Process Mapping Workshop Agenda

1. Welcome and Introductions
   Your interest in the process
2. Problem(s) to be addressed and scope of process
   What are the parameters of the problem(s) we shall be looking at/ need to solve?
3. SIPOC
   Suppliers, Inputs, Process, Outputs, Customers. To help us understand what the process must do.
4. High level Process
   Create a helicopter view of the new process.
5. Lunch
6. Detailed process map
   To drill down into the detail, and to create an actionable new process.
7. Problem review
   Are any of the problems resolved?
8. Actions
   What further work must be done?
9. Wrap-up