CIASP
CENTER FOR INTERNAL
ADVISORY SERVICES PHILIPPINES

Unit 2814 Tower II
The Enterprise Center
Ayala Avenue cor. Paseo de Roxas
1226 Makati City, Phils.
Tel.No: +632.885-8474
www.ciasp.com.ph

BUSINESS PROCESS MAPPING, ANALYSIS AND IMPROVEMENT

COURSE DETAILS

Schedule: August 14, 21, 28 and September 4, 2027 (tentative)
Duration: Four half-day sessions
Time: 8:30 am to 12:00 noon per session day
Knowledge Level: Basic to Intermediate
Competency: Critical Thinking, Improvement and Innovation, Business Acumen
Delivery Format: **Online Training through Zoom**
Position Level: Internal Auditors; Process Owners, Risk Management and Compliance Professionals; Consultants; Management; Operations Staff
Fee: Php 9,408.00 per participant inclusive of VAT

COURSE DESCRIPTION

This seminar/workshop will equip the participants with the knowledge and techniques to identify, design, execute, evaluate, review and improve either the components of a process or the overall process itself. This will also follow the principles and practices of Six-Sigma. The learnings and output will be useful in process re-design or re-engineering that will help the organization become more efficient and deliver savings both in time and costs.

COURSE OBJECTIVES

The program methodology will be a combination of lecture and workshop.

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

- Evaluate specific processes in their respective company or organization;
- Learn the tools to further streamline existing processes, analyze bottlenecks, identify and eliminate non value-adding activities/tasks within the process; and
- Propose improvements and provide a roadmap to the future process

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COURSE OUTLINE

A. Module 1 – Fundamentals of Business Process Mapping and Review

I. Core Concepts of Business Process Mapping
- Process Mapping Defined
- Components of a Process
- Benefits of Process Mapping
- Outputs of Process Mapping

Workshop: Participants will do an activity to identify components of a process and provide clarity on input, output and purpose.

II. Business Process Review Elements and Steps
- Process Identification
  - Information gathering to identify workflows, process owners, triggers and timelines
- Interviewing and Map Generation
  - Rules in map generation
  - Creating the story and the final map
- Map Analysis and Common Pitfalls and Traps
  - Challenges of mapping
  - Common failures in process mapping and ways to overcome them
- Customer Mapping
  - Customer Mapping vs Process Mapping
  - Understanding the customer and targeted process mapping
- RACI Matrices
  - Identifying tasks, activities, events and the related roles and responsibilities
  - Correlating Process Map to RACI Matrix
- Gantt Charts
- Enterprise Risk Management and Process Mapping
  - Process Mapping as a necessary tool to Enterprise Risk Management
  - Efficiency vs. effectiveness of processes in relation to risks
  - Understanding the Internal Environment, Objective Setting, Event Identification, Risk Assessment and Response

Workshop: Participants will identify a process in their company to be the subject of this activity. Participants will identify the key activities and tasks within the process, map to

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the owners, roles and responsibilities, establish dependencies (customer requirements), create a Gantt chart and identify risks within the process / activities.

III. Key Challenges and Leading Practices

Discussion: Participants will debrief based on the challenges encountered in creating their own process maps, RACI, Gantt Charts, Risk-Control Matrix, etc. Facilitator shares his own thoughts and provides leading industry practices as reference to facilitate possible reapplication.

B. Module 2 – Six-Sigma Approach to Process Deep-dive

I. Introduction to Six Sigma
- History of Six Sigma
- Understanding the Six themes of Six Sigma
- Basic Process in Six Sigma
- Benefit of Six Sigma
- Road Map of Six Sigma

II. Tools and Techniques
- Understanding the Voice of Customer (VOC) and Customer Requirements
- Introduction to the Define – Measure – Analyze – Improve – Control Steps
- Defining the Goal in relation to Customer – Output – Process – Input – Source (COPIS)
- Understanding Quality Control Tools, Critical to Quality Characteristics and Six Sigma Control Planning
- Project Charter Elements

Workshop: Participants will extend the output in the previous exercise to identify customer requirements (VOC), apply learning in the DMAIC and COPIS steps, and apply concepts in the QCT and CTQ.

C. Module 3 – Business Process Improvement using Six Sigma Tools

Participants will be exposed and immersed to the various Six Sigma process improvement tools and will be provided live examples to demonstrate ability to perform the following tools:

- Value Stream Mapping
- Spaghetti Diagram
- Critical Examination

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- Bottlenecks Identification
- Theory of Constraints
- Cause and Effect Diagrams and Root Cause Analysis
- Ishikawa Diagram
- 5 Why's Analysis
- Pareto Charts
- Plan – Do – Check – Act (PDCA Approach)
- Tiger Teams and Prioritization Matrix
- Cost Benefit Analysis
- Dissecting the RACI Chart

Workshop: Participants will do an activity for each Process Improvement tool to be able to demonstrate learning. Mini cases will be shared by the facilitator to the participants.

For some concepts, participants will need to map out their own specific processes to establish baseline process. Participants will select certain process improvement strategies / tools to understand the problem, and develop solutions for possible implementation in their respective companies.

D. Module 4 – Practical Application

The session ends with a presentation of their mapped processes, clearly identifying the opportunity areas in their processes, analysis of root cause, proposing solutions to identified problems, and the sharing the future design of the new process.

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REGISTRATION

To register, please consider either of the following options:

- Option 1: Please visit CIASP website, www.ciasp.com.ph. Click on the "Register" button for the seminar on **Business Process Mapping, Analysis and Improvement - Webinar**. You will be directed to an online Google form. Please fill in your details on the form and click 'Submit.' We will acknowledge your registration as soon as practicable.
  Or click here to register:
  https://docs.google.com/forms/d/e/1FAIpQLSfnkZEyNZSaob7QDZ6RgLF85f5-SaoF6IjLH4jD0dlyt6AOdQ/viewform
- Option 2: You can email or communicate with us through information@ciasp.com.ph and/or centerforinternalauditservices@gmail.com. Please provide your full contact details (full name, organization, designation, email address, office phone and mobile phone).

We will provide billing invoice upon receipt of the registration.

FEES AND PAYMENT DETAILS

- Regular Rate - Php 9,408.00 inclusive of VAT.
- Limited slots. Guaranteed seats will be given to those with paid registration.
- Payments can be made in **cash or check.**
- Payment should be deposited to any BPI branch. Payment can also be done through online funds transfer (e.g. PesoNet, GCash, PayMaya, InstaPay, bank wire transfer, etc.). CIASP bank account details are:
  - Bank of the Philippine Islands (BPI)
  - Current Account Number: 1621-0070-72
  - Account Name: Center for Internal Advisory Services Philippines Inc
  - SWIFT Code/BIC: BOPIPHMM
  - For check payment, please make it payable to the account name.
  - For GCash, payee: Ciasp; account number: 1621007072
- Payment through **credit card or debit card** (Mastercard, Visa, Amex) through Paypal also accepted.
- Please email scanned copy or picture of deposit slip or online transfer form so we could confirm receipt and provide the relevant seminar details and procedures.

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OTHER SEMINAR DETAILS

- Seminar Inclusions:
  - Attendance to the webinar sessions
  - Copy of or access to presentation materials
  - Certificate of completion
- Delivery Mode:
  - Online training through Zoom or Face-to-face
- Time Schedule for the Online Training Sessions
  - 8:30 am to 12:00 noon; 1:30 pm to 5:00 pm per session day

CONTACT DETAILS

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