

Lecture Reflection: L13

Course: IT Project Management (BIT)

Date: Thursday – 13/11/2025

Topic: Blended: Process Mapping

Instructor: Dr. Ahmad Kheraisat

Student: Dareen Qutishat (0221733)

This session explained how process mapping and workflow visualization help identify inefficiencies in a process.

I learned that clear diagrams improve communication between team members and provide essential documentation.