



# Process Perfection with QPR solutions

## Fennovoima uses QPR's products for establishing a management system for Process Communication and Improvement



*"QPR's Software products are top of the line when process development is considered. The QPR business operating system is great for developing processes and provides a quick way for creating a draft of a process plan. QPR products are fully usable in every step of process design, from planning to execution. "*

**Marjo Räisälä**  
**Quality Development Manager**  
**Fennovoima**

Fennovoima implemented QPR's solutions to establish an integrated, process based management system and share knowledge throughout the organization. The Fennovoima Management System is powered by QPR EnterpriseArchitect combined with consulting that provide tools for Process Development and Documentation. Fennovoima is also using QPR ProcessAnalyzer to analyze their document review and approval process and the performance of said process.

### Portal for Processes

Fennovoima has modeled their processes to gain an understanding about their processes. Fennovoima with the help of QPR created the Fennovoima Management System which is a portal containing documentation and information about different business processes. Using QPR's Portal solution, Fennovoima links their process charts with the process documentation they have for a centralized portal for all process related information. The Portal allows the users to see the whole process map in a understandable process visualization format and gives the user a possibility to find all the related documentation easily by just clicking on a process.

## FENNOVOIMA

### Fennovoima

Fennovoima is a Finnish energy company building a new nuclear power plant to Finland. Fennovoima was found in 2007 and it employs over 350 people.

### Challenges

- Gain comprehensive knowledge about processes.
- Gain process specific performance data
- Understanding the Document-handling Process

### Solution

- Fennovoima Management System powered by QPR solutions
- Process Mining with QPR ProcessAnalyzer and QPR Connector

### Business Benefits

- Creation of a centralized portal with process data
- Setting up dashboards for following up on Process Performance
- Communicating process situations to stakeholders
- Analyzing the document handling process



*"Our quality requirements are high. QPR's software products support us in the management of those", Marjo Räisälä says*

## Monitoring Process Performance

Using the findings provided by QPR ProcessAnalyzer, Fennovoima set up Dashboards to follow up on the processes and how they perform. Based on the extracted data, Fennovoima set up metrics to follow the document review and approval process. Fennovoima is able to see how the process is following service-level agreements and how the internal goals are achieved. In case of anomalies in the dashboard results, Fennovoima can easily drill down using QPR ProcessAnalyzer to analyze the data. The KPI information is easy to find from the Dashboards and all of the data is calculated by QPR ProcessAnalyzer automatically.

## Communicating Process Knowledge

Consolidating the processes to a single portal view has a direct effect in improving organizational knowledge. Having the different processes displayed in the portal allows different stakeholders to view the relationships, responsibility areas and stakeholders in different steps of the process. The portal also reinforces the knowledge of different roles and steps in the process, enabling organizational awareness. Fennovoima uses the portal for informing their current employees and for onboarding new employees. "With all the documentation contained in the process portal, Fennovoima can easily educate new recruits about their own and interfacing roles in the processes", Quality Development Manager Marjo Räisälä says.

## Lead Time Analysis with Process Mining

Using QPR ProcessAnalyzer, Fennovoima is able to follow the document review and approval lead times. The process visualizations offered by QPR ProcessAnalyzer give Fennovoima a clear understanding of what kind of flows their process takes. "Finding the bottlenecks of the

approval process is a key focus area, as we want to see where the document handling process takes a long time", Marko Juslin, Manager, Information Management says. Drilling down to the data is simple, as Fennovoima is able to easily find out differentiating factors and find root causes for process delays.



***"QPR ProcessAnalyzer clearly presents the process as it occurs in real life with concrete visual presentations. It leaves no room for speculation, as the facts are instantly visible"***

***Marko Juslin  
Manager, Information Management  
Fennovoima***

## Towards Further Success

Fennovoima found that Fennovoima Management System and QPR ProcessAnalyzer provide great benefits for process improvement. With a great start in using the products, Fennovoima looks forward to further success. "The first results have shown us the path forward", says Marko Juslin. Fennovoima is looking to implement QPR ProcessAnalyzer to other major processes in their organization. Fennovoima Management System will be complemented with new measures and metrics based on the QPR ProcessAnalyzer analysis results to create a centralized view of all operations inside Fennovoima.



*"QPR ProcessAnalyzer allowed us to see where our process performed well and where the bottlenecks are located", Marko Juslin says*

### About QPR Software

QPR Software Plc (Nasdaq Helsinki) provides solutions for strategy execution, performance and process management, process mining and enterprise architecture in over 50 countries. Users of QPR Software gain the insight they need for informed decisions that make a difference. With 25 years of experience, 2 000 customers and over a million licenses sold, QPR's products are highly regarded by industry analysts and customers alike.