

Process Analysis

WHAT IS PROCESS ANALYSIS?

Process Analysis is necessary to understand and then improve complex processes. These normally involve a number of different people and departments. A typical session lasts somewhere between half-a-day and one day.

When to carry out Process Analysis

Process Analysis is normally done when there is a tricky piece of analytical work required involving people or departments who do not normally work together. This is normally part of an improvement project.

Typical aims and contents

- To understand the factors that affect a process (methods, equipment, people, environment and materials), through the production of an Ishikawa diagram
- To understand how a process works, through the production of a deployment flowchart
- To identify what documentation is used in the process
- To analyse the process and identify what the problem areas are
- To identify where there is uncertainty in the process
- To identify where there is opportunity for improvement in the process
- To come away with a list of actions based on the analysis of the process

Who should attend?

Project Leader and everyone involved in the process.

THE PROCESS

Stage 1 - Planning meeting

We will hold a meeting to find out the background to and objectives of the piece of work.

Stage 2 - Proposal

We will prepare a proposal outlining the structure and contents of the session.

Stage 3 - Delivery

We get all the people involved in a room together and run the session.

Stage 4 - Review meeting

Finally we will hold a review meeting, share reflections, find out what's happened since and give guidance on next steps.