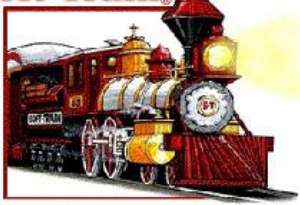


Soft-Train®



*At Soft-Train
Technology Works*

COURSE GOAL: Gain the ability to read and understand Flow Charts

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Understand the mapping process
- Create Relationships in Maps
- Create Cross-Functional Maps
- Analyze processes from mapping

Flow Charts (1 Day) ST45005

KEY TOPICS:

I. Introduction

- A. Why Should We Chart Our Processes
- B. To Help People Do Their Jobs Better
- C. Methodology Overview
- D. Endnotes

II. Who Is Involved in Process Improvement

- A. Executive Oversight Team
- B. Process Improvement Group
- C. Process Improvement Projects
- D. Project Ownership: Transferring Responsibility

III. Defining a Process Improvement Project

- A. Select a Process to Study
- B. Secure the Approval and Support of the Process Owner
- C. State the Process and Its Purpose
- D. Identify the Type of Project
- E. Establish Objectives
- F. Define the Scope
- G. Identify the Project Team Members

IV. Gathering the Facts

- A. Set the Stage
- B. Collect the Facts at the Work Area
- C. Interview Experienced Employees
- D. Be Genuine Capture the Facts

V. Process Chart Format

- A. Process Charts Flow Left to Right
- B. Every Item is Charted as a Separate Flow Line

- C. Process Charts Show the Interrelated Flows of Many Items
- D. Every Item is Labeled

VI. Process Chart Building Blocks

- A. Symbols: The Actions
- B. Combination Symbols
- C. Convention: Connecting the Symbols
- D. Words: Making the Charts Talk

VII. Charting Business Processes

- A. Charting Process Scenarios
- B. Paying for Gas with a Credit Card
- C. Special Situations
- D. Emailing Multiple Recipients

VIII. Using Process Charts

- A. Improving Processes with Projects
- B. Building a Process Library
- C. Continuous Improvement
- D. Training
- E. Library and Control
- F. Transparency
- G. Regulatory Requirements such as Sarbanes-Oxley
- H. Certification such as ISO
- I. Helping the Audit
- J. Establishing a Culture of Mastery