

CRITICAL ACTION LIMITED – Problem/Opportunity Workshop and Process Analysis Project Quick Guide

OFFERING	PROJECT OUTLINE	DELIVERABLES	PURPOSE
Problem/Opportunity <i>Go: Start</i> (1 day)	0.5 d workshop 0.5 d documentation	Problem description sheet	Quickly take a small group through the basic processes for a problem or opportunity in a context familiar to them.
Problem/Opportunity <i>Go: Be Critical</i> (2 days)	0.5 d prep & scope 0.5 d workshop 0.5 d analysis 0.5 d documentation	Problem description sheet Workshop prep/delivery/analysis/doc	Gather people together to discuss a single issue or area, after preparation supporting specific activities and approaches.
Problem/Opportunity <i>Go: Get to Action</i> (5 Days)	0.5 d prep & scope 2 d 2 w/shops 2 d analysis, actions & docs 0.5 d to present findings	Problem description sheet Workshop prep/delivery/analysis/doc Commercial Imperative Ranking Matrix Standard Action Plans	Explore a standalone area of problem or opportunity and get to decisions (or build enough of a picture to start making decisions and taking action).
Process Analysis <i>Think: Kick-Start</i> (5 Days)	0.5 d prep & scope 2.5 d 5 interviews OR 2 w/shops 1.5 d analysis, actions & docs 0.5 d to present findings	Problem description sheet Interview sheets & role diagrams Standard Action Plans	Examine specific, known process areas to scope problems/opportunities and get more information on key roles, processes and information flows.
Process Analysis <i>Think: Route-Map</i> (10 Days)	1 d prep & scope 4 d 8 interviews OR 4 workshops 4 d analysis, actions & docs 1 day to present findings	Problem description sheet Interview sheets & role diagrams Overview report document Commercial Imperative Ranking Matrix Standard Action Plans	Build a working framework of understanding of key roles, processes and information flows for most SME sized organisations, and corporate departments. Use a framework of actions to start making changes happen.
Process Analysis <i>Think: Voyage of Discovery</i> (15 Days)	2 d prep & scope 6 d 12 interviews OR 6 interviews & 3 workshops OR 6 workshops 6 d analysis, actions & docs 1 d to present findings	Problem description sheet Interview sheets & role diagrams Commercial Imperative Ranking Matrix Detailed report document Custom Action Plans Standard Communications Plans	Drill into entire process areas in depth (for SMEs) or build a working framework of a mid-size organisation or corporate division. Build an understanding of who, what, when, how, why and where to allow improvement projects to be defined and prioritised.
Process Analysis <i>Think: Exploration</i> (20 Days)	2 d prep & scope 8 d 16 interviews OR 10 interviews & 3 workshops OR 6 interviews & 5 workshops 9 d analysis, actions & docs 1 d to present findings	Problem description sheet Interview sheets & role diagrams Commercial Imperative Ranking Matrix Full report document Custom Action Plans Custom Communications Plans	Fully explore areas of concern or opportunity, understand problem root causes, their potential impact on your business and processes, and start to plan, communicate and take action to address the problems.
Programmes <i>Think: Expedition</i>	By arrangement	Problem description sheet Interview sheets & role diagrams Commercial Imperative Ranking Matrix Full report document Custom Action Plans Custom Communications Plans	Programmes can be custom-built to deliver information, insight, action plans and communication plans to suit your specific needs.