



QPR ProcessAnalyzer

Service Management with Process Mining

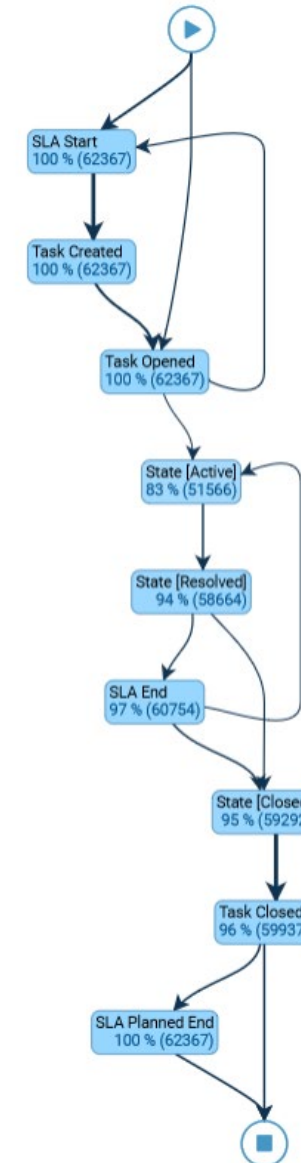
Lassi Uusitalo

Business Development Specialist at QPR Software,
Lean Six Sigma Green Belt

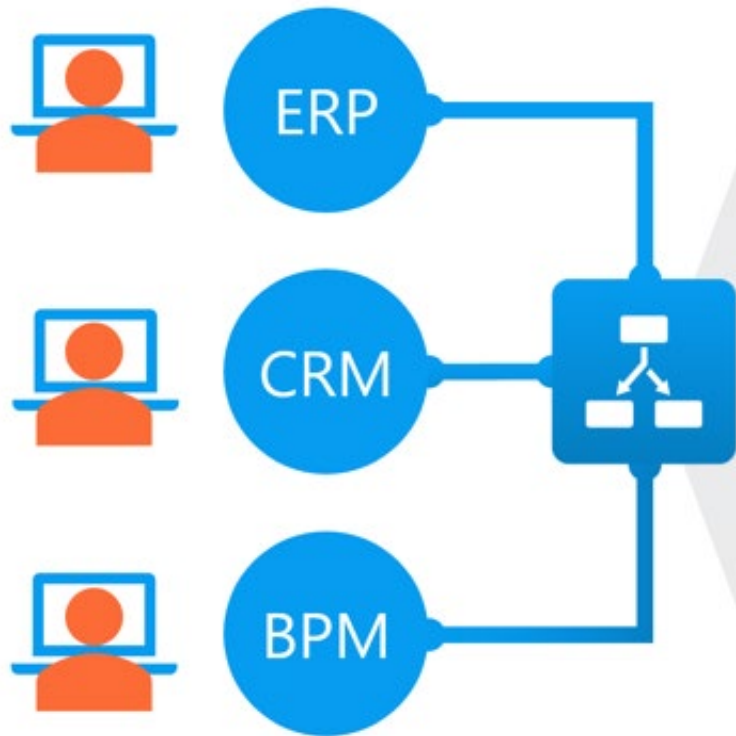


Agenda

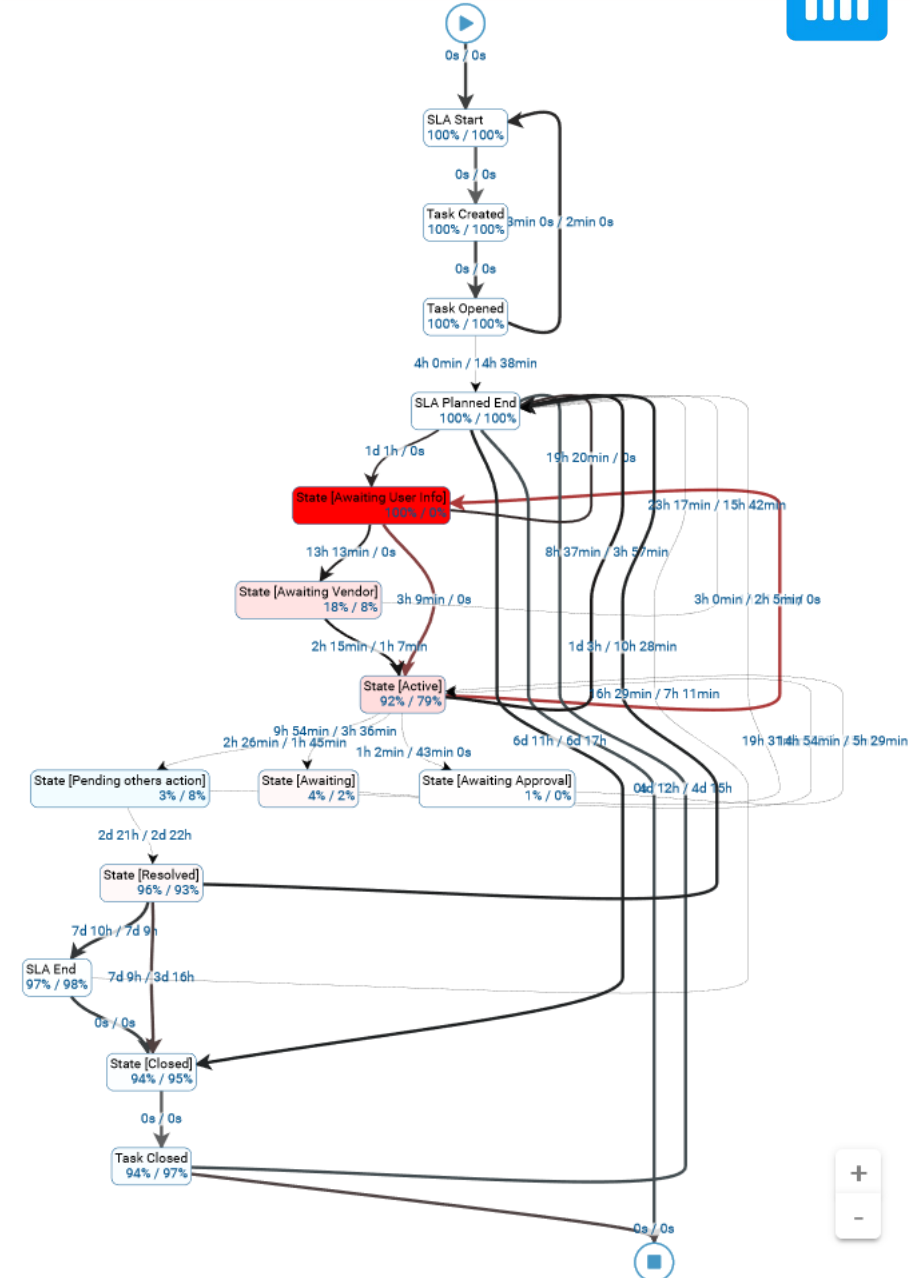
- Overview of the Process Mining methodology
- Best practices & how to:
 - Discover your as-is processes
 - Identify the most important problems and compliance issues
 - Monitor & improve continuously through Dashboarding
- Q&A



Process Mining?



Process Mining for Service Management





ANALYTICS

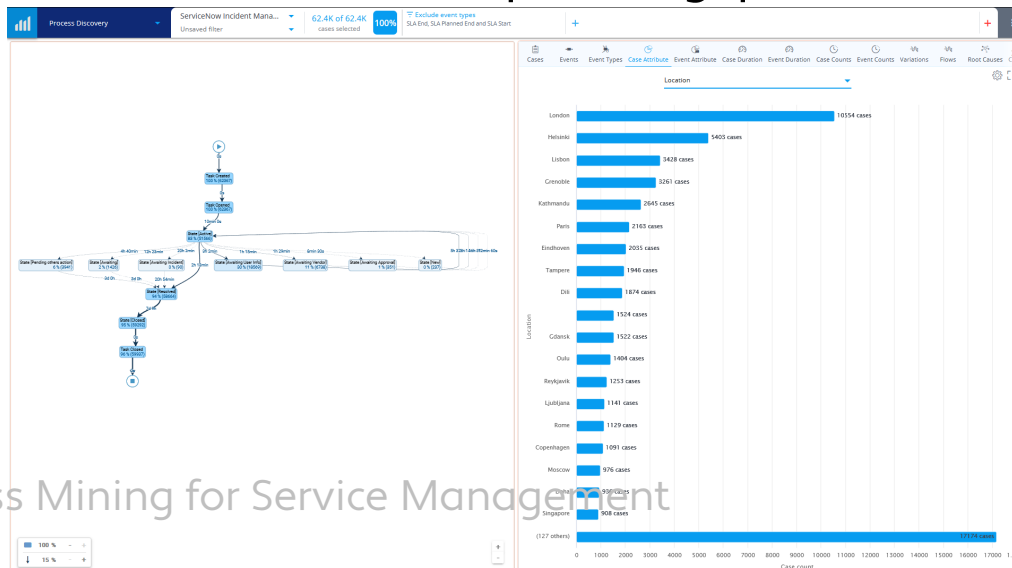
What Process Mining Is, and Why Companies Should Do It

by Thomas H. Davenport and Andrew Spanyi

April 23, 2019

“Organizations are primarily interested in an improved 'to be' process, so often they have little interest in exploring 'as is', or how the process is currently performed. But understanding the current process is critical to knowing whether it is worth investing in improvements, where performance problems exist, and how much variation there is in the process across the organization. As a result, some companies tend to either skip current process analysis altogether, adopt shortcuts to it, or pay consultants a lot of money to analyze the “as is” process.”

- Duration, case profiling, process flowchart...



1. Discover Demo

How to discover and drill down on:

- Your organization's true process flows
- Process bottlenecks
- Rework
- Durations

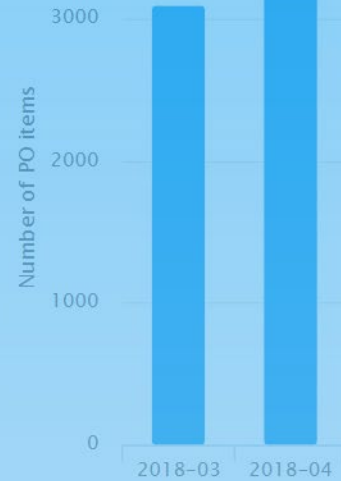
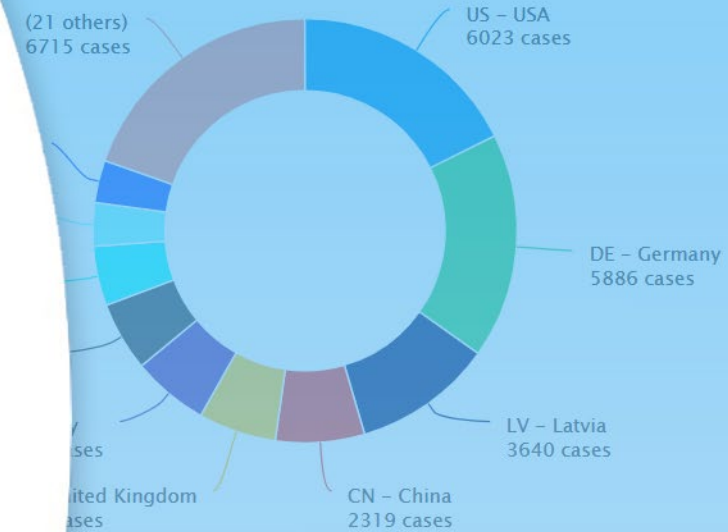
34.2K of 34.2K
cases selected

100%



QPR

Company Code
(TOP10 by PO Item Counts)

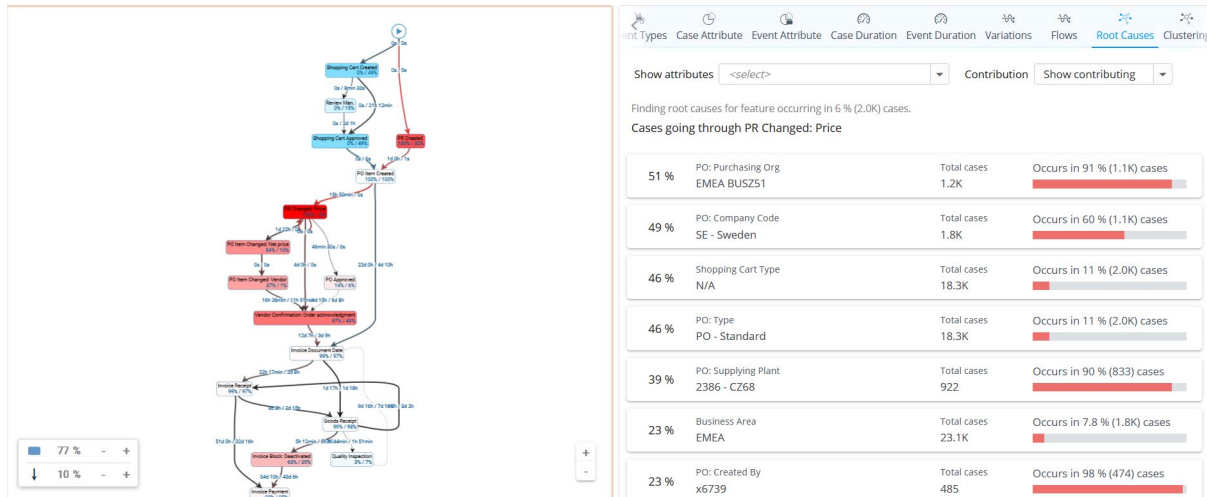


KPI: Maverick Buying
Cases going through PO Item Created



2. Identify issues where, when and why

- Root cause analysis provides a powerful tool for identifying relationships between (unwanted) process steps and individual cases



2. Identify issues Demo

How to identify:

- Root causes for problems discovered
- Which previous events lead to problems
- Conformance analysis

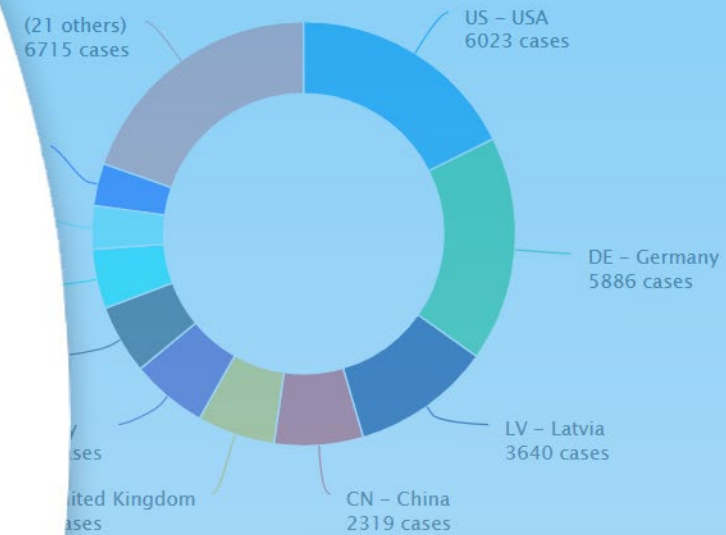
34.2K of 34.2K
cases selected

100%

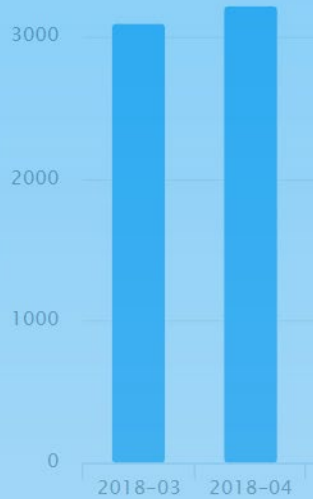


QPR

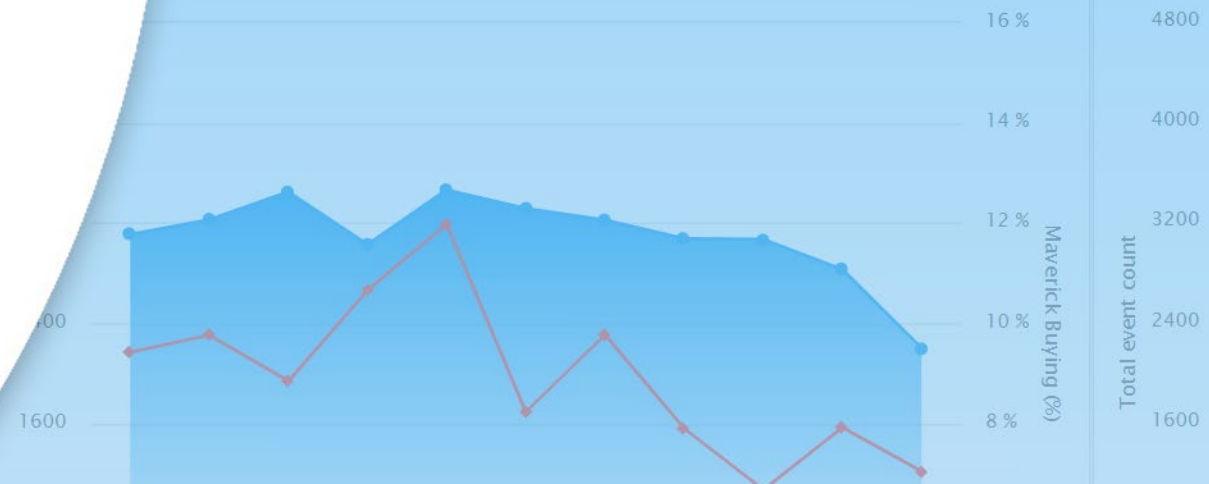
Company Code
(TOP10 by PO Item Counts)



Number of PO items

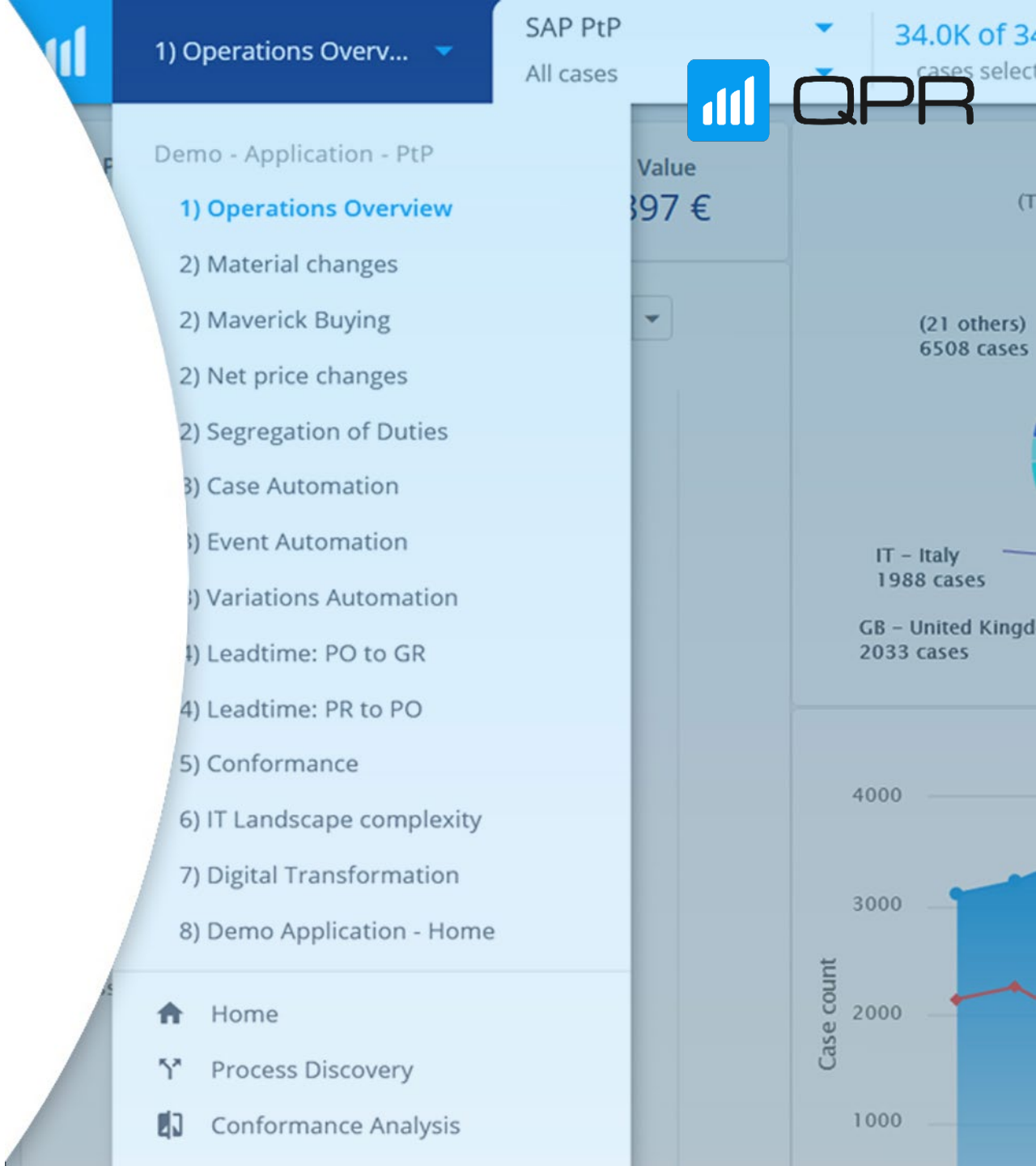


KPI: Maverick Buying
Cases going through PO Item Created



3. Monitor & improve continuously

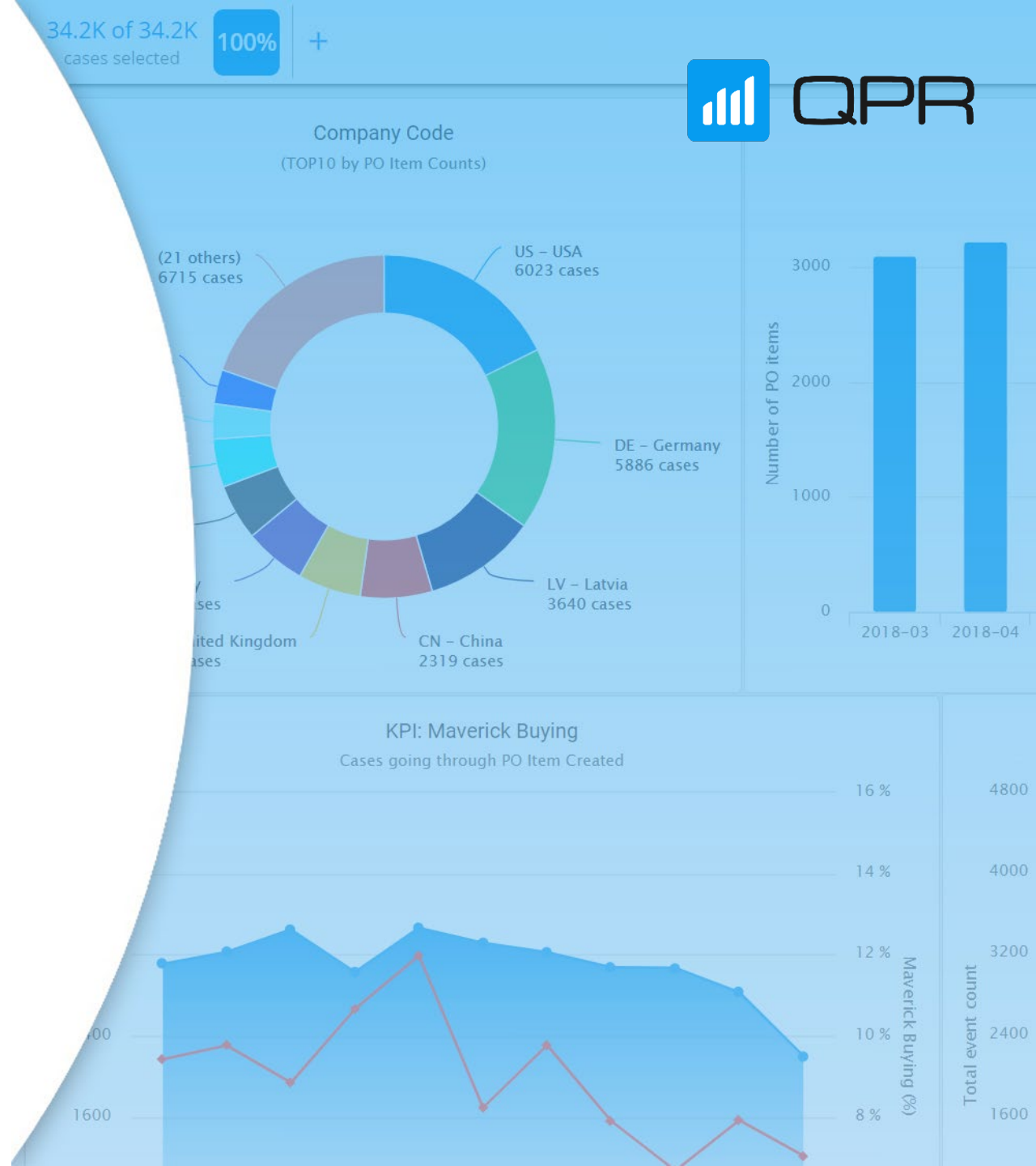
- Use data directly from your data systems to visualize the trends in your daily operations
- QPR Service Management Application includes a range of pre-made click-and-play dashboards
 - Dashboards provide a high-level view on process KPIs
 - Fully customizable according to your needs



3. Monitor Demo

How to monitor and improve:

- Conformance issues with root causes
- SLA breaches
- Extensive end-to-end leadtimes



Thank you!

- Upcoming webinars
 - Tue, 3 November: Process Mining for Process Improvement
 - Tue, 17 November: QPR ProcessAnalyzer 2020.8 New Feature Highlights
- Questions?
 - lassi.uusitalo@qpr.com
 - marketing@qpr.com

Dare to improve.

QPR ProcessAnalyzer for Service Management

Discover. Optimize. Automate.

