

iGrafx® Flow Charter and Process™

Process Analysis and Simulation with an Excellent Software Tool

WORKSHOP

Overview

iGrafx® Process™ is the most full-featured, easy to use process analysis and simulation tool available to help organizations understand and improve their processes. iGrafx® Process™ provides all of the functionality in iGrafx® FlowCharter™ plus discrete event simulation which allows the user to perform dynamic process analysis.

Training Goals

The 2-day workshop is designed to shorten the learning curve and to accelerate the effective usage of iGrafx® Process. It will supply you with the skills and knowledge to make this state of the art simulation solution work for you and your organization. The first day introduces process diagramming and process data entry, while the second day focuses on modeling and simulation. The course material is divided into ten areas of discussion. During the lecture/discussion of each topic, participants replicate the instructor's examples on their own computers.

Course Outline

Creating Process Diagrams

A process diagram, or flowchart, is a graphical representation of a process. Participants learn to create and modify process diagrams using basic diagramming methods. This includes manipulating departments, shapes, connection lines, and text.

Advanced Process Diagramming

Participants learn to create and manipulate shape numbers, incorporate phase lines in their diagram, and use on and off page connectors to manage page breaks in the process diagram. Advanced diagram formatting options are reviewed. Templates are introduced as alternate starting points for your process diagramming.

Data Entry Overview

Each shape on a process diagram represents an activity. The activity describes the behavior associated with the shape. Participants learn to capture, enter, and display fundamental process data and metrics for each activity.

Creating Hierarchy

A single iGrafx® file may contain many process diagrams. You may directly link these processes to create sub processes (hierarchy), or they may remain parallel processes. Process diagrams from one file are easily merged into another iGrafx® file. Activities may be linked to external files and web pages.

Tabular View

The default view of a diagram is the normal (graphical) view. The tabular view provides an alternate view of the diagram information. Participants learn to create, edit, and use the tabular view to document a process.

Input and Output

Participants learn mechanisms for moving data in and out of iGrafx® products including printing components, importing Visio®, and other non-iGrafx® files, saving to a Web page, and linking and embedding information with the standard Windows (OLE) functionality.

Process Environment

There are three components in a process simulation model. The three components are: Processes, Scenarios, and Reports. Participants learn to manipulate each component to describe and analyze their business processes. The trace (animation) mode of process simulation is introduced. Participants use animation to follow the flow of transactions during simulation and analyze a process for bottlenecks.

Controlling the Flow

A transaction flows through a process from activity to activity along directed connection lines. Participants learn to control the flow of transactions using attributes, functions, and expressions.

Activities

Each activity in a process diagram may have a behavior assigned to it. Using the properties dialog box, participants learn to describe activity behaviors such as batching, resource requirements, work, delay, sub processes, splits, decisions, and more.

Simulation Project

A five-step process for executing a simulation project is introduced. Participants are introduced to the five-step methodology, and use these methods to analyze and improve a process for optimal resource utilization.

Who should participate?

This workshop is designed for Quality Managers, Process Managers, Process Users, Process Owners, Six Sigma Project Members.

Requirements for participation:

PC-working skills, own laptop with operating system Windows XP/Vista.

Documentation / Certificate

Participants receive Workshop documents, an iGrafx-Trial-Software (CD) and a certificate for attendance.

Workshop-Coach



Mr. Ralf J. Schoss is a senior consultant of TQM Consulting Group Inc. (TQMCG). He is a senior project leader and senior coach of international process improvement projects. Mr. Schoss has more than 25 years of practical experience in various leadership positions within IT organizations. He is a diploma teacher for Physics and Mathematics, a certified Master Trainer for iGrafx Flowcharter, iGrafx Process, and iGrafx Process for Six Sigma, a Business Manager (IT), Process Manager / Process Controller, a certified EFQM European Excellence Assessor, a certified KTQ®

Hospital Consultant. Mr. Schoss is a Member of the American Society for Quality (ASQ) and the International Project Management Association (IPMA).

DISCOUNT
for members of the
Saudi Arabian Quality
Council!

Duration	2 days	
Dates	Place	Registration until
April 20-21, 2009	Jeddah	March 15, 2009
April 25-26, 2009	Riyadh	March 15, 2009
May 3-4, 2009	Dubai	March 15, 2009

Working Hours: 8:00am to 3:30pm

Language: English

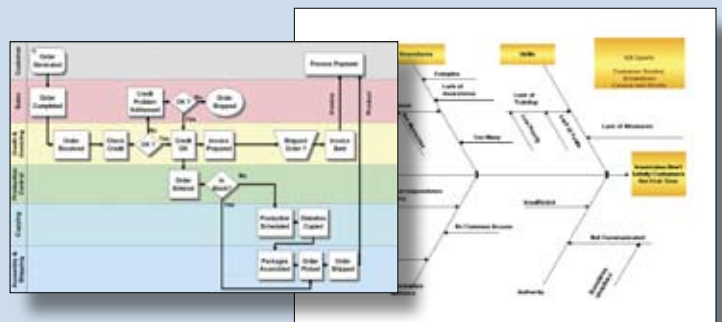
Fee: SAR 4,900.-*
AED 4,800.-*

* includes documentation, iGrafx-Trial-Software (CD), lunch and refreshments

SPECIAL OFFER

Members of the Saudi Arabian Quality Council (SQC) receive a 10% discount on the regular workshop fee.

iGrafx® The training is provided by our Partner TQM Consulting Group Inc. (TQMCG), Switzerland. TQMCG is licenced International Business Partner of iGrafx® and is corporate member of the Dubai Quality Group (DQG) and the Saudi Arabian Quality Council (SQC).



REGISTRATION FORM

SEMINAR

Fax registration to:

Fax +41-44-880-2120

Mail registration:

Institute for Total Quality Management
Baulerstrasse 20
CH-8152 Zurich-Glattbrugg
Switzerland
www.itqm.ch
info@itqm.ch

Personal Information

Mr. Ms. Title _____

First Name _____

Last Name _____

Job Title _____

Organization _____

Department _____

Address _____

Zip Code/City _____

Country _____

Phone _____

Fax _____

E-mail _____

Member of:

Saudi Arabian Quality Council (SQC)

member ID #: _____

I confirm to know the requirements for participation.

Date _____

Signature _____

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Registration

Please return the completed application form by mail, fax, or e-mail. The number of participants is limited. Registrations will be accepted in the order that they are received and paid.

Language

The workshop is conducted in English.

Payment

The invoice for the workshop will be mailed to you when your registration is received. The participation fee must be paid before the final date for registration.

Discount for participating teams

Receive a 10% discount for each participant if 3 or more people from the same organization register together. This offer can not be combined with any other special offer.

Services

The workshop fee includes: Full-time coaching by Mr. Ralf J. Schoss, product information, an iGrafx-Trial-Software (CD) and a certificate for attendance, welcome coffee upon arrival, coffee breaks, daily international lunch buffet, basic stationery kit, mineral water.

Hotel Room

Information about special room rates can be obtained upon registration.

Cancellation

For cancellation after the final date for registration, 70% of the participation fee will be charged. Substitution at least one week prior to the workshop will be accepted.