



## Qualitative Process Analysis Techniques

Qualitative process analysis focuses on understanding the current state workflow and identifying improvement opportunities through visual mapping and waste analysis techniques. Key techniques include:

### Process Mapping

Visually depict end-to-end flows using swimlane diagrams. Capture all decision points, activities, inputs, outputs, and roles. Provides a baseline understanding of the process.

### 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.

### Waste Analysis

Analyze each process activity to categorize as:

- Value-add: Directly contributes to output
- Incidental: Necessary non-value add (e.g. compliance)
- Non-value add: Pure waste, eligible for elimination

**Root Cause Analysis** Understand sources of defects, errors and waste through techniques like Five Whys and fishbone diagrams. Identify root causes of deviations from ideal flow.

### Qualitative

Surveys / Interviews Gather feedback from process stakeholders on what's working, pain points, and ideas for improvement through surveys and interviews.

### Process Walkthroughs

Follow a physical artifact through the process start to finish. Experience handoffs, delays, bottlenecks, and waste firsthand. Time process end-to-end.

In summary, qualitative techniques provide critical visibility into workflow pain points and waste. Visualizing and experiencing processes leads to insights on potential process improvements.