

Process Mapping and Beyond 1 day

Create process documentation that adds value, not bureaucracy. Learn to map processes, define ownership, manage risk and measure what matters.

Ready to bring structure and clarity to your organisation's processes? This practical, hands-on programme gives you the tools to define, map, document and begin to manage processes with confidence.

Designed for professionals across all sectors and roles, the course equips participants to take a structured, risk-based approach to process management, from defining a process at high level right through to measuring how well it performs.

Delivered over one engaging day, the programme covers process fundamentals, high-level process definition, customer requirements, process mapping methods, roles and responsibilities, and process assurance and measurement.

What You'll Learn

By the end of this programme, you will be able to:

- Define what a process is and what it does
- Apply a risk-based approach to documentation, ensuring the level of detail, control and effort is proportionate to the significance of the risks involved
- Build a SIPOC to define a process at a high level
- Translate customer requirements into clear, measurable CTQs
- Visualise how your organisation's processes fit together using a Process Architecture diagram
- Select and apply the right mapping technique, from Customer Journey Maps and Flowcharts to Swimlane Maps and Work Instructions
- Apply RACI and understand the roles of Process Owner, Manager and Process Operator
- Build a plan to measure and monitor process performance

Delivery Format

The Process Mapping training programme is delivered as a one or two-day in-company programme, either virtually or face-to-face. There are no prerequisites.

Who Should Attend?

- Professionals responsible for defining, documenting or improving processes within their team or department
- Process Owners, Managers and Operators who want a shared, structured approach to managing processes
- Those building a business management system that brings the organisation's processes together as a single, cohesive system
- Continuous Improvement and Quality professionals who want to create appropriate process management systems for their organisations

- Anyone who wants to look at their processes, and how they're managed as a system, with fresh eyes
- Anyone starting their process management journey

Why Choose This Course?

This programme provides practical, immediately applicable skills that can be used from day one in the workplace. Participants gain:

- Hands-on practice with SIPOC, CTQs, RACI, swimlane maps and more
- A structured, risk-based approach to process documentation
- Confidence to facilitate a process mapping session
- A strong foundation for further improvement work, including Lean Six Sigma and Value Stream Mapping

Course Content

- Process Basics: Understand what a process is, its component steps, and the importance of standardisation
- Defining the High-Level Process: Create a SIPOC to define scope, inputs, outputs, suppliers and customers
- Process Customers: Translate customer requirements into CTQs and prioritise using Kano/MoSCoW
- The Organisation's System of Processes: Visualise how processes fit together using process architecture and mapping approaches
- Documenting the Process: Apply a risk-based approach to deciding what and how to document
- Process Mapping Methods: Build Customer Journey Maps, Flowcharts, Swimlane Maps and Work Instructions
- Roles and Responsibilities: Apply RACI and define the Process Owner, Manager and Operator roles
- The Human Element: Understand the role of people and acceptance in process management
- Process Assurance: Learn the stages of process assurance and key assurance skills
- Measuring and Monitoring Processes: Build a plan to measure process performance

Why Choose Catalyst?

Catalyst delivers results, not just services. We blend consulting, coaching, training, and AI-powered tools into a seamless support system that meets teams where they are, developing capability at every level.

Thousands trust us to support their learning and continuous improvement journeys. With over 30 years' experience in performance improvement training and consultancy, we make complex concepts practical, accessible, and engaging. Our short courses in quality and improvement tools are designed by experienced practitioners, ensuring content that is relevant and immediately applicable. We combine deep expertise with interactive delivery to help participants confidently apply what they learn. Catalyst is accredited by the British Quality Foundation and the Lean Competency System (LCS), and is recommended by the Chartered Quality Institute