

Business Process Mapping and Standard Operating Procedures for Municipalities

Public Sector Management & Public Affairs

Course Overview

Business Process Mapping and Standard Operating Procedures for Municipalities: a 5-day professional training course from LTC Consultants, delivered...

What You Will Achieve

- Explain the core principles and current good practice in Business Process Mapping and Standard Operating Procedures for Municipalities
- Apply practical tools and techniques for Business Process Mapping and Standard Operating Procedures for Municipalities in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Business Process Mapping and Standard Operating Procedures for Municipalities in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Foundations of Business Process Mapping and Standard Operating Procedures for Municipalities: principles, terminology and context
2. The business case: why Business Process Mapping and Standard Operating Procedures for Municipalities matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
21 to 25 Sep 2026	Durban	\$1,450
5 to 9 Oct 2026	Accra	\$1,450
19 to 23 Oct 2026	Online	\$700

26 to 30 Oct 2026	Lagos	\$1,650
9 to 13 Nov 2026	Pretoria	\$1,550
23 to 27 Nov 2026	Harare	\$1,450
7 to 11 Dec 2026	Cairo	\$1,450

LTC Consultants

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.