Process Mapping

Salt Lake City, Utah
Thursday June 7, 8:30am – 4:00pm
Friday June 8, 8:30am – 12:00pm

Course Description:
Picture this: your baggage arrives at the same destination you do and when you do; your food order comes quickly, complete and hot and your expense check is accurate and timely. You’re thinking, not a chance - right? But when process meets good design, anything is possible.

Properly used, process improvement techniques can change your approach to systems management and improve organizational operating costs by eliminating and collapsing process steps, leveraging resources and uncovering the root cause of systematic quality problems. In this budgetary climate, it is more important than ever to be as efficient as possible and do more with less.

In this practical, highly interactive course, you will learn to peel away the layers of organizational structure and focus on activities and processes that are the engine of organizational performance and eliminate non-value-added steps.

Learning Objectives:
- Identify core processes and process owners
- Conduct value-added and workflow analysis
- Apply process maps to eliminate system flaws
- Establish meaningful process metrics
- Improve efficiency and customer satisfaction

Key Takeaways:
- List of your departments’ core processes
- Knowledge and tools for creating a basic process map
- Strategies for mobilizing teams in your organization for process change

Who Should Attend:
- Individuals at all levels with a desire to improve performance
Cancellation Policy
Refunds will be given upon written request 30 days prior to program. No refunds will be made after this date. A $50 cancellation fee applies. Substitutions are allowed at any time at no additional charge.

Sponsor Contact:
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Things to do in Salt Lake:
- Visit Park City and 2002 Winter Olympic Venues
- See historic Temple Square and Tabernacle choir rehearsal
- Shop or dine at Salt Lake’s brand new City Creek Center; don’t forget to see the fountains set to lights and music
- Shop or dine at the open air Gateway Mall

For those driving
Hotel parking is complimentary

Transportation from the airport
Shuttle service by Xpress Shuttle - $8
Taxi ride - approximately $20

WACUBO does not offer CPE credits per se, but many organizations accept WACUBO courses for credit. A CPE self-reporting form to send to your professional organization is available at the WACUBO website.

IF SPECIAL ACCOMMODATIONS ARE REQUIRED, PLEASE ADVISE AT THE TIME OF YOUR REGISTRATION.