

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Process Mapping and Documentation

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Process maps make work visible so it can be understood, improved and controlled. This course teaches process mapping and documentation: levels of process architecture, SIPOC, swimlane and flowchart notation, value stream maps, identifying problems in maps, documenting procedures and maintaining process documentation.

Many organisations cannot describe how their own processes work. You will learn to map and document processes clearly.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Mapping workshops on real processes, notation exercises, problem identification and documentation practice.

Course objectives

By the end of this course, participants will be able to:
• Explain levels of process architecture
• Create SIPOC diagrams
• Draw swimlane process maps
• Identify waste, delays and risks in maps
• Document procedures from maps
• Maintain process documentation

Target audience

This course is suitable for:
• Process owners and analysts
• Quality professionals
• Business analysts
• Team leaders
• Improvement practitioners



Course content

Target competencies

Participants will develop competencies in:

- Process mapping
- Notation
- Analysis
- Documentation
- Maintenance

Course outline

Day 1: Process Thinking

09:00–10:08	What a process is
10:08–11:00	Process architecture
11:00–11:30	**Coffee break**
11:30–11:45	Process architecture (continued)
11:45–12:53	Ownership
12:53–14:00	Exercise

Day 2: High-Level Mapping

09:00–10:08	SIPOC
10:08–11:00	Process levels
11:00–11:30	**Coffee break**
11:30–11:45	Process levels (continued)
11:45–12:53	Boundaries
12:53–14:00	Workshop

Day 3: Detailed Mapping

09:00–10:08	Swimlane maps
10:08–11:00	Notation
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Notation (continued)
11:45–12:53	Mapping sessions
12:53–14:00	Exercise

Day 4: Analysing Maps

09:00–10:08	Waste and delays
10:08–11:00	Handoffs
11:00–11:30	**Coffee break**
11:30–11:45	Handoffs (continued)
11:45–12:53	Risks and controls
12:53–14:00	Exercise

Day 5: Documentation

09:00–10:08	Procedures from maps
10:08–11:00	Repositories
11:00–11:30	**Coffee break**
11:30–11:45	Repositories (continued)
11:45–12:53	Updating
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	23 Nov 2026	27 Nov 2026	**€3,150.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Barcelona Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,840.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Cape Town Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,890.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Vienna Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,940.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Dubai Confirmed dates	22 Feb 2027	26 Feb 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Rome Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,890.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Rome Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
London Confirmed dates	10 May 2027	14 May 2027	**€2,450.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	31 May 2027	4 Jun 2027	**€2,650.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.–**
London Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,450.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Amsterdam Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,540.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,890.–**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.–**
Paris Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,860.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Rome Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Istanbul Confirmed dates	27 Sept 2027	1 Oct 2027	**€2,650.-**
Online Confirmed dates	27 Sept 2027	1 Oct 2027	**€1,250.-**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**€3,150.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**
Vienna Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,940.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,840.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,450.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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