Business Process Management - Qualitative
Knowledge objectives

1. Recognize the importance of qualitative analysis
Understanding Objectives

1. Draw the causal factors of an issue in a fishbone diagram
2. Draw the why-why diagram of an issue
3. Write the issue register of a given case
4. Perform a Pareto analysis
5. Draw a PICK chart
Application Objectives

1. Classify the value of some activities
2. Find the root cause of some issues
Service Oriented Architecture lifecycle

- Assemble
- Model
- Manage
- Deploy
Kinds of analysis

- Qualitative
  - Value-Added Analysis
  - Root-Cause Analysis
  - Pareto Analysis
  - Issue Register

- Quantitative
  - Quantitative Flow Analysis
  - Queuing Theory
  - Process Simulation
Purposes of qualitative analysis

- Identify and eliminate waste
  - Valued-added analysis

- Identify, understand and prioritize issues
  - Root-cause analysis (e.g. cause-effect diagrams)
  - Issue register
  - Pareto analysis
Activity

- **Objective:** Understand the three tools for qualitative service analysis

- **Tasks:**
  1. (10’) Read separately the corresponding document
  2. (10’) Meet the group of experts to clarify doubts
  3. (15’) Share knowledge with the matrix group
  4. (45’) Analyze the case
  5. Hand in the analysis
  6. (15’) Class sharing

- **Roles for the team-mates during task 3:**
  a) Explains his/her material
  b) Asks for clarification of blur concepts
  c) Mediates and **controls time**
Summary

- Value-Added analysis
  - Value classification
  - Waste elimination

- Root cause analysis
  - Cause-effect (fishbone) diagrams
  - Why-why diagrams

- Documentation
  - Issue register

- Impact assessment
  - Pareto analysis
  - PICK charts
Bibliography