

Process Mining Use Case Webinars

Process Mining for Process Improvement

Agenda

- Introduction (5 min)
- Best practices (15 min)
 - **Discover your as-is processes**, their inefficiencies, and compliance issues.
 - **Find root causes** for the problems you discovered and efficiently allocate development resources accordingly.
 - **Reduce bottlenecks** and rework.
 - Effectively **implement changes** and set up related metrics.
- Live demo (10min)
- Q&A (up to 15 minutes)



Teemu Lehto

Vice President,
Process Mining
QPR Software Plc

1,000,000+

Licenses sold

2000+

Customers

Local support in

50+

countries

70+

Gartner recognitions

400+

Process mining projects



QPR

QPR Software Plc (Nasdaq Helsinki: QPRV1) offers software and solutions for

- Process Mining
 - Performance Management
 - Process Management
 - Enterprise Architecture
-
- Worldwide leading Process Mining provider
 - Founded in 1991
 - Headquartered in Helsinki, Finland

Process Mining for Process Improvement

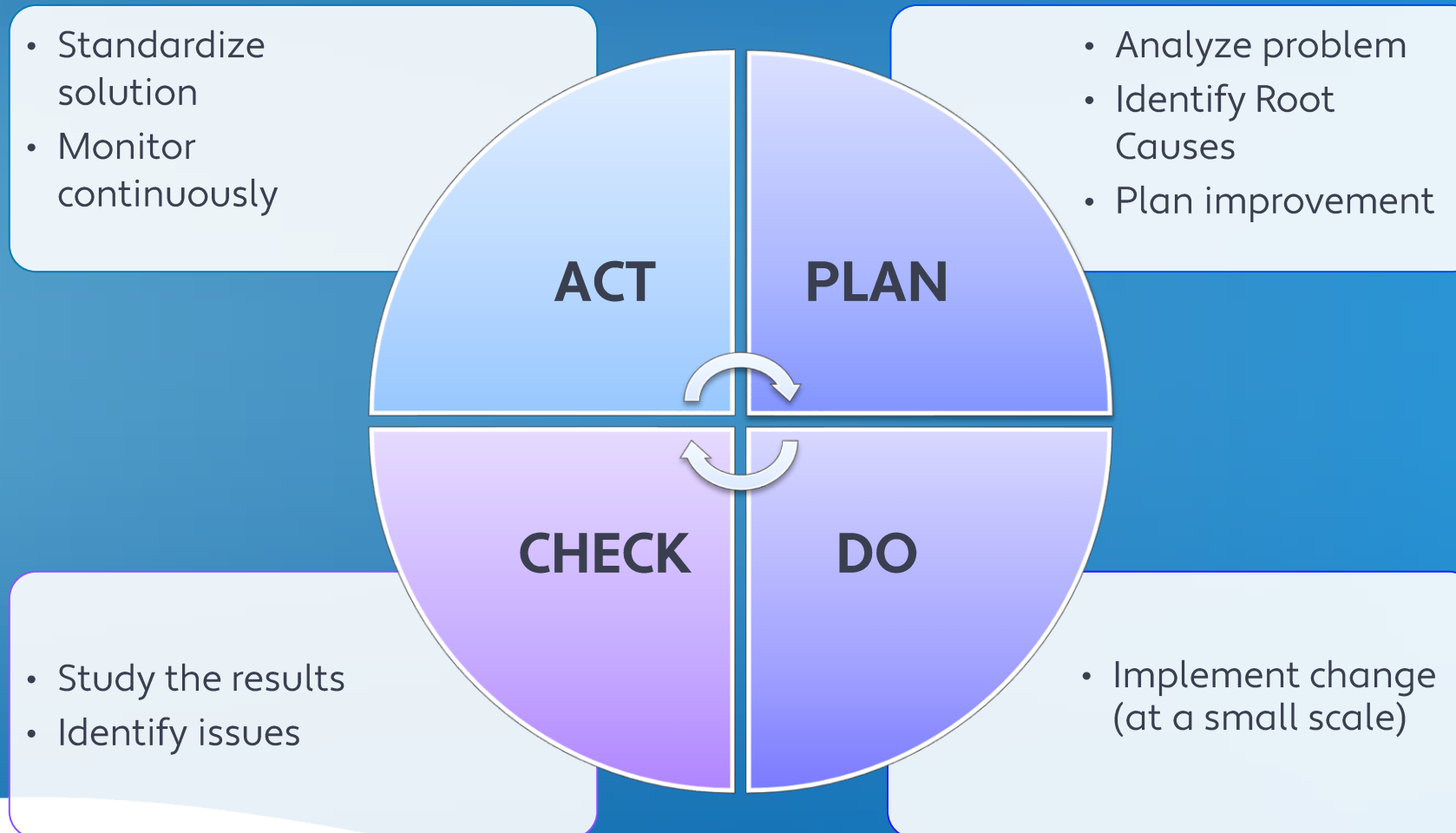
Topics:

- Deming cycle - PDCA
- BPM lifecycle
- Stakeholders
- Process Excellence

Demo:

- As-is discovery
- Benchmarking/Harmonization
- Root cause analysis
- Conformance analysis

Deming Cycle - PDCA

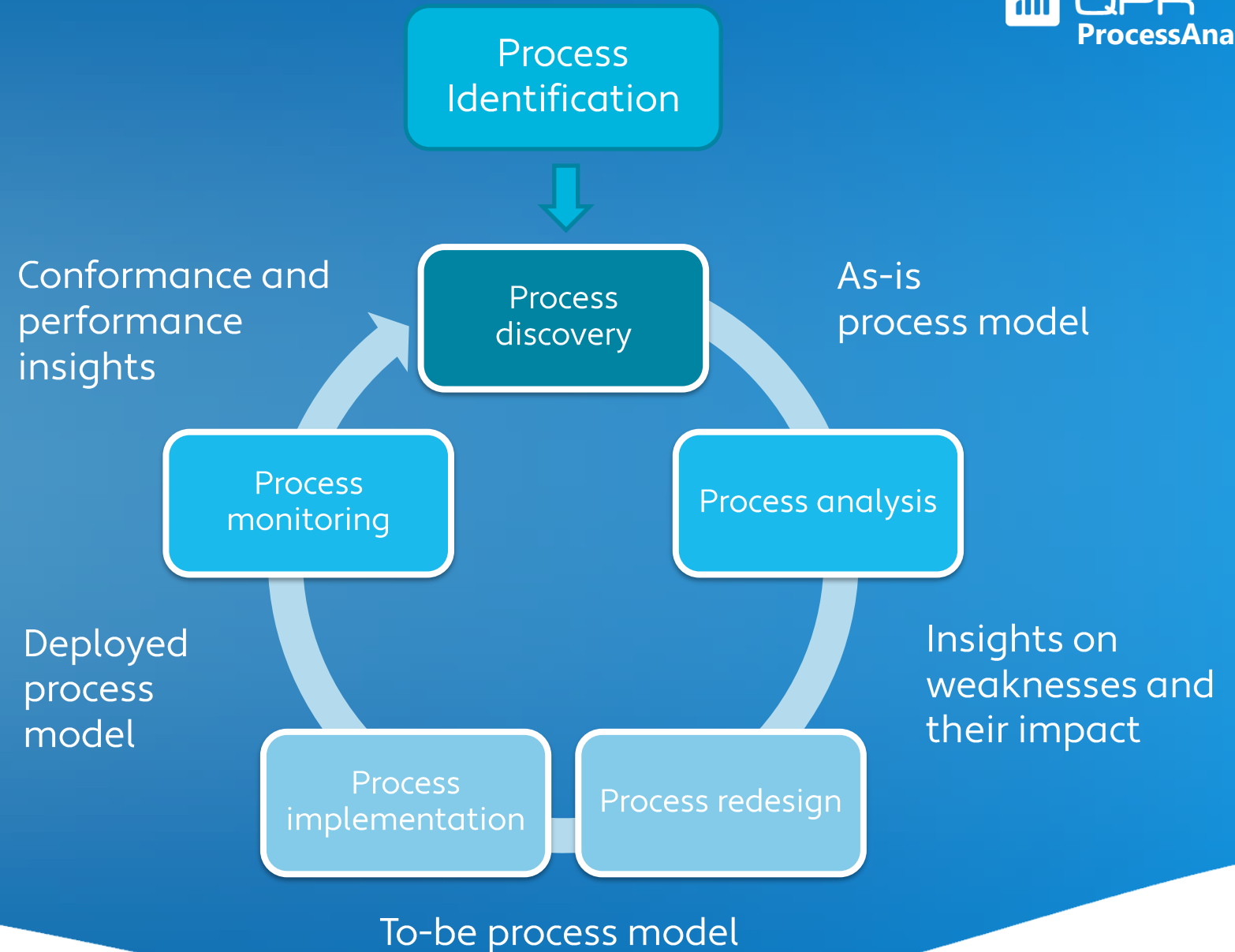


The BPM lifecycle

BPM is a tested and proven way to make your organization perform better.

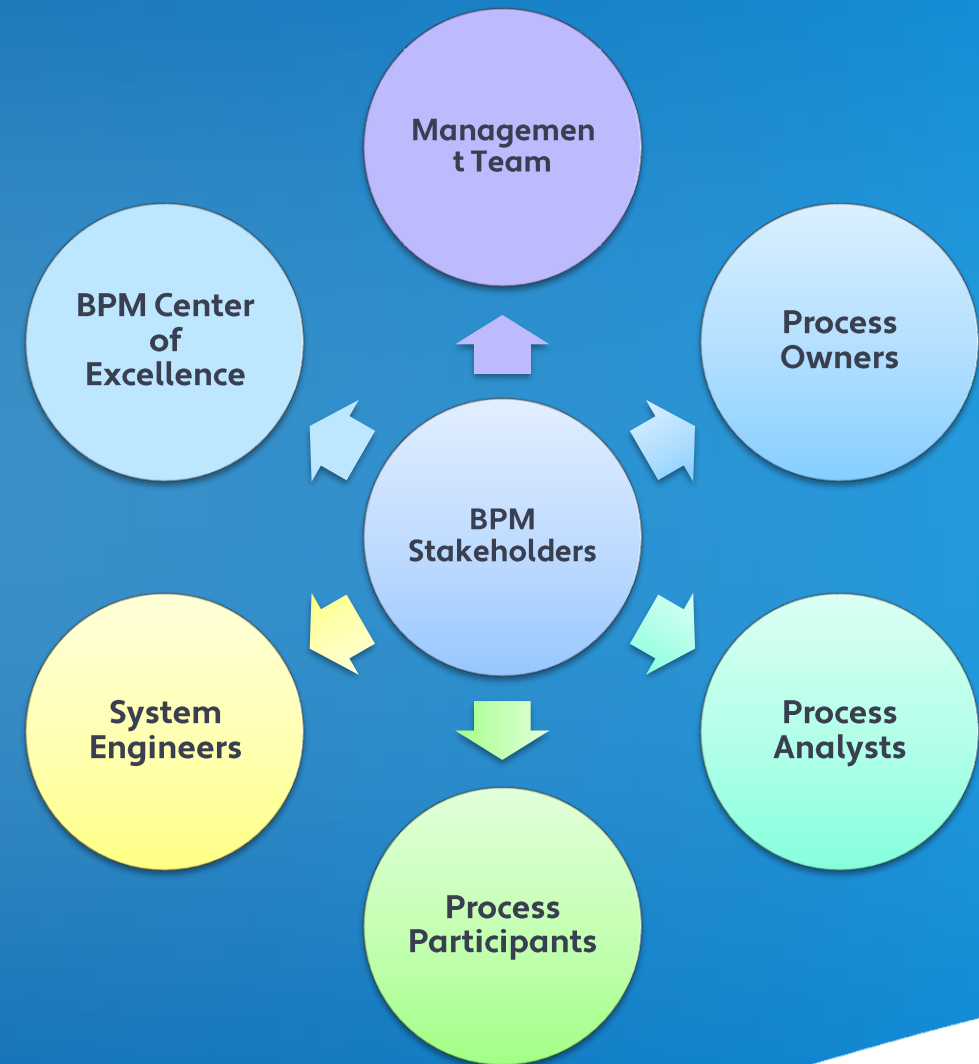
Process mining:

- Is the best way to get the as-is process model
- Provides insights on weaknesses: bottlenecks, repeating work, long lead times
- Helps you create the new process model
- Shows how your processes are conforming to the redesigned (to-be) process model
- Provides information about process performance



Process Improvement Stakeholders

- **The management team** gets an actual fact-based view of operations, and insights into e.g. digital transformation initiatives
- **Process owners**, responsible for end-to-end processes and how individual functions contribute to these (OtC, Logistics, R&D, etc.) should own the process mining models and the as-is diagrams
- **Process analysts**, who analyze how the process works, what the problems are, and how the situation can be improved, utilize the findings
- **Process participants**, who perform the process steps, need to change their ways of working: process mining helps them see the benefits and results and consequently helps with change management
- **System engineers** implement changes in systems, so that processes run more smoothly. They need input from process analysts.
- Large organizations have a **BPM Center of Excellence**, smaller organizations may have one methodology expert, or outsource this function to a company like QPR



Three Steps to Process Excellence: Customer, Flow, Automation.

HAPPY CUSTOMER

Keep your
customer promise

Example KPIs:
- On Time In Full
- Invoicing Accuracy

**CUSTOMER
SATISFACTION**



HAPPY FLOW

Follow the
agreed process

Example KPIs:
- First time right
- Lead time

**INTERNAL
EFFICIENCY**



HAPPY AUTOMATION

Automate individual
steps and whole
end-to-end process

Example KPIs:
- No-touch
- Automation rate

**PROCESS
AUTOMATION**



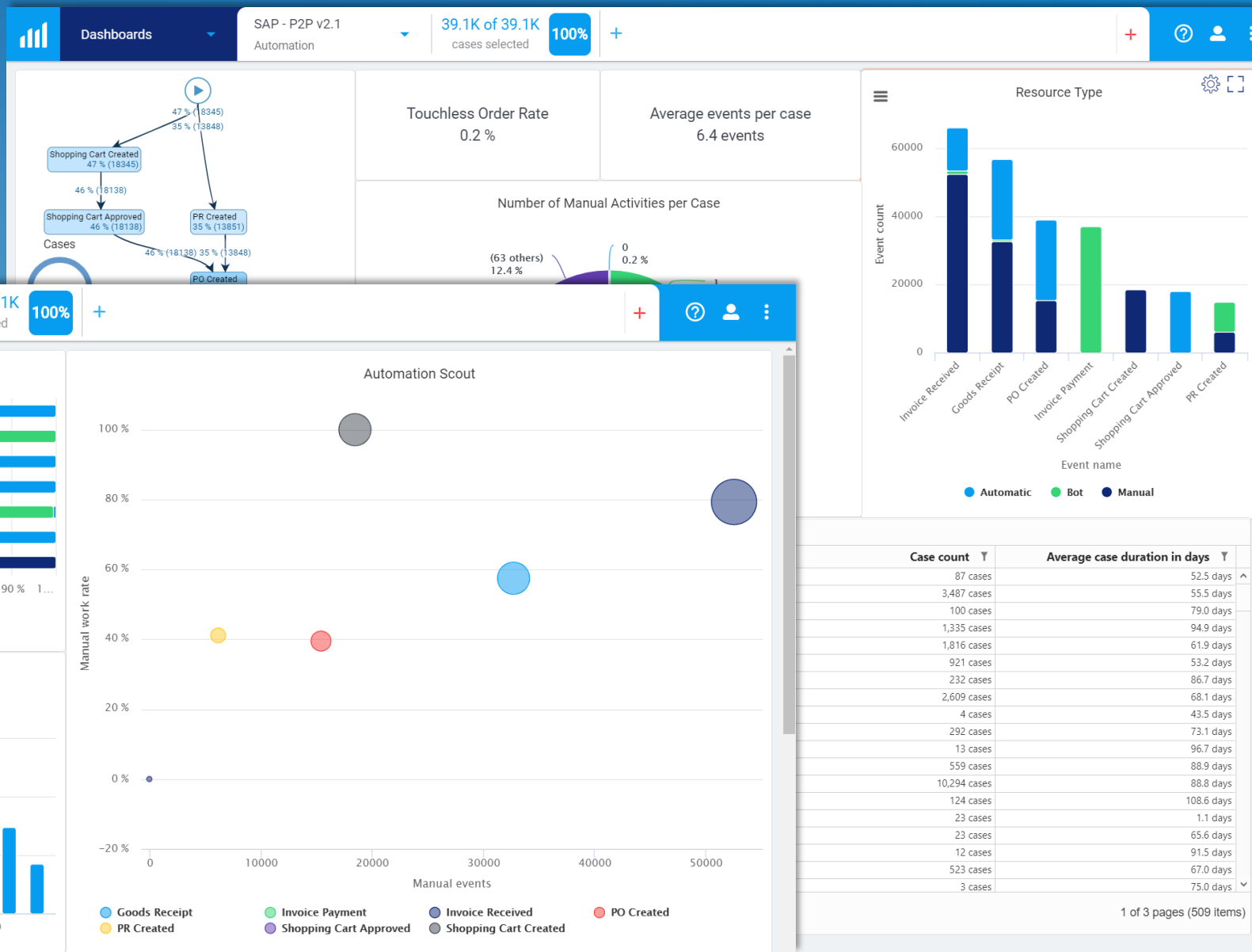
PROCESS EXCELLENCE

Get it
First Time Right

Example measures:
- Perfect order

INCREASED PROFITS

Demo



Upcoming webinars

15th April 2020	<u>QPR ProcessAnalyzer Live Demo</u>
21st April 2020	<u>Process Mining for Process KPI Reporting</u>
28th April 2020	<u>QPR Process Analyzer 2020.3 Release</u>
5th May 2020	<u>Process Mining for Digital Transformation</u>
12th May 2020	<u>Process Mining for IT & ERP Development</u>
19th May 2020	<u>Process Mining for Auditing & Compliance</u>

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<https://www.qpr.com/company/events>