy-to-follow and professional-looking business process maps, with the aid of flowcharting software.

1.4 Topics Covered

1. Understand and explain key business process terms, concepts and foundational elements

1.1. What is a business process?

- Definition of a business process
- Introduction to the Process Model
- The importance of business process metrics and performance indicators
- Characteristics of a business process
- Types of business processes
- The Business Process Owner role
- Interrelationship among business processes, policies and standard operating procedures

1.2. Why map business processes?

- Benefits/ uses of business process modelling

1.3. The business process model hierarchy

- High-level process maps (organizational process maps)
- Detailed process maps (traditional and cross-functional/ 'swimlane' process maps)

2. Understand and explain process mapping requirements, approach and environmental factors

2.1. Process mapping requirements and approach

- Information requirements and gathering
- Process mapping approach
- Use of process mapping shapes, symbols and other relevant notation
- Use of flowcharting software



2.2. Interaction with ‘people’ and ‘technology’ in the organisation

- Consideration of the interaction of business processes with ‘people’ and ‘technology’ in the organization, and incorporation of related requirements into the process model

3. **Apply industry ‘best practices’ to develop detailed, easy-to-follow and professional-looking business process maps, with the aid of flowcharting software**

3.1. Create traditional process maps

- Create detailed traditional process maps/ flowcharts, with the aid of flowcharting software, based on ‘real-world’ examples and business scenarios modelled in class.

3.2. Create cross-functional/ ‘swimlane’ process maps

- Create detailed cross-functional/ ‘swimlane’ process flowcharts, with the aid of flowcharting software, based on ‘real-world’ examples and business scenarios modelled in class.

1.5 **Outline Learning Plan**

The outline learning plan has been included in this unit as guidance. It demonstrates one way of planning the delivery and assessment of this unit. Changes may be made as deemed necessary by the lecturer.

Session #	Delivery Mode	Topics covered	Hours
1	online	1.1. What is a business process? 1.2. Why map business processes? 1.3. The business process model hierarchy 2.1. Process mapping requirements and approach. 2.2 Interaction with ‘people’ and ‘technology’ in the organisation	2
2	online	3.1. Create traditional process maps	2
3	online	3.2. Create cross-functional/ ‘swimlane’ process maps	2
Total Contact Hours:			6