Soft skills

Designing and Improving Work Processes

One day to describe a work process as it really runs, spot its losses and rebuild it with the people who carry it out. Mapping, analysis of non-value-adding steps, interfaces between departments, work standard: the method is applied to a process in your organisation, from receiving an order to handling a complaint or managing purchasing.

Duration : 1 day

Objectives

1. Describe a process end to end: trigger, steps, actors, inputs, outputs, customer
2. Map the actual flow and compare it with the written procedure
3. Identify losses: waiting, double entry, back-and-forth, redundant checks, breaks between departments
4. Design a simple target process and formalise it as a work standard
5. Prepare implementation with the people who run the process and measure the gain achieved

Programme

Day 1 — morning

• Process, procedure, work instruction: what each one describes

• Delimiting a process: trigger, customer, expected result, owner

• Mapping the actual flow: swim-lane flowchart by actor

• Exercise: mapping a process of your organisation on a flipchart

Day 1 — afternoon (workshop)

• Hunting losses: waiting, re-entry, unnecessary approvals, rework

• Interfaces between departments: who expects what from whom, and when

• Designing the target process and its associated work standard

• Workshop: target process, gain indicator and implementation plan, then knowledge test

Teaching methods

• Swim-lane mapping of a real process, done in sub-groups

• Observation of the process in the field when the session takes place at your site

• Cases of order processing at a distributor and customer complaint handling in an industrial SME

• Comparison between the written procedure and the practice observed

• Sticky-note wall and flowchart, with no specialist software

Assessment and documents

Knowledge test at the end of the day and review of the map and target process produced in the workshop. Follow-up evaluation at D+1; numbered certificate verifiable online for each participant and training report for the company.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

To place this method among quality approaches, see "Quality and Excellence Approaches Explained to Managers". To then track the process's performance, see "Managing with Systems and Indicators".

Practical information

Duration	1 day
Audience	Managers, process owners, quality, methods, logistics or administration managers
Prerequisites	No prerequisites; knowing the process you want to work on
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Do we need to be ISO 9001 certified to apply the method?

No. It applies to any organisation. In a certified company, it also helps bring written procedures closer to actual practice, which auditors check.

Who should take part?

The process owner and people who carry it out, from at least two of the departments concerned. Losses often sit at the interfaces, which no single department sees alone.

How does it differ from "Quality and Excellence Approaches Explained to Managers"?

That course gives an overview of quality approaches and the manager's role. This one is a method day: you map and rebuild a real process of the company.

Is the new process put in place during the training?

The day produces the target process, its work standard and the implementation plan. Rollout then falls to the team, with the gain indicator defined in the workshop to measure the effect.