COURSE BROCHURE

Process Mapping and Documentation

A foundation course that teaches participants to gather process information, map it with SIPOC, swimlane and BPMN diagrams, and turn the maps into controlled procedures and work instructions.

Code	HT-QMS-113
Category	Quality & Operational Excellence
Duration	1 week
Level	Beginner

Introduction

Many organizations know what they produce but not exactly how they produce it, so the way of working lives in people's heads and is lost when they move on. Mapping a process makes the sequence of steps, the responsibilities and the handoffs visible to everyone, and it is the first step toward any improvement, automation or audit.

Objectives

- Define a process and identify its boundaries, inputs, outputs and owner
- Gather process information through interviews, workshops and direct observation
- Map processes with SIPOC, flowchart and swimlane diagrams
- Use the core BPMN 2.0 symbols to draw a readable process free of common errors
- Write clear procedures and work instructions and control their approval and versions

Who should attend

- New quality and organizational excellence staff
- Department coordinators assigned to document their procedures
- Junior business analysts and systems analysts
- Government and company staff involved in digital transformation or process simplification projects

Skills you will develop

- Process mapping
- Running information-gathering workshops with process owners
- Writing procedures and work instructions
- Document and version control

Learning Outcomes

- Prepare a SIPOC diagram and a swimlane map for a process from the participant's own workplace
- Draw the same process in BPMN 2.0 using a diagramming tool
- Write a complete documented procedure with a RACI matrix and a process performance indicator
- Identify duplicated steps and delay points in a current-state map and propose simplifications

Course Outline

Day 1: Process Thinking and Process Boundaries

- What a process is and how it differs from a procedure, a function and a project
- Levels of process architecture: value chain, core and support processes, activities and tasks
- The SIPOC diagram for identifying suppliers, inputs, main steps, outputs and customers

Day 2: Gathering Information and Mapping the Current State

- Collection methods: interviews, sticky-note workshops, walking a transaction through the workplace, and reviewing forms and records
- Basic flowchart symbols and drawing rules: start and end, activity, decision, document and connector
- Swimlane diagrams to show roles and handoffs between departments

Day 3: Modeling in BPMN 2.0

- Core elements: events, activities, exclusive and parallel gateways, and pools and lanes
- Sequence flow and message flow, subprocesses and common modeling mistakes
- Practice in a tool such as Visio, draw.io or Bizagi Modeler with consistent naming conventions

Day 4: From Map to Document

- The document hierarchy: policy, procedure, work instruction, forms and records
- Writing a procedure: purpose, scope, definitions, responsibilities, steps and references, with a RACI matrix and a process profile
- Document control: coding, version number, review and approval, distribution and withdrawal of obsolete copies

Day 5: Analyzing and Improving the Map

- Reading a map critically: non-value-adding steps, duplication, excessive approvals and waiting points
- Drawing the future state, validating it with the process owner and setting its performance indicators
- Applied project in which each participant maps a process from their workplace, documents it in a full procedure and presents it for peer review

Training methodology

Group mapping on the wall with sticky notes, then transfer to a diagramming tool
Correction exercises on BPMN maps containing common modeling errors
Role play of an information-gathering interview with a process owner
Individual project to map and document a real process

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Istanbul	15 – 19 February 2027	AR	EUR 4,800
Dubai	22 – 26 February 2027	EN	EUR 4,500
London	1 – 5 March 2027	AR	EUR 5,700
Amsterdam	8 – 12 March 2027	EN	EUR 5,500
Online	15 – 19 March 2027	AR	EUR 1,800
Istanbul	16 – 20 August 2027	EN	EUR 4,800
Dubai	23 – 27 August 2027	AR	EUR 4,500
London	6 – 10 September 2027	EN	EUR 5,700
Amsterdam	13 – 17 September 2027	AR	EUR 5,500
Online	20 – 24 September 2027	EN	EUR 1,800

Fees are per participant.

Contact us

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To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/process-mapping-documentation