



Process Assessment

Purpose

To determine the performance of a targeted process. To identify the inputs, outputs, and related processes and complete baseline metrics that will determine the processes performance and stability. This will assist clients in targeting areas for improvement and avoiding automation when processes aren't stable.

Process

- ◆ Agree with the project sponsor the project participants and mandate.
- ◆ Assign the appropriate resources to the project:
 - BICS – Senior facilitator, documentation expert, metrics expert
 - Client – Project Sponsor, Process Owner, Project Liaison, Subject Matter Experts
- ◆ Schedule 4 workshops and participants – ideally the same day over a four-week period.
- ◆ Workshop #1 – determine the 'As is' process and related roles and responsibilities, BICS to take away and document.
- ◆ Workshop #2 – review the results of workshop #1 and modify as required. Agree on the definitions of the appropriate measures of the process performance and identify what data is available. Where data is not available, agree on a strategy to obtain data.
- ◆ BICS Analysis – Once the client has provided the required data, BICS will provide analysis and reporting on the data in relation to process performance.
- ◆ Workshop #3 – review the results of the BICS Analysis, also brainstorm and develop a reporting or conclusions report to key stakeholders this may also include recommended next steps.
- ◆ Project Report – review the results with the Project Sponsor and key stakeholders.
- ◆ Project Completion – present to the Project Sponsor the results of the work and the project completion report for phase I.

Payoff

- ◆ Facts and data as well as statistically robust metrics analysis is provided to truly understand process performance.
- ◆ Any next steps identified provide baseline performance for the process and provide valuable input to manage stakeholder expectations on any improvement or system initiatives identified in the next steps.