Process Assessments for Opportunities

A data-driven approach to identifying transformation opportunities involves thorough process assessments:

Process Inventory

Catalog all major business processes. Profile each process including inputs, outputs, activities, systems, metrics, pain points and improvement ideas.

Process Mapping

Visualize processes end-to-end using swimlane diagrams. Capture all decision points and activities. Identify interfaces to other processes and systems.

Value Stream Mapping

Map the flow of materials and information through the process. Call out cycle times, bottlenecks, delays and constraints. Identify waste and non-value add activities.

Baseline Metrics

Measure current performance across cost, quality, speed and satisfaction KPIs. Metrics may include: cycle time, cost/transaction, error rate, customer satisfaction score.

Waste Evaluation

Analyze each activity to categorize as value-add, incidental, or waste. Identify root causes of defects and rework loops. Prioritize waste elimination opportunities.

Simulation Modeling

Model processes "as-is" and simulate improvements. Quantify impact on throughput, resource utilization, costs. Build capability and business case for optimizing as-is processes.

Process Mining

Load system event logs into process mining tools to visualize actual flows, variations, exceptions, and performance metrics.

Benchmarking

Compare process capabilities and metrics vs. internal best practices and external world-class levels. Highlight capability and performance gaps requiring investment.

Process assessments leverage data, analytics and benchmarks to provide an objective view of improvement opportunities. The insights complement stakeholder perspectives to build a holistic transformation roadmap.