

## **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.