

Five Business Process Analysis Techniques You Should Know

VALUE ANALYSIS

1

A value analysis quantifies the value of a process. It uses metrics such as duration, costs, resources, and decision probabilities to develop the value of any given business process.

The objective of a value analysis is to attribute the value of the work represented by the process while ensuring those processes deliver maximum value and align with overall business objectives.



GAP ANALYSIS

2

Value analyses and gap analyses go hand-in-hand.

A value analysis enables you to understand the business value that a process is currently delivering.

A gap analysis identifies the discrepancy between where the process is and where you want it to be, so you can implement the changes to improve that process and solve for that gap.



ROOT CAUSE ANALYSIS

3

At its simplest, a root cause analysis identifies and removes the discrepancy between the current-state of the process and the improved future-state.

Through a root cause analysis you identify explicitly what's preventing you from getting to the future-state that delivers the maximum business value you desire. You're able to zero in on the waste and redundancy that may be limiting performance and see which steps of the process need to be optimized.



PREDICTIVE ANALYSIS

4

A predictive analysis is a technique generally used after a root cause analysis has unveiled where a process needs to be optimized.

A predictive analysis allows you to plug in the variables or new values from your value and gap analysis into the problematic areas of the process uncovered in your root cause analysis and simulate the execution of your new, improved process.



IMPACT ANALYSIS

5

Understanding how you do work is just the beginning.

There are many things in an enterprise that can diminish the value of a business process. By connecting your existing processes to relevant applications, systems, policies, rules, and regulatory obligations, the impact can be instantly measured and mitigated whenever changes to that process or process dependencies occur.

