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.