

Process Analysis Events

What is a Process Analysis Event?

A Process Analysis Event is appropriate for a project using Improvement Methodology. The basic premise is to make as much progress as possible in as short a time as possible in the 'analyse the current situation' stage. As this requires the use of two quite tricky tools - Ishikawa Diagram and Deployment Flowcharting - it is best to set aside some time and do this properly.

A Process Analysis Event is probably not necessary for dead-simple processes but, as there are few of these around, we would recommend one for any important project.

Who should attend?

- Project Leader
- Facilitator (runs the day on behalf of the Project Leader)
- Team members
- Anyone else directly involved in the process under study

Who should attend?

- The leader of the management team concerned
- Direct reports
- Any other key managers with large teams or areas of responsibility

Some logistics

- Typical duration: 1 day of hard work

Typical contents

- (1) Brief welcome by the Project Leader
- (2) Briefing Sessions as appropriate
- (3) Produce an Ishikawa Diagram
- (4) Produce and analyse Deployment Flowcharts
- (5) Identify next steps

Using a Facilitator

A **UIMPROVE** Facilitator is essential for a Process Analysis Event. Ishikawa Diagrams and Deployment Flowcharts are not everyday tools and you will need someone who knows what they are doing for this. The Facilitator will:

- (1) Meet with the Project Leader before the day to plan the event
- (2) On the day, run the event working closely with the Project Leader
- (3) Produce the Ishikawa Diagram and Deployment Flowchart working to the direction of the Project Leader and attendees
- (4) Meet with the Project Leader after the event to review and make recommendations