



Florida MEP and the Business Development Board of Martin County

Present

## Business Process Mapping

Business Process Mapping (BPM) is a fundamental tool for streamlining processes and making them more efficient. Whether on the shop floor or in the office, the concepts and methods you will learn in this interactive workshop will help your company reduce lead time and increase quality, customer satisfaction and profits.

During the BPM workshop you will experience a hands - on mapping process. The exciting simulation exercises, along with the materials you will receive, will enable you to implement BPM in your company and stream line a variety of processes.

This workshop includes:

- Introduction to Lean and BPM Principles
- Process Identification and Document Control
- The Discovery Process - Data Gathering
- Rosie's Diner Simulation Exercise
  - Interviewing and Mapping
  - Analyzing Data and Opportunity Analysis
- Swim Lanes Methodology
- Microsoft Visio Mapping Overview
  - Popular Symbols
  - Page Controls



Participants will receive a Certificate and Case Example in Visio Format.

**Date:** February 23, 2010

**Time:** 8:00 am - 12 noon (**Registration is at 7:30 am**)

**Cost:** \$25.00 (**Only 2 employees from any one company can attend**)

**Location:** Stuart/Martin County Chamber of Commerce

1650 South Kanner Highway

Stuart, FL 34994

**To register go to:** [www.bdbmc.org](http://www.bdbmc.org) or contact Jill Marasa at 772-221-1380

Stuart/Martin County



CHAMBER OF  
COMMERCE

For more information on Florida MEP or this session contact:

**Phyllis Morese @ 772-349-2459**

or e-mail: [phyllism@floridamep.org](mailto:phyllism@floridamep.org)

*Sign Up Now - Seats are Limited*