4 PROCESS ANALYSIS PITFALLS

1 Believing it, without seeing it

Existing process documentation gets adapted informally by end users, so it's key to go and see the work with your own eyes.

2 Misinterpreting the boundaries

Take two approaches to discover where the process actually starts and ends:

Top Down - Event to outcome

Bottom up - From where, where to

4 Losing sight of the customer

When documenting and analyzing complex processes, always ask the question **"How does this task add value?"** - directly or indirectly to the customer.

3 Ignoring the human side

When optimizing processes and corresponding IT systems, don't forget the people side:
Fear
Culture
Internalized Constraints