

BABOK® v3 Demystified Webinar Series

Chapter: Chennai IIBA® Chapter
Date & Time: 30-Mar-17 | 6:30 to 7:30 PM IST
Topic: Process Analysis
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Process Analysis

- Process analysis assesses a process for its efficiency and effectiveness, as well as its ability to identify opportunities for change.

Process analysis is used for various purposes including:

- Recommending a more efficient or effective process
- Determining the gaps between the current and future state of a process
- Understanding factors to be included in a contract negotiation
- Understanding how data and technology are used in a process, and analysing the impact of a pending change to a process

Process Analysis

Common changes made to processes in order to improve them include:

- Reducing the time required to complete a task or tasks in the process
- Modifying interfaces or hand-offs between roles and organizational units to remove errors, including the reduction or elimination of bottlenecks
- Automating steps that are more routine or predictable
- Increasing the degree of automation in the decision making required by the process

Elements: Identify Gaps and Areas to Improve

- Identifying gaps and areas to improve helps to identify what areas are in scope for analysis
- Identify gaps between the current and desired future state
- Identify what gaps and areas are value and non-value added
- Understand pain points and the challenges of the process from multiple points of view
- Understand opportunities to improve the process from multiple points of view
- Understand the relationship of the gaps and areas to improve to changes in the enterprise

Elements: Identify Root Cause

- Identifying the root cause of the gaps and improvement areas ensures that the solution addresses the right gap and area.

When identifying the root cause, business analysts understand:

- There may be multiple root causes
- The inputs leading to the gap or area of improvement
- Who the right people are to identify the root cause, and
- The current measurements and motivators in place for those owning or performing the process

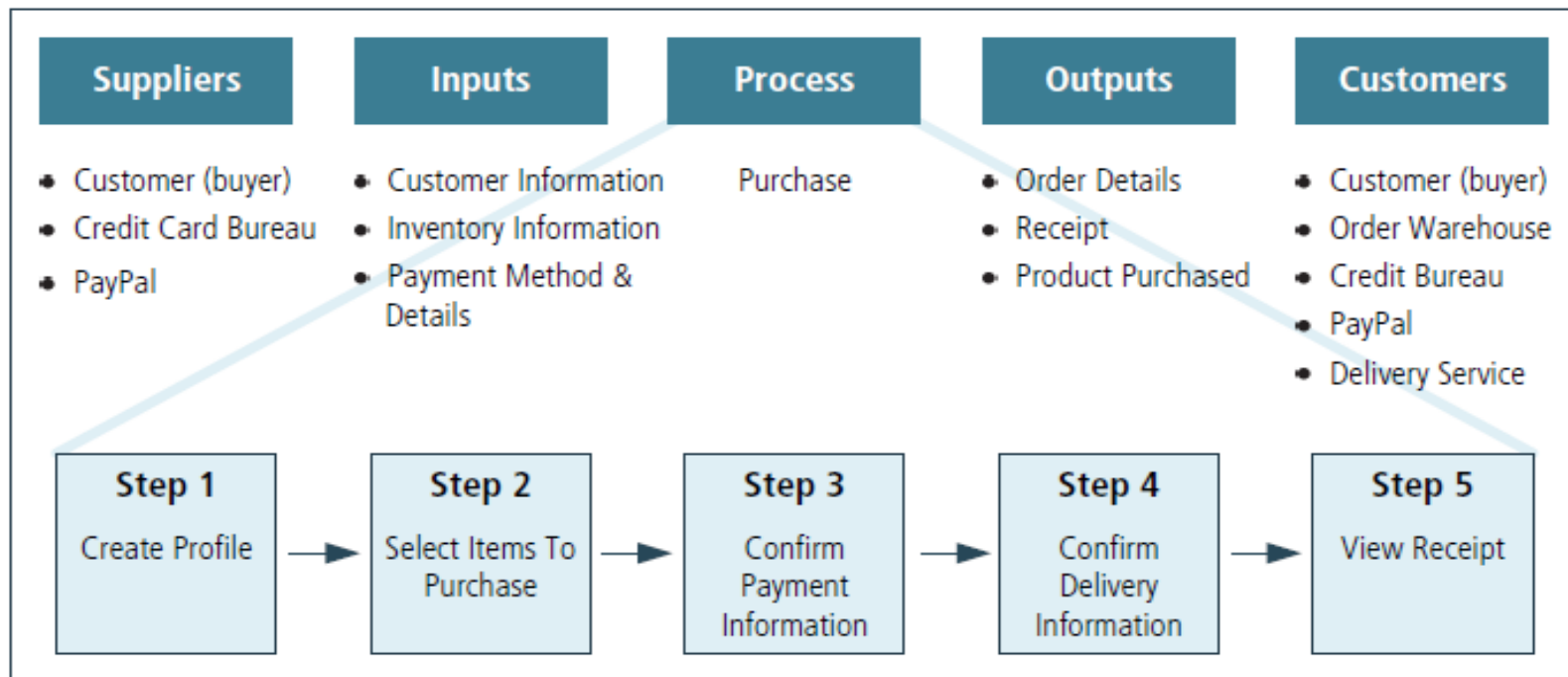
Elements: Generate and Evaluate Options

- Generating options and alternative solutions to solve for the gap or area of improvement helps the team evaluate and see different points of view for improving the process .
- It is important for stakeholders to be involved in identifying the impact, feasibility, and value of the proposed solution relative to alternative options.

Elements: Common Methods

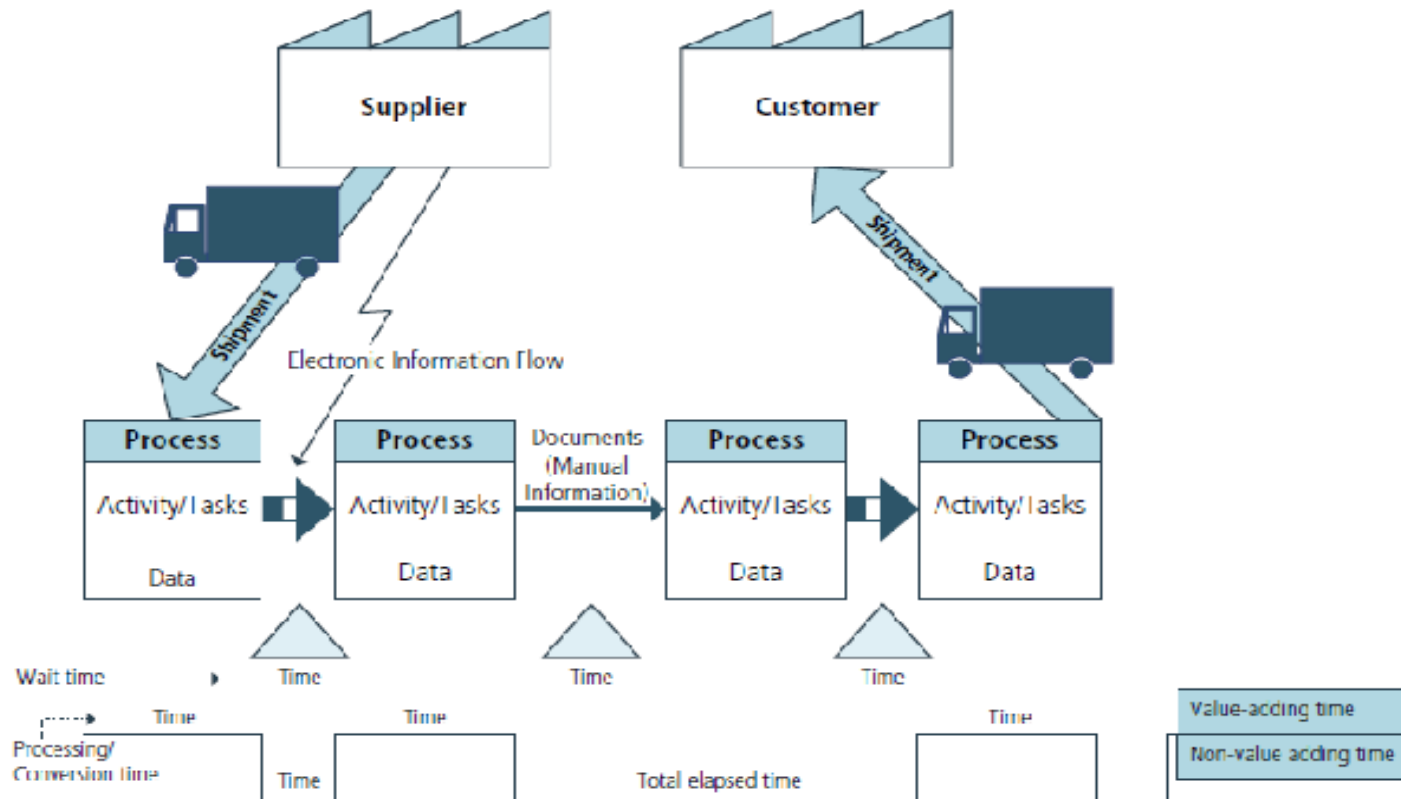
SIPOC :

- SIPOC is a process analysis method that originates in the Six Sigma methodology and has been more commonly adopted as a process analysis method outside of Six Sigma.



Elements : Value Stream Mapping (VSM)

- Value stream mapping (VSM) is a process analysis method used in Lean methodologies



Strengths

- Ensures solutions address the right issues, minimizing waste
- Many different techniques and methodologies can be used and provide teams with great flexibility in approach

Limitations

- Can be time-consuming
- There are many techniques and methodologies in process analysis. It can be challenging to decipher which to use and how rigorously to follow them, given the scope and purpose
- May prove ineffective at process improvement in knowledge or decision intensive processes

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