



# دورة متقدمة في إعادة هندسة العمليات وإدارة التحول الفعالة



**AGILE LEADERS**  
Training Center

23 - 27 Aug 2026  
جوهانسبرغ



## دورة متقدمة في إعادة هندسة العمليات وإدارة التحول الفعالة

الرجوع: 33\_12629 التاريخ: 23 - 27 Aug 2026 الموقع: جوهانسبرغ الرسوم: Euro 6000

### Mastering Process Mapping Training: From Basics to Advanced Overview:

In the era of rapid technological transformation, understanding and optimizing business processes is paramount. Dive into the world of 'Mastering Process Mapping Training: From Basics to Advanced', a comprehensive course meticulously crafted to unravel the intricacies of Process Mapping, Workflow Views, and Value Stream. Discover the art of designing Relationship Maps, mastering Swimlane Diagrams, and interpreting Flowcharts. This course also delves deep into the significance of Work Boundaries, Knowledge Work Handoffs, and Work Features. Learn how to manage work visually and navigate through Serial Workflow. Plus, engage with the 'Phil's Quick Lube Case Study' to see these concepts in action. With the aid of Mapping Conventions and Techniques, your journey from a novice to a process mapping expert is ensured.

### Target Audience:

- Business Analysts
- Process Managers
- Project Managers
- Quality Assurance Professionals
- Consultants looking to expand their Process Mapping, Swimlane Diagrams, and Workflow Views expertise.

### Targeted Organizational Departments:

- Business Process Reengineering Teams
- Quality and Continuous Improvement Departments
- Operations and Logistics
- IT teams working on Process Automation

### Targeted Industries:

- Manufacturing
- IT & Software Development
- Healthcare
- Banking and Finance
- Consultancies focusing on Business Process Management

## Course Offerings:

Participants will acquire skills and knowledge in:

- Comprehensive understanding of Process Mapping
- Hands-on training with Swimlane Diagrams
- Techniques for creating efficient Workflow Views
- Mastery over Relationship Maps
- Real-world application with the 'Phil's Quick Lube Case Study'

## Training Methodology:

'Mastering Process Mapping Training: From Basics to Advanced' adopts a multi-faceted pedagogical approach. Participants will be engaged through a mix of lectures, hands-on activities, group discussions, and case studies like 'Phil's Quick Lube'. Interactive sessions on Process Mapping, Swimlane Diagrams, and Workflow Views are punctuated with feedback sessions to ensure understanding. By integrating traditional teaching with practical sessions, participants will not just learn but experience and internalize core concepts.

## Course Toolbox:

- Workbook on Swimlane Diagrams and Workflow Views
- 'Phil's Quick Lube Case Study' booklet
- Checklists for effective Process Mapping
- Templates for Relationship Maps

## Course Agenda:

### Day 1: Introduction to Process Mapping and Its Foundation

- Introduction to the Essentials of Process Mapping Topic 1:
- Why Process Mapping Matters: An Overview Topic 2:
- The Art and Science of Defining Work Topic 3:
- Exploring Relationship Maps: Definition and Purpose Topic 4:
- Diving into Cross-Functional Process Maps and Swimlane Diagrams Topic 5:
- Reflecting on the Core Concepts of Process Mapping Reflection & Review:

### Day 2: Deeper Dive into Work Components and Their Significance

- Understanding Work Components and Boundaries Topic 1:
- The Role of Work Features and Properties in Process Mapping Topic 2:
- Flow, Value Streams, and Their Interplay in Work Design Topic 3:
- Process Maps: Beyond the Basics Topic 4:
- Demystifying Workflows and Value Streams Topic 5:
- Revisiting the Nuances of Work and Its Many Facets Reflection & Review:

### Day 3: The Art and Science of Relationship and Flowcharts

- The Rationale Behind Relationship Maps Topic 1: •
- Techniques and Methods for Creating Relationship Maps Topic 2: •
- Flowcharts: Why They Matter Topic 3: •
- Best Practices for Creating and Interpreting Flowcharts Topic 4: •
- Interpreting Flowcharts: A Step-By-Step Guide Topic 5: •
- Deciphering Maps: Relationship vs Flowchart Reflection & Review: •

### Day 4: Improving Flow and Enhancing Work Dynamics

- Seven Principles to Improve Work Flow Topic 1: •
- Serial Workflows and Knowledge Work Handoffs: A Closer Look Topic 2: •
- Barriers to Flow: Identification and Countermeasures Topic 3: •
- Making Work Visible: Organizing and Managing Workflow Topic 4: •
- Introducing Mapping Work Session Guidelines Topic 5: •
- Emphasizing the Importance of Streamlined Work Flow Reflection & Review: •

### Day 5: Advanced Techniques in Process Mapping

- Advanced Techniques in Creating Relationship Maps Topic 1: •
- Delving into Cross-Functional Process Maps: Creation and Interpretation Topic 2: •
- The Role of Interviews in Process Mapping Topic 3: •
- Work Session Guidelines: Ensuring Successful Mapping Sessions Topic 4: •
- Reflecting on Phil's Quick Lube Case Study: A Practical Example Topic 5: •
- Mapping the Future: The Road Ahead in Process Mapping Reflection & Review: •

## How This Course is Different from Other Process Mapping Training Courses:

Distinguish your process mapping journey with our 'Mastering Process Mapping Training'. Unlike other courses, we don't just offer theory; we ensure hands-on experience with tools like Swimlane Diagrams, Workflow Views, and the 'Phil's Quick Lube Case Study'. Our exhaustive coverage from Process Mapping basics to advanced topics like Serial Workflow ensures a holistic learning experience. With our specialized training sessions and expert-curated content, transform into a process mapping maestro.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيرياني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



تبليسي - جورجيا



بوكيت - تايلاند



برشلونة - إسبانيا



براغ - جمهورية التشيك



دبي - الإمارات العربية المتحدة



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة الأمريكية



زنجر - تنزانيا



روما - إيطاليا



طشقند - أوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة الأمريكية



شرم الشيخ - مصر

## مدن التدريب



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



طوكيو - اليابان



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



ماربيا - إسبانيا



نيس - فرنسا



نairobi - كينيا



ميونخ - ألمانيا



ميلان - إيطاليا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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