



# Tools and Techniques for Business Analysis

...streamline your processes and enhance quality

In order to achieve real business benefits it is vital to first analyse a business and its key processes. To recognise opportunities for improvement you need a set of transferable tools and techniques. This programme provides a practical toolkit and demonstrates how to apply these, selecting the appropriate techniques for the task. It includes extensive practical examples.

## Content

- Process thinking
- Process mapping
- Identifying critical processes
- Research and data collection
- 12 tools and techniques for business analysis
- Work measurement
- Benchmarking
- Problem solving process

## Features

- Comprehensive manual/toolkit
- 3 ways to select critical processes in your business to focus your activity
- Extensive practical application of techniques
- 12 analytical tools to simplify your processes
- Use of selective case studies
- Step-by-step benchmarking guide

## People have previously attended from:

GlaxoSmithKline, Tesco, ns&i  
Transport for London

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*"A comprehensive and very well paced course, the practical elements maintained energy. The trainer kept the group engaged. I would recommend."*

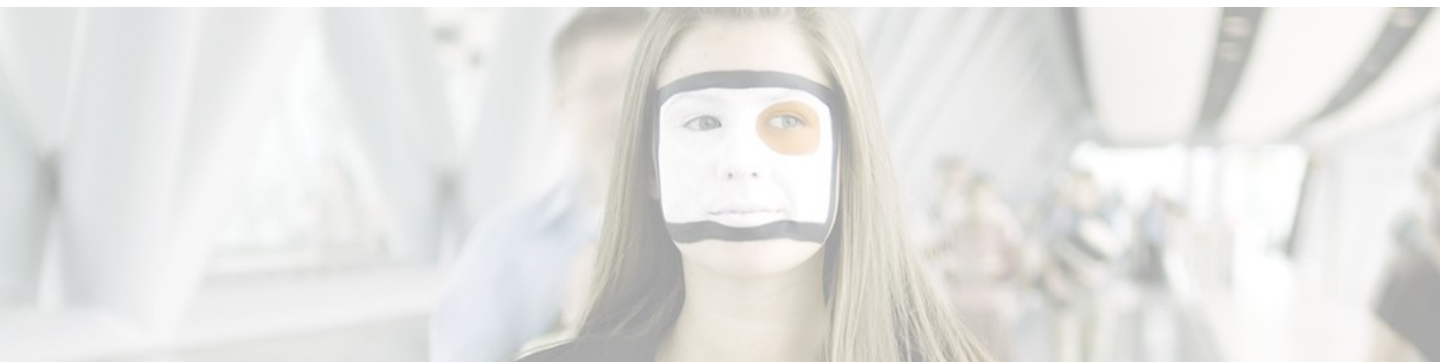
Neil Wooding  
Global Regulatory Operations  
GlaxoSmithKline

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**Duration:** Three day course

**Venue:** London Gatwick

**Course price:** £1,195 +VAT





# Tools and Techniques for Business Analysis

## Day one

### 1. Challenges facing organisations

- Business improvement models
- Challenges facing your organisation

### 2. Process thinking

- What is a process?
- Functionitis
- Continuous improvement
- Business process re-engineering
- Cost of quality
- Six sigma
- Value-add
- Process variation

### 3. Process mapping

- Workflows
- 3 steps to process mapping
- Practical exercises
- Waste hunting

## Day two

### 4. Selecting critical processes

- Levels of process consideration
- Core business process analysis
- Breakthrough analysis
- Visualisation
- Process quality management
- Benchmarking

### 5. Research and data collection

- Individual interviews
- Focus groups
- Questionnaires
- Attitude surveys
- Work measurement

### 6. The first seven tools

- Cause and effect diagram
- Check sheets
- Pareto analysis
- Scatter charts
- Visual charts
- Histogram
- Control charts

## Day three

### 7. Selected further tools

- Affinity diagram
- Relations diagram
- Matrix diagrams
- Tree diagrams
- Paired comparisons
- Criterion ranking
- Brainstorming
- Nominal group technique

### 8. Problem solving process

- Six-step process
- Tools and applications