DIGILEAF INC.
Leading Excellence Among Fellows

Process Architecture Management and Optimization Models

This course covers comprehensive principles and applications of process management. This course discusses techniques and methods to fully equip anyone who will be involved in problem solving or quality improvement initiatives. This course sets the baseline of process-orientation and opens up the world of process management and process optimization. A strategic framework for developing business transformation roadmap and planning process change are presented.

Training Objectives

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

1. Determine appropriate process management approaches, preventive and corrective actions.
2. Use process analysis, design, review and documentation tools/techniques.
3. Prepare policies, process maps and procedure documents.

Duration **2** days

Topics

I. Process Management Concepts
   a) Various Meanings of Quality
   b) Quality Maturity Model
   c) Definitions of Process Terms
   d) Principles of Process Management
II. Using SIPOCO Diagram
   a) How to model a SIPOCO diagram
   b) Value of a SIPOCO diagram
III. Process Analysis, Design & Documentation
   a) Importance of Process Mapping
   b) Process Mapping Using flowcharts
   c) Process Mapping Using UML – Activity Diagram
   d) Concepts of Policies/Procedures
   e) Elements of a Policy Statement
IV. Problem Taxonomies
   a) Chronic vs. Sporadic Problem
   b) Types of Quality Problems
V. Principles involved in various Problem Solving Methodologies
VI. 6S: A Plan for Neat and Clean Workplaces
VII. Lean Kaizen in the 21st Century
   a) Kaizen
   b) Poka-yoke (Mistake Proofing)
   c) Mistake Proofing the Process
   d) Poka-yoke's in Software