

Process Analysis Events

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 ½-a-day and 1 day. The principle tools used are Ishikawa Diagrams and Deployment Flowcharting.

When to carry out a Process Analysis Event

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.

How we work with you

Stage 1 - Exploratory meeting - We will hold a meeting to find out the background to the project.

Stage 2 - Proposal - We will prepare a proposal outlining the structure and contents of the event.

Stage 3 - Facilitation of the event - We get all the people involved in a room together and run the event. Our role on the day is to:

- Run the event on your behalf, working closely with the Project Leader
- Provide the structure
- Facilitate the Ishikawa Diagram and Deployment Flowchart
- Ensure everyone gets to contribute
- Keep participants on track
- Keep participants at the right level of detail
- Watch the time
- Watch for 'loose ends'

Stage 4 - Review meeting - Finally we will hold a review meeting to share reflections and give guidance on next steps.

Similar events

We can also facilitate the following events for you:

- Project Kick-Start - gets a project off to the best possible start
- Project Refocus - gets a stalled or struggling project back on track
- Project Review - reviews a completed project, particularly useful if the project concerned has been especially successful or has failed to deliver
- Customer Involvement Events - does what the name suggests

Use your own Facilitators

If we have trained Facilitators in your organisation, they can carry out this assignment for you.