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## 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**



Orbus has a global reach which means we can serve and support customers in every major global region. Headquartered in London, UK, we also have regional offices in the USA, Australia and South Africa.

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