

**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.

To find out more contact:

Stepchange Partnership Ltd  
Surrey Technology Centre  
Surrey Research Park  
Guildford  
Surrey  
GU2 7YG

[www.stepchange.co.uk](http://www.stepchange.co.uk)

Tel: 01483 68 58 50  
Fax: 01483 68 58 55

Email:  
[information@stepchange.co.uk](mailto:information@stepchange.co.uk)

## An introduction to process modeling and simulation using iGrafx Process 2007

The 2 day course covers:

### iGrafx and process mapping overview

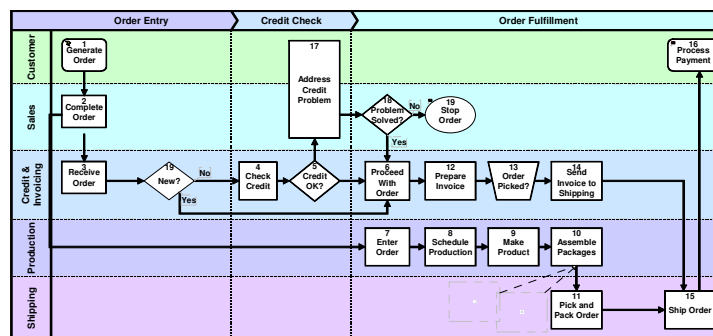
An introduction to the software and terminology.

Product types (flowcharter, process and process for six sigma), process types, diagrams and documents. The session will also review process mapping techniques and applications to show the full power of the software and process programmes.

### Creating a process map using iGrafx Process 2007

Hands on session creating basic process maps and familiarisation with the menu's and views. Starting with creating, placing and connecting shapes then customizing and placing text in shapes, use of departments & swim lanes, specifying numbering, sub-processes and hierarchy.

The session covers creating links to external files and finally print output and publishing.



### Process Behavior Modelling and Simulation

Using practical simulations the course will reveal the power of iGrafx PROCESS 2007. Transactions will be created and introduced to the process and available resources will be specified. With this information embedded in the process map “real time” simulation will show how transactions progress through the process highlighting bottlenecks, batching and wasted resources.

### Process improvement and what if analysis

The final module will demonstrate how to use the reporting and analysis of the statistics gathered including resource utilization, cycle time, capacity and other pre-defined and customisable statistics. Utilising Lean and Six Sigma techniques the course will show how to identify practical business improvements and build the business case for change.

**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