

## STEPCHANGE PROGRAMMES PROVIDE

- ⌚ Rapid capture of existing processes
- ⌚ Expert analysis by sector specialists
- ⌚ Technology solutions specifically tailored and rapidly deployed
- ⌚ Fast ROI and shared savings approach

## STEPCHANGE – POWERED BY



Stepchange are the chosen partner for delivering iGrafx to the Public Sector in the UK.

The market leading process analysis tool chosen by Leeds City Council, Birmingham City Council and the NHS.

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## An introduction to Process Mapping using iGrafx® Flowcharter 2007

This Introduction to Process Mapping has been developed to address service organisations in the Public Sector. The course has been divided into four sessions enabling attendees to gain a practical appreciation of why “process” is important in delivering efficiency gains as well as improvements to customer service and improving staff morale.

### 1. Introduction to process mapping

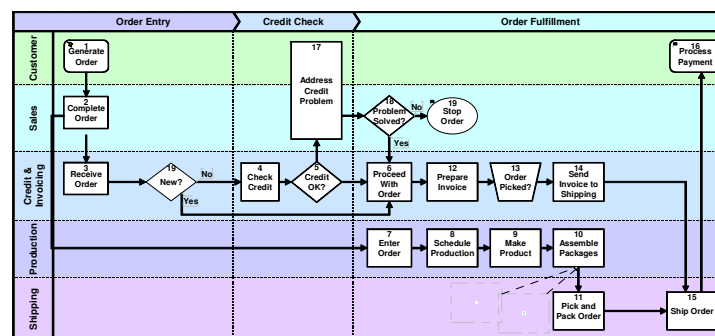
The course commences with an introduction looking at an organization from a process perspective. This section also covers the terminology and information required to build effective process maps, data capture techniques and the facilitation of workshops.

### 2. Process Mapping tools and techniques

A practical session setting out the various types of process map and tools available for modeling processes. The importance of correct AS IS design and gathering of metrics and performance indicators. Tips, hints and process mapping “Do’s and don’ts”.

### 3. Building process maps

Practical session with the participants building process maps from real examples.



### 4. Uses and applications of process maps

The final session will introduce some of the ways process mapping and analysis can be used to measure and improve services. From identifying quick wins through to building a business case for change. Through some simple case studies and hands on examples the course will demonstrate the power of looking at the organization on a process basis.

**The “hands on” course includes practical process model building and all training materials**

**Stepchange deliver Process Transformation Services to the Public Sector**

- ⌚ Business Case Builder
- ⌚ Process Improvement Programme
- ⌚ Transformation Government