

Business Process Improvement Program

Training and Development

Mapping your Business Improvement

"I don't know the process!", "I don't know who's responsible!", "I've always done it this way; it's in my head that's why it's done this way". Sound familiar?

Good process and procedure documentation, controls, and governance are key elements in being able to better understand your business and identify continuous improvement opportunities. Process maps are key communication tools providing role clarity, and responsibility and accountability chains, especially across multi-disciplinary support teams. Developing the skills and knowledge to construct clear and well documented process maps will provide you with an insight into continuous improvement and good governance practices. Please bring your laptop as this is an interactive workshop.

LEARNING OBJECTIVES:

- Ability to develop process and procedure documentation
- Understanding process mapping conventions
- Share knowledge
- Establish best practices
- Understand the importance of good business process management governance
- Develop the ability to pinpoint vague problems
- Identify continuous improvement opportunities

Date: 22 May 2019 or

Date: 4 September 2019

Time: 9:30 am – 4:30 pm

Further Growth Opportunities

Related courses through TLD

- ☐ Introduction, Intermediate and Advanced Project Management
- ☐ Projects @ Western Framework
- ☐ Projects Network
- ☐ Refer to [Talent & Leadership Development website](#) for other available courses.

Other Development Opportunities

- ☐ Masters of Project Management
- ☐ Diploma or Certificate IV in Project Management
- ☐ PM Professional certification; PRINCE2
- ☐ Change Management Certification; Prosci

Useful Resources

- ☐ Lynda.com
- ☐ PRINCE2 and Agile Methodology, PMBOK
- ☐ AIPM, PMI, ICCPM and other industry organizations.
- ☐ Prosci

Meet the Facilitator



Steve Marsh

Business Improvement Manager,
Project Management Office

Steve has substantial experience in senior executive management in domestic and international education, the not for profit sector, local government, and service management. He is a change management practitioner and recently supported a whole of University review and reorganisation of services, implementing a 'Shared Services' model with a specific aim of improving the "student centred" approach of the University. His present role sees him driving a range of organisation wide business improvement projects.

Register now! Via MyCareer Online

📞 For further information contact Steve Via: S.Marsh@westernsydney.edu.au