

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/6531

Process Management: Applying Process Mapping to Analyze and Improve Your Operation

You can develop the best business strategy and hire the best talent but without the right process management you could still fail!

This process management seminar provides you with proven tools to successfully implement business improvements including process mapping techniques... documentation of standard operating procedures...and value-added vs. nonvalue-added activity analysis to successfully implement process management improvements.

How You Will Benefit

- Identify process management improvement opportunities
- Manage bottlenecks to enhance workflow and productivity
- Determine if nonvalue-added operations should be outsourced
- Use process management to know where excess levels of inventories can be reduced or eliminated
- Achieve more realistic and effective scheduling based on process lead-time data
- Know how each process relates to the whole operation

What You Will Cover

- Critical success factors for process management improvement projects
- Issues: business process elements...typical business processes... measuring and controlling performance
- Using project management techniques to improve processes
- Process mapping: collecting the data
- Analyzing the data and identifying desired improvements
- Why standard operating procedures (SOPs) are important
- Cultural and organizational issues and barriers

Who Should Attend

Senior and midlevel managers responsible for process mapping and process quality improvement...industrial engineers, IT analysts and design specialists and VPs of manufacturing.

Schedule

- [3] days - \$2,345 Non Members
- [3] days - \$2,095 AMA Members
- [3] days - \$1,984 GSA

Credits

18 PDU/1.8 CEU/18 PDU_T

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