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**e<sup>2</sup> Consulting Inc.**  
Efficiency + Effectiveness

**ONLINE  
PROCESS MAPPING & IMPROVEMENT  
COURSE**

**March 6, 13 & 20, 2021  
Saturday/ 9am-5:00pm  
Via Zoom**

**Rationale:**

Process mapping or documentation is a roadmap for your organization. It helps you identify the current state of a process to know how you can improve it. Any task that is done more than once or completed by multiple people needs to be documented. Doing so provides consistency for your organization and allows you to monitor and revise processes as you go along.

Process improvement is defined as incrementally improving an overall process by improving or redesigning its individual steps and sub-processes. The overall goals of process improvement are to change a process, both for the client and the process owner, to reduce time to complete the steps and the overall process, reduce complexity and bureaucracy, increase adaptability, and meet client expectations.

Process mapping & improvement provides a structured approach for documenting or revisiting, reviewing, and improving the effectiveness and efficiency of a process for the process owner while also evaluating and improving its value to the client.

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It is in this context that the Process Mapping & Improvement Course is being offered as a key initiative of the e<sup>2</sup> Consulting Inc. - Efficiency + Effectiveness. It is intended to provide a course to professionals who want to enhance their skills on structured methodology to document, plan for, design, and implement the incremental improvement of a chosen process through process mapping & improvement.

It is a 24-hour online course program focuses on the fundamental knowledge, and skills necessary to develop and implement process mapping and improvement with the use of its principles, practices, tools, and approaches that will result to continuous improvement of the organizations.

The course is totally participative and one of the aims will be to enable the participant to initiate a process mapping & improvement project in their respective organizations after the course and to plan the role out.

The course is competency based and will incorporate online discussions, instructions, workshops, and exercises.

**Course Objectives:**

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

- Map or document a process
- Identify and prioritize a critical process for improvement
- Analyze a process for improvement
- Document the proposed and improved process
- Acquire the skills on the use of tools in process mapping & improvement.

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**Course Outline:**

- Introduction to Process Mapping & Improvement
- Process Modelling
- Documentation of a Process
  - ISO 9001:2015 Procedure & Work Instruction Sheet
  - Deployment Chart/ Swim Lane Chart
  - SIPOC
  - Flow Process Chart
  - Time Standard/ Time Estimation Matrix
  - Flow Chart & Process Cost
- Prioritization of a Critical Process for Improvement
- Identifying Non-Value Adding in a Process
  - Flow Diagram
  - Value Stream Map
- Analysis of a Process
- Development & Evaluation of Alternative Proposed Process
  - Cost Benefit-Analysis
- Documentation of an Improved Process
  - Improved Deployment Chart
  - Improved Flow Process Chart
  - Time Standard/ Time Estimation Matrix
  - Improved Value Stream Map
  - Revised ISO 9001:2015 Procedure & Work Instruction Sheet

**Target Participants:**

- Graduates of any Bachelor's degree whose work or career interest is into process mapping/ documentation and improvement.
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**Contact Details:**

For further information, please contact:

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President, e<sup>2</sup> Consulting Inc.

**DEAN/PROF. ALBERTO A. LAURITO, FPICHE**  
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**Service Offerings:****I. ACADEMIC AND e-LEARNING SERVICES**

- Implementing Outcomes Based Education (OBE) for Higher Educational Institutions (HEIs)
- Strategic Planning for HEIs
- Preparing HEIs for Global/ National Quality Certification and Academic Program Accreditation
- e-Learning Services

**II. GOVERNMENT & BUSINESS SERVICES**

- Integrated Productivity Improvement
  - Lean Six Sigma
  - Systems Analysis
  - Business/Performance Excellence
  - ISO 9001:2015
  - Strategic Planning
  - Process Streamlining
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**Registration Fee:**

- The early bird training registration fee is P2,500.00 for those who will reserve on or before February 5, 2021. Regular rate of P3,000.00 per enrollee applies beyond this period. This is inclusive of lecture materials & certificate.
- Online payment of the registration fee shall be paid in full either on the first or last day of the online training to the following account:  
Efficiency + Effectiveness (E2) Consulting Inc. - BPI Kamuning Branch CA #3140-0295-71 or GCash Account Name & No.:  
Delfin R. Jacob - 09178241334
- No reservation or advanced payment needed.

**Reservation Form:**

YES, I will attend the Online Process Mapping & Improvement Course on March 6, 13, & 20, 2021  
Full Name: \_\_\_\_\_

Position/ Profession: \_\_\_\_\_

School/ Company/Organization: \_\_\_\_\_

Cell Phone No.: \_\_\_\_\_

Email Address: \_\_\_\_\_

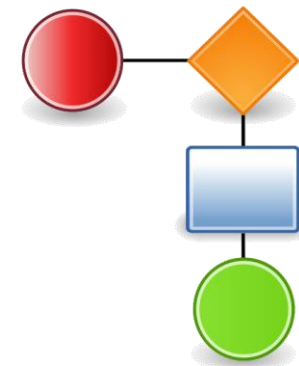
Signature: \_\_\_\_\_

Please accomplish this form, take a picture or scan, and send it through email at e2@e2consultinginc.com or thru <https://www.facebook.com/e2courses/>

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