



LEADERSHIP AND MANAGEMENT

Business Process Improvement & Process Mapping

Course code: LM-022

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Efficient business processes are essential for reducing costs, improving service quality, increasing speed, and achieving strategic objectives. Organizations that understand and continuously improve their workflows gain stronger performance and better customer outcomes. This course provides participants with practical tools to map processes, identify waste, analyze root causes, redesign workflows, and measure improvement results effectively.

Why Attend

This course uses an interactive and practical approach through presentations, workshops, case studies, group discussions, mapping exercises, problem-solving activities, and real workplace examples.

Who Should Attend

Business Analysts
Operations Managers
Process Improvement Professionals
Quality Specialists
Project Managers
Team Leaders
Anyone involved in workflow redesign and

— Learning Objectives

- Understand core business process concepts and structures
- Apply process mapping methods to visualize workflows
- Identify inefficiencies, waste, and bottlenecks
- Use Lean and continuous improvement techniques
- Apply re-engineering methods for major redesign initiatives
- Assess process effectiveness and operational risks
- Develop KPIs to monitor process performance
- Build sustainable improvement plans aligned with business goals

Course Outline

DAY
1

Business Process Concepts and Foundations

- Meaning and purpose of business processes
- Core process elements and characteristics
- Different categories of business processes
- Introduction to process mapping and business value
- Features of an effective process map
- Process efficiency versus process effectiveness
- Importance of stakeholder analysis in process design

DAY
2

Fundamentals of the Process Approach

- Definition and benefits of the process approach
- Reducing cycle time, delays, and defects
- Using PDCA for continuous improvement
- Identifying improvement opportunities systematically
- Understanding non-value-added activities
- Applying Lean principles to remove waste
- Eight wastes in Lean operations

DAY
3

Re-Engineering Methodology

- Meaning and value of business process re-engineering
- When re-engineering is necessary
- Core principles of process redesign
- Stages of re-engineering initiatives
- Simplification techniques in process redesign
- Conducting value-added analysis
- Identifying gaps, disconnects, and duplication

DAY
4

Process Mapping and Assessment Tools

- Gathering information for process mapping
- Common process mapping symbols and notation
- Understanding process hierarchy structures
- Tools: flowcharts, spaghetti diagrams, swimlane maps
- SIPOC, value stream maps, IDEF0, turtle diagrams

- Measuring process efficiency and effectiveness
- Applying FMEA and root cause analysis techniques

DAY
5

Process Improvement and Measurement

- Best practices for diagnosing process issues
- Streamlining tools for faster workflows

- Problem-solving methods for process improvement
- Importance of measuring process performance
- Designing KPIs for operational control
- Mapping future-state improvements
- Benchmarking and balanced scorecards in improvement programs

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Amsterdam - Netherlands	€2,100
12 - 16 October 2026	Istanbul - Türkiye	€1,600
9 - 13 November 2026	Paris - France	€2,200
16 - 20 November 2026	Barcelona - Spain	€2,100
7 - 11 December 2026	Munich - Germany	€2,125
14 - 18 December 2026	Kuala Lumpur - Malaysia	€1,400
21 - 25 December 2026	Amsterdam - Netherlands	€2,100
4 - 8 January 2027	Amsterdam - Netherlands	€2,125

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.