

Process Design Considerations

How the structure the three types of tasks
in a process



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Types of tasks

- You will encounter three kinds of tasks in any process based on how much of your attention it demands.

High Attention



Low-to-Medium Attention



No Attention





Types of tasks explained

- High Attention tasks require your undivided focus. They often require domain knowledge and judgement.
- Low-to-Medium Attention tasks are supporting steps that can easily be automated with minimal effort.
- No-Attention tasks are when you are waiting for the computer to do its thing.
- You do not need any fancy techniques to begin adding value at your organization.
- You can save time and improve accuracy by just arranging these tasks properly.



A typical processes

- A typical process looks like this:



- Often a process starts with an High Attention Task.
- Those are usually immediately followed by Low-to-Medium attention task.
- This happens a few times.
- Then the computer does its thing.
- Finally you review the work.



How to structure this better – Phase 1

- We start by consolidating all the high value tasks towards the beginning and end of the process.

- Initial Process:



- Redesigned Process – Phase 1:



- This can be as simple as making specific sheets in your workbook for all the inputs.



How to structure this better – Phase 2

- We gradually convert the Low-to-Medium attention tasks to No Attention tasks. This invariably saves time also.

- Redesigned Process – Phase 1 :





- Redesigned Process – Phase 2:



- This can be as simple as using Power Query to clean and import data into your workbook.



How to structure this better – Phase 3

- We employ strategies to assist user with their High-Attention tasks. This is to enhance tractability and reviewability.
- Redesigned Process – Phase 2 :
A horizontal bar divided into three segments: a red segment on the left, a green segment in the middle, and a red segment on the right.
- Redesigned Process – Phase 3:
A horizontal bar divided into three segments: a red segment on the left, a green segment in the middle, and a red segment on the right.
- This can be as simple as minimizing number of inputs required and enhancing checks and balances.



Why should I bother redesigning?

- It is an investment that will reward you in multiple forms.
- Restructuring processes like this creates value in your organization:
 - Reduces reliance on key resources.
 - Reduces time required to train new resources.
 - Makes processes more documentation friendly.
- You earn more time for yourself, which you can now use to learn more techniques and create even more value.
- It enables you to delegate tasks quicker and truly grow in your career.

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