

<b>Visio Course Content Options – What Do You Want Trainees to be able to do?</b>	
Understand the basics of process mapping – inputs, activities, outputs	<input type="checkbox"/>
Create a basic process (Add/remove activity owners and link steps)	<input type="checkbox"/>
Add applications, documents, risks/controls or notes to help explain procedures	<input type="checkbox"/>
Add key performance indicators and frequency/volume info to show performance	<input type="checkbox"/>
Use AND, OR and XOR decision points	<input type="checkbox"/>
Link multiple procedures (using interfaces)	<input type="checkbox"/>
Understand different process modelling levels	<input type="checkbox"/>
Develop organisational charts (roles and reporting lines)	<input type="checkbox"/>
Document the organisational value chain (what your organisation does)	<input type="checkbox"/>
Document organisational processes (services provided to your customers)	<input type="checkbox"/>
Document procedures (teams and activities needed to deliver a service)	<input type="checkbox"/>
Document flow charts (individual tasks needed to deliver a procedure)	<input type="checkbox"/>
Document work instructions (step by step actions needed to complete a task)	<input type="checkbox"/>
Document a business functional/operating model (summary of who does what)	<input type="checkbox"/>
Establish consistent modelling standards and naming conventions	<input type="checkbox"/>
Understand continuous improvement methods – LEAN, SIX SIGMA etc.	<input type="checkbox"/>
Create a process architecture to drive continuous improvement across your business	<input type="checkbox"/>
Identify opportunities for process improvement via process mapping workshops	<input type="checkbox"/>