



**DIGILEAF INC.**

*Leading Excellence Among Fellows*

## Essentials of Process Management

This course opens up the world of process orientation and process improvement. It discusses the principles and applications of process analysis, design, and development. This course covers the techniques and methods to fully equip anyone who will be involved in problem solving or process improvement initiatives. This course also includes the discussions of best practices contained in eTOM, which can be used as basis for process design and improvement efforts.

### Training Objectives

At the end of the course, the participants will be able to:

1. Determine appropriate process management approaches.
2. Use best practices in process analysis, design, and documentation.
3. Illustrate process maps.
4. Identify techniques for correcting or preventing problems.
5. Describe the eTOM Framework.

### Topics

- I. Introduction
  - a) Origins of Process-orientation
  - b) Definitions of Process-related Terms
  - c) Principles of Process Management
- II. Using SIPOCO
  - a) Elements of a Process
  - b) How to model a SIPOCO diagram
  - c) Uses of SIPOCO diagram
- III. Process Analysis, Design & Documentation
  - a) Techniques in Process Analysis
  - b) Process Model
  - c) Process Map
- IV. eTOM Foundations
  - a) eTOM Definitions and Usage
  - b) Change Management
  - c) Incident Management
  - d) Problem Management
  - e) Fault Management
  - f) Configuration Management
  - g) Accounting Management
  - h) Performance Management
  - i) Security Management
- V. Problem Solving Concepts
  - a) Persistent vs. Isolated Problem
  - b) Types of Quality Problems
- VI. Introduction to Problem-solving Methods
  - a) Solving Process-related Problems
  - b) Meaning of a Lean Process
  - c) Applying Kaizen in Process Improvement
  - d) Mistake Proofing the Process (Poka-Yoke)

**Duration** 2 days