

# Mapping Office Workflows Course Outline

## Lesson 1 | Overview of Workflows

- Overview on what a workflow map is and how they can help improve processes.
- Discussion on the types of maps and the value of each in the mapping process.

## Lesson 2 | Brown Paper Workflows

- Introduction to the Brown-Paper Flow as the place to start with mapping processes.
- Step-by-step instructions on how to construct a brown-paper flow and how to use it to identify problems with a work process.

## Lesson 3 | Workflow Diagrams

- How to construct a workflow diagram to understand the physical flow of a process.
- Using a workflow diagram to combine or eliminate steps, move sequential steps closer together, reduce the number of hand-offs and to convert to a continuous process.

## Lesson 4 | Flowcharting

- How to use flowcharts to document the details of a process including activities, decision points, wait periods, feedback loops and rework loops.
- Four of the most common families of flowcharts are explored along with the pros and cons of each.

## Lesson 5 | Value Stream Mapping

- How to use a value-stream map to evaluate workflows and identify waste in a process.
- Developing both a current state and future state map.

## Challenge

- An assessment of the learner's progress in this course.