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COURSE BROCHURE

Human Resources Process Mapping and Rework Reduction Training Course

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Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

Human Resources Process Mapping and Rework Reduction Training Course

Ref: 2609_99218 **Date:** 16 – 20 May 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Human Resources Process Mapping and Rework Reduction is a 1-week training course for human resources officers and administrators who want to trace how hiring, onboarding and leave requests really move, and who leave with a people process efficiency plan. Employees now expect quick, accurate answers, and every repeated form or lost approval costs time and trust. Jupiter Prime Training runs this course on human resources process mapping for practitioners.

Why Human Resources Process Mapping Matters Now

Three forces press on people services today. Employees compare their experience at work with the speed of consumer apps; line managers want hiring and leave decisions turned round without chasing; and finance leaders question the cost of every manual hand-off. A department that maps its processes spots duplicate entry and unclear approvals early; one that does not keeps firefighting the same complaints. The course rests on process mapping, value stream thinking, root cause analysis and service level agreements, used in plain, practitioner terms.

Who Gains Most from Human Resources Process Mapping

- Officers who run recruitment administration, from requisition to offer letter
- Administrators who prepare contracts, joiner packs and first-week arrangements
- Staff who process absence, leave balances and attendance records
- Service desk members who answer employee queries and route cases
- Coordinators who keep personnel files and system records accurate

A people services team gains most when officers from recruitment, onboarding and leave attend together, since most rework begins at their hand-offs.

Human Resources Process Mapping Capabilities

Participants learn to see a people process as steps, queues and hand-offs, and to remove steps that add only delay.

- Map a current-state hiring, onboarding or leave process — for the process owner deciding what to change
- Calculate cycle time, touch time and first-time-right rate — for supervisors setting improvement targets
- Diagnose root causes of rework and repeated queries — for managers choosing which fix to fund
- Design a simpler future-state process with clear approvals — for line managers and employees
- Specify service levels and self-service options — for the people services leader agreeing commitments
- Build a costed sequence of quick wins and larger changes — for the department head approving the plan

Key Human Resources Process Mapping Terms

- Swimlane map — a process diagram that shows each step in the lane of the role or team performing it.
- Cycle time — the elapsed time from the start of a request, such as a leave application, until it is fully closed.
- Rework — any step repeated because the first attempt was incomplete, wrong or missing information.
- Hand-off — the moment a task passes from one person or team to another, a common point of delay.
- Service level — an agreed target for how quickly and accurately a people service is delivered to employees.
- Employee self-service — tools that let staff complete routine requests without contacting an officer.

Human Resources Process Mapping Day by Day

Day 1: Seeing People Services as Processes

- Process Inventory of People Services — Which Processes to Map First
- Customer Voice from Employees and Managers — Defining What Good Looks Like
- Process Boundaries and Triggers — Where Each Request Starts and Ends
- High-Level Process Overview Diagram — Agreeing Scope with Stakeholders
- Process Owner Roles — Who Decides on Changes

Day 2: Mapping Hiring and Onboarding Flows

- Swimlane Mapping of Requisition to Offer — Spotting Approval Bottlenecks
- Joiner Journey Mapping — Preparing Contracts, Equipment and Access
- Walking the Process with Real Cases — Checking the Map Against Reality
- Cycle Time and Touch Time Measurement — Separating Waiting from Working
- Document and Form Audit — Removing Duplicate Data Requests

Day 3: Finding Waste and Rework

- Eight Types of Process Waste in Office Work — Naming Hidden Delays
- Leave and Absence Request Mapping — Reducing Errors in Balances
- Five Whys and Cause-and-Effect Diagrams — Tracing Rework to Its Source
- First-Time-Right Rate — Prioritising Steps That Fail Most
- Error Logs and Query Categories — Turning Complaints into Evidence

Day 4: Redesigning for Service and Self-Service

- Future-State Process Design — Cutting Steps, Approvals and Hand-Offs
- Standard Work and Checklists — Keeping Accuracy Without Extra Checks
- Employee Self-Service Options — Choosing Requests Staff Can Complete Alone
- Service Level Agreements for People Services — Setting Realistic Response Targets
- Visual Performance Boards — Tracking Queues and Turnaround Daily

Day 5: Practising the People Process Efficiency Plan

- Current-State and Future-State Comparison — Presenting the Case for Change
- Quick Win and Larger Change Sorting — Sequencing Improvements by Effort
- Service Level and Measure Selection — Proving the New Process Works
- Stakeholder Briefing for Managers and Staff — Securing Support for New Steps
- People Process Efficiency Plan — Owners, Measures and First Changes

Applying Human Resources Process Mapping After the Course

- Lead a swimlane mapping session on leave approval with the officers who run it, logging every rework point.
- Measure cycle time and first-time-right rate on recent requests and share the baseline.

Human Resources Process Mapping Questions FAQ

What is human resources process mapping and why does it matter now?

Human resources process mapping draws each step of a people service so delays and rework become visible. It matters now because employees and managers expect fast, accurate service, and repeated forms or lost approvals waste officer time in sectors from healthcare to retail.

Which roles gain most from human resources process mapping and rework reduction?

Officers and administrators who handle recruitment administration, onboarding, leave and employee queries gain most. Records coordinators also benefit, since accurate data early prevents later rework.

How does a human resources process mapping course differ from a people strategy course?

A human resources process mapping course works at the level of daily transactions and hand-offs. A people strategy course sets direction for senior leaders instead.

What do you bring back from human resources process mapping and rework reduction?

You bring back a people process efficiency plan for one or more services. It holds current and future process maps, measured baselines, root causes, service levels and a sequenced list of changes with owners.

Human Resources Process Mapping: The Way Forward

The people process efficiency plan first informs which service to fix first, usually the one with the highest rework. Process owners, supervisors and officers use it to agree new steps and service levels with managers. After the first changes go live, revisit the maps with fresh measures, since redesigned processes drift without checks.