

Terumo Europe

QPR Process mining

- Customer case -

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Terumo Corporation



- Global Headquarters: Tokyo, Japan
- Founded in 1921
- 96 consolidated subsidiaries
- Employees: 23,319 (Consolidated) (FY ended 03/2018)
- Consolidated Net Sales: € 4.5 Billion in over 160 countries (FY ended 03/2018)
- Business : The development, manufacture and marketing of medical devices and pharmaceutical products

Business Overview

Cardiac & Vascular Business

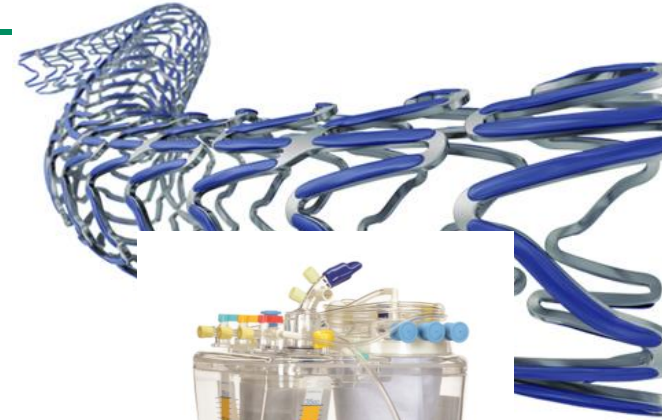
The Cardiac & Vascular Company contributes to cutting-edge treatments including cardiac and vascular surgery, and interventional procedures performed inside blood vessels.

General Hospital Business

The General Hospital Company strives to improve safety and ease of use in therapy devices used in hospitals and in homes.

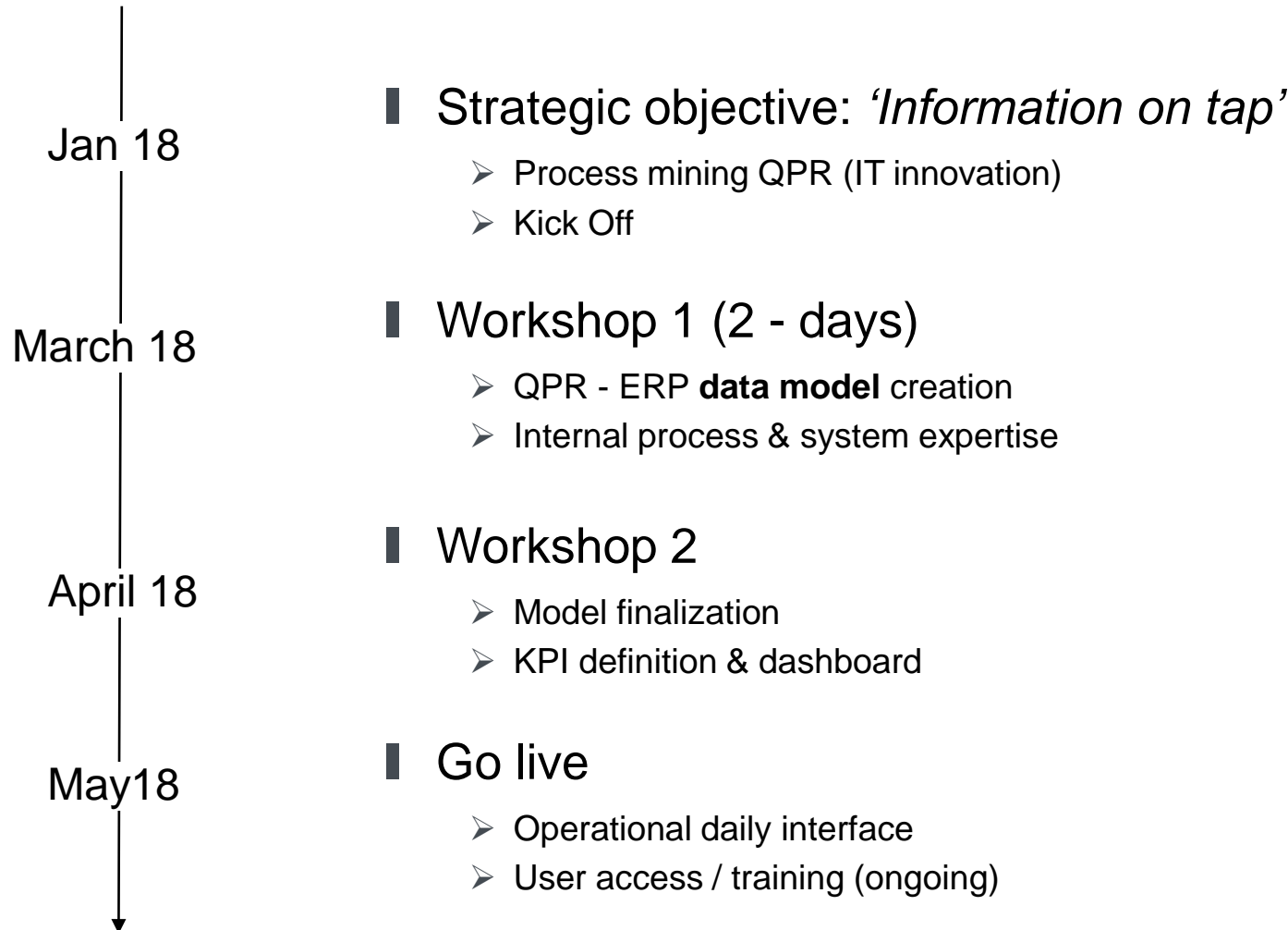
Blood Management Business

Offers systems for the high-quality, efficient collection and processing of donated blood on a global basis.



Process Mining Project

Project structure



Process Mining Project

Project structure



Business case of process mining

KPI

how well are we performing?

DURATION ANALYSIS

how long does it take?

FLOW CHART

how efficient are we working?



Flowchart
Order-to-Cash

Flowchart
Procure-to-Pay

ChartView
Data slicer

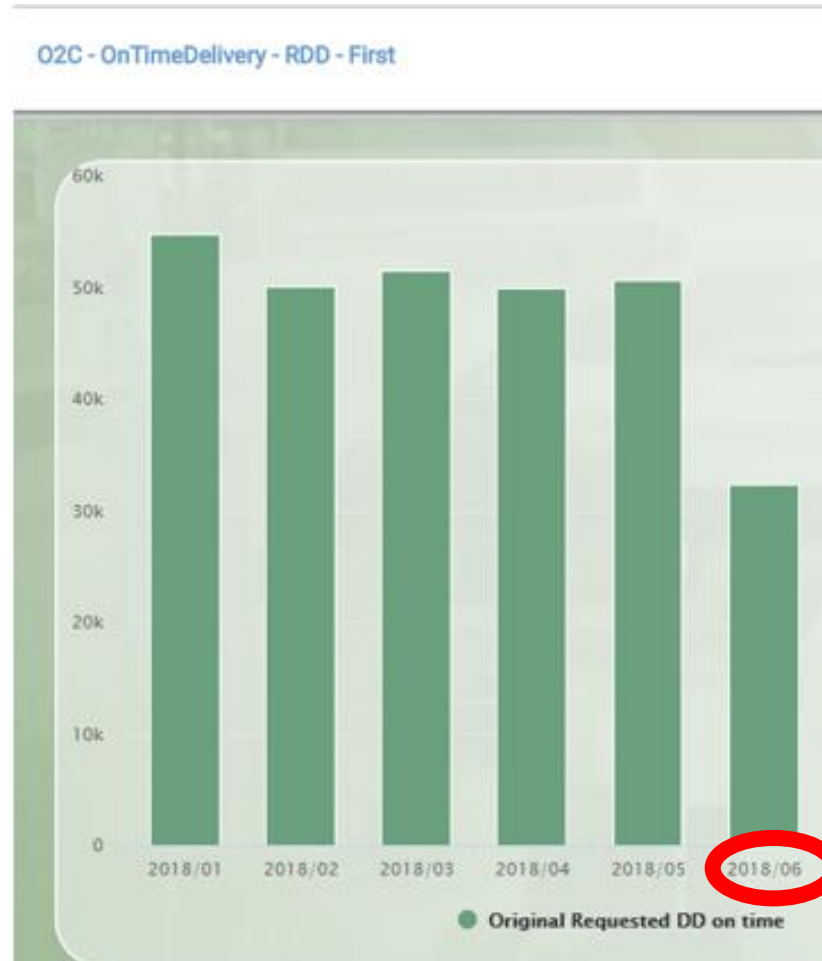
Dashboard
Order-to-Cash

Dashboard
Procure-to-Pay

Dashboard : order to cash KPI's



KPI : requested delivery date – actual delivery date



Business case

KPI

how well are we performing?

DURATION ANALYSIS

how long does it take?

FLOW CHART

how efficient are we working?



Flowchart
Order-to-Cash

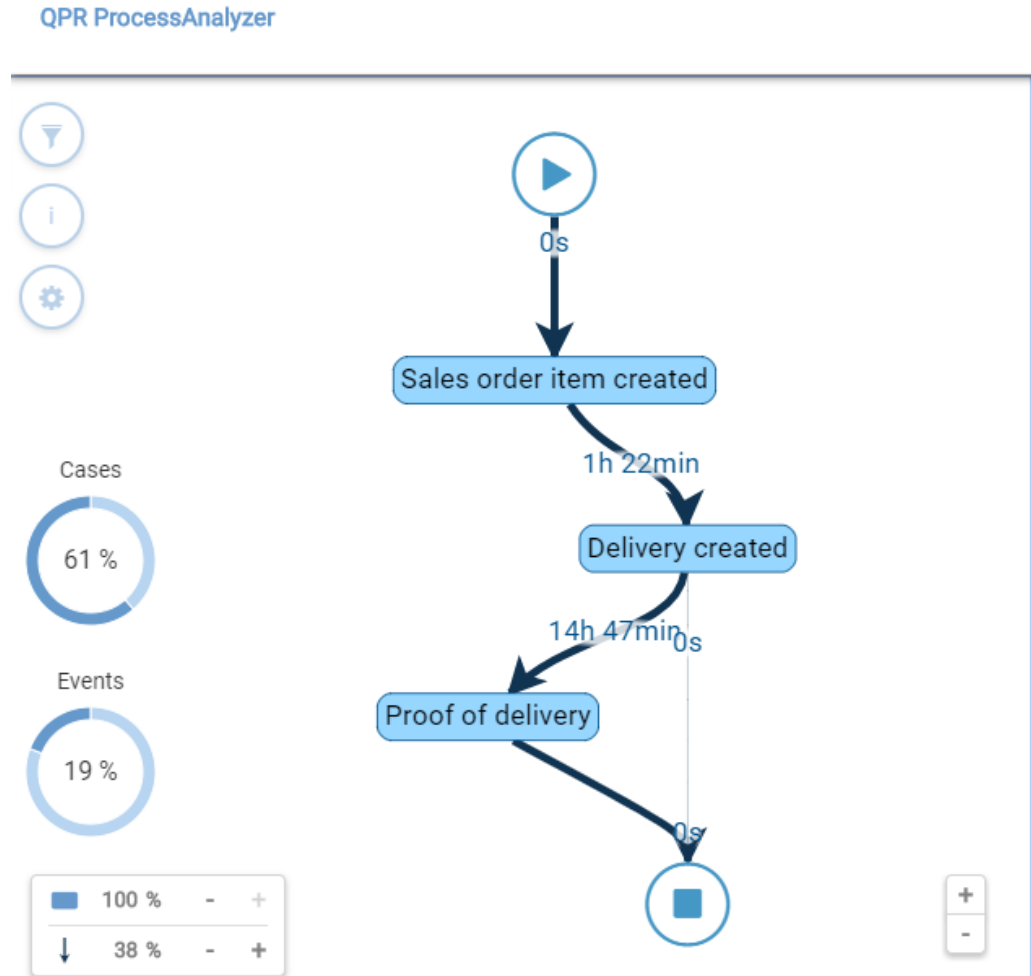
Flowchart
Procure-to-Pay

ChartView
Data slicer

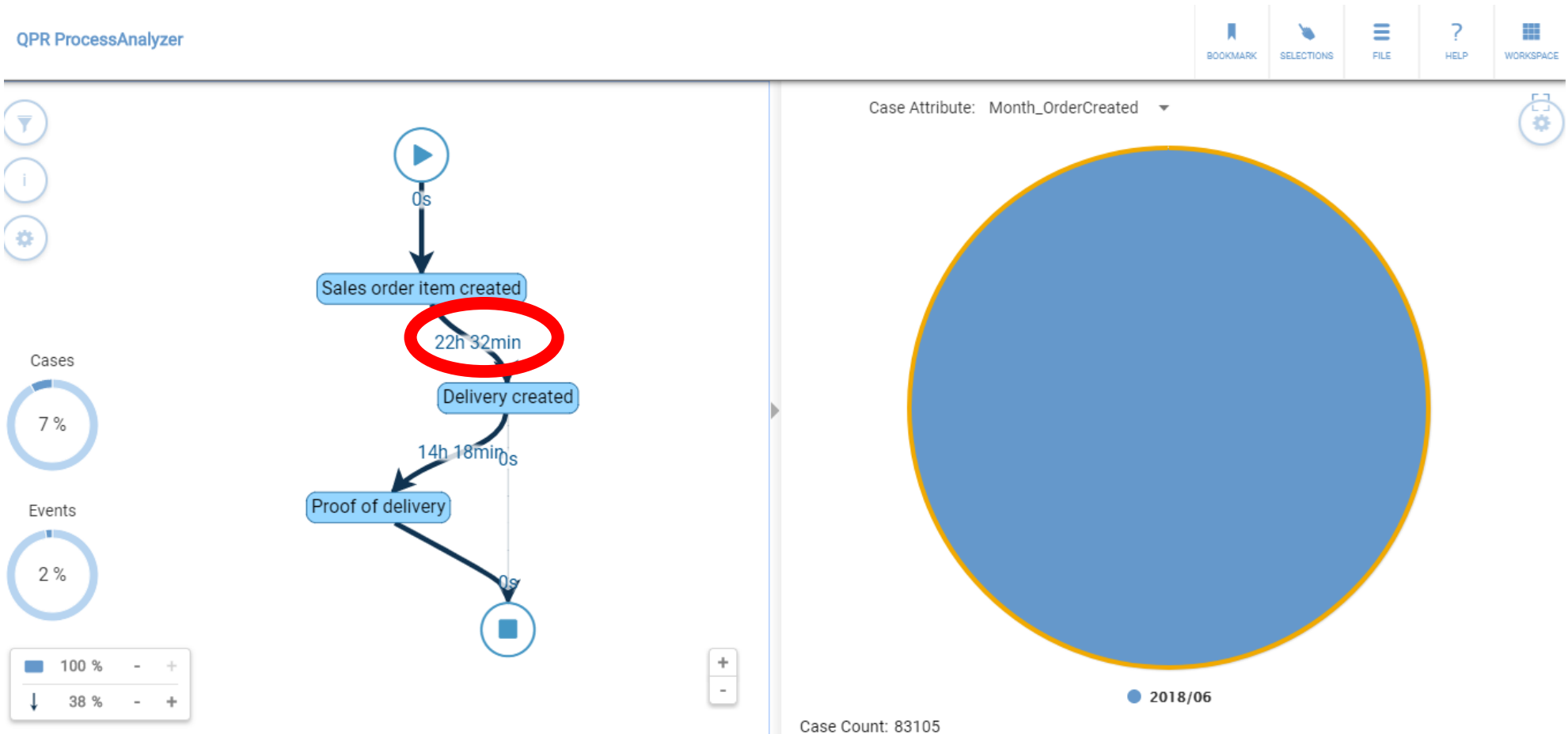
Dashboard
Order-to-Cash

Dashboard
Procure-to-Pay

Duration : sales order – delivery - POD

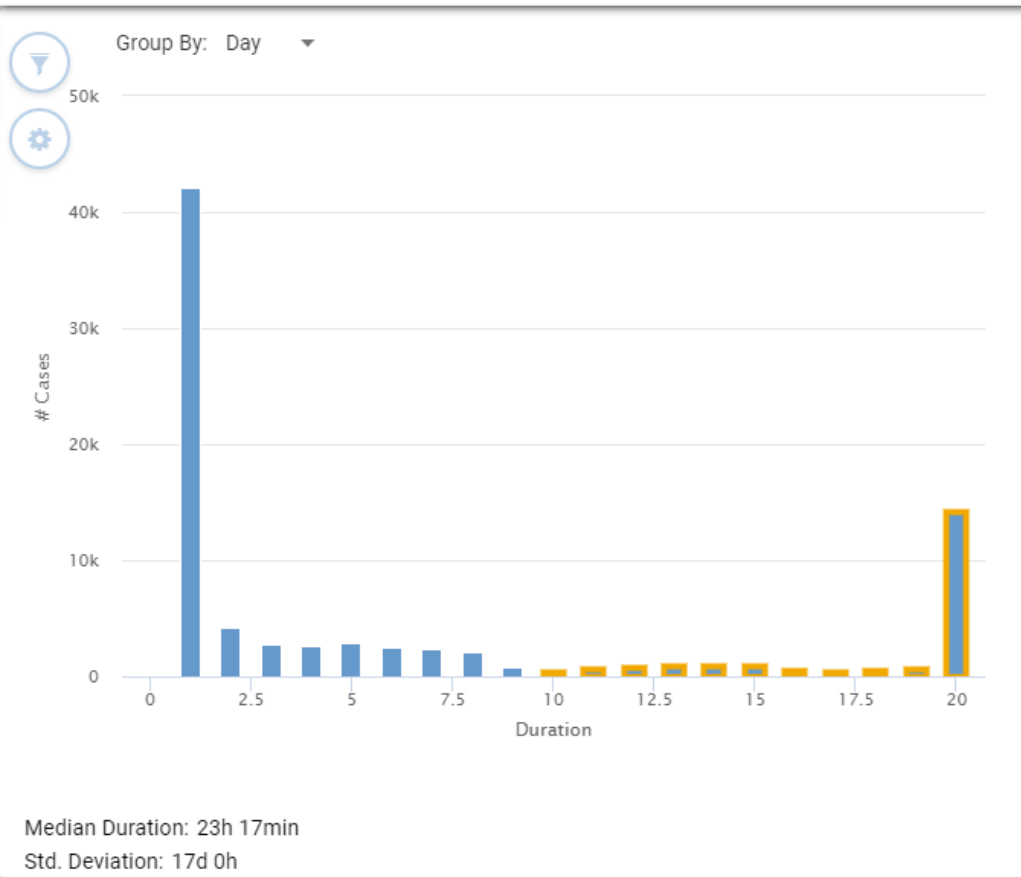


Duration : sales order – delivery - POD

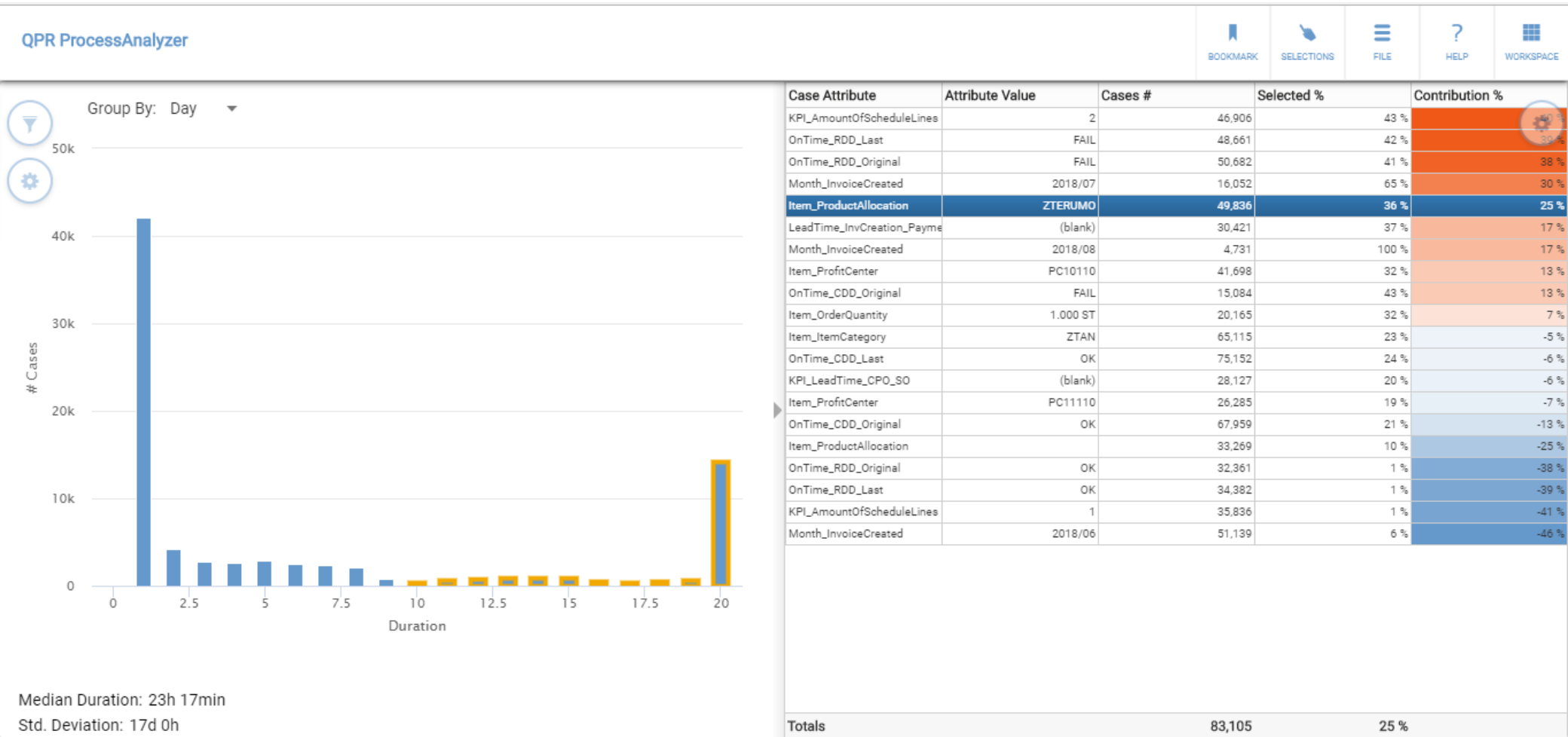


Duration analysis : sales order – delivery

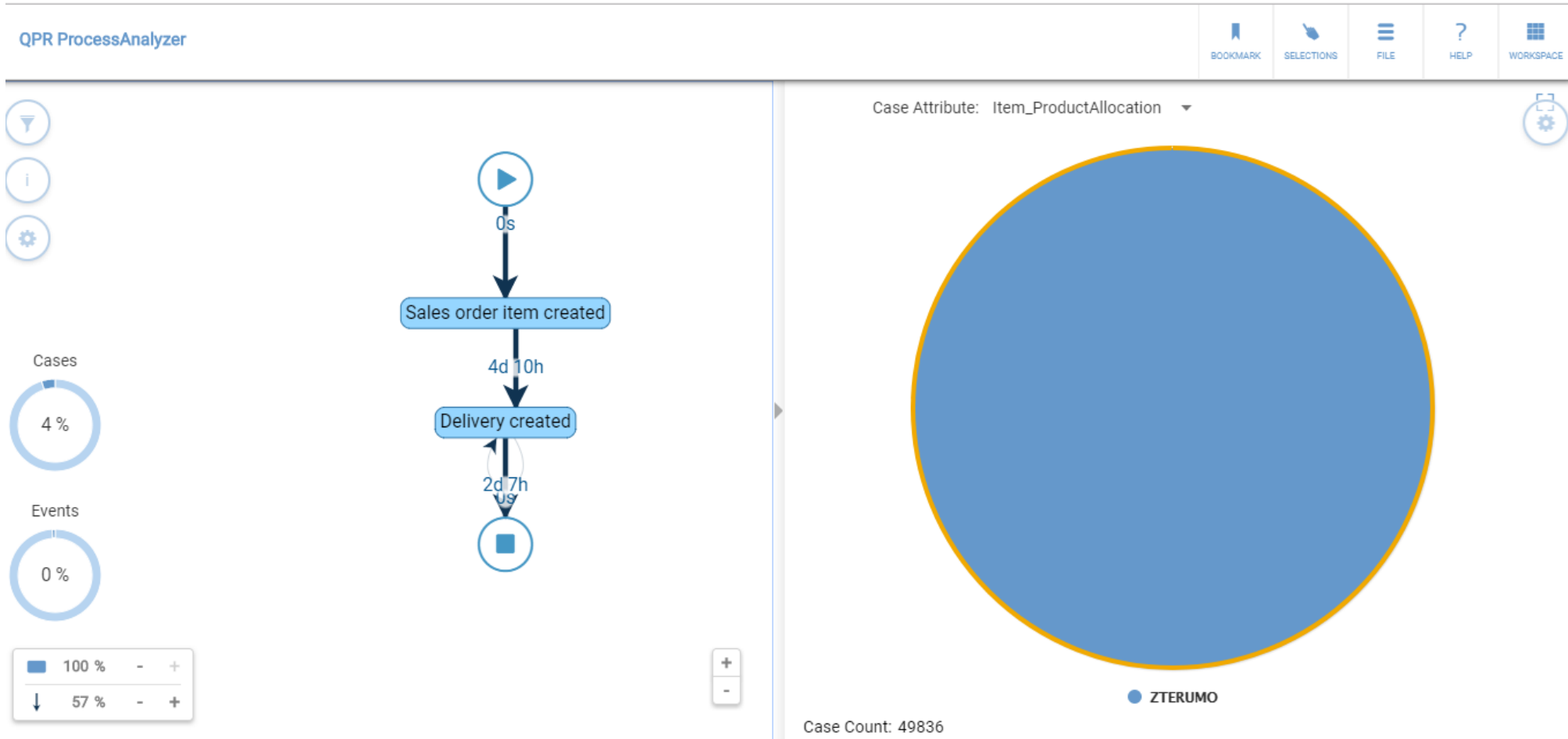
QPR ProcessAnalyzer



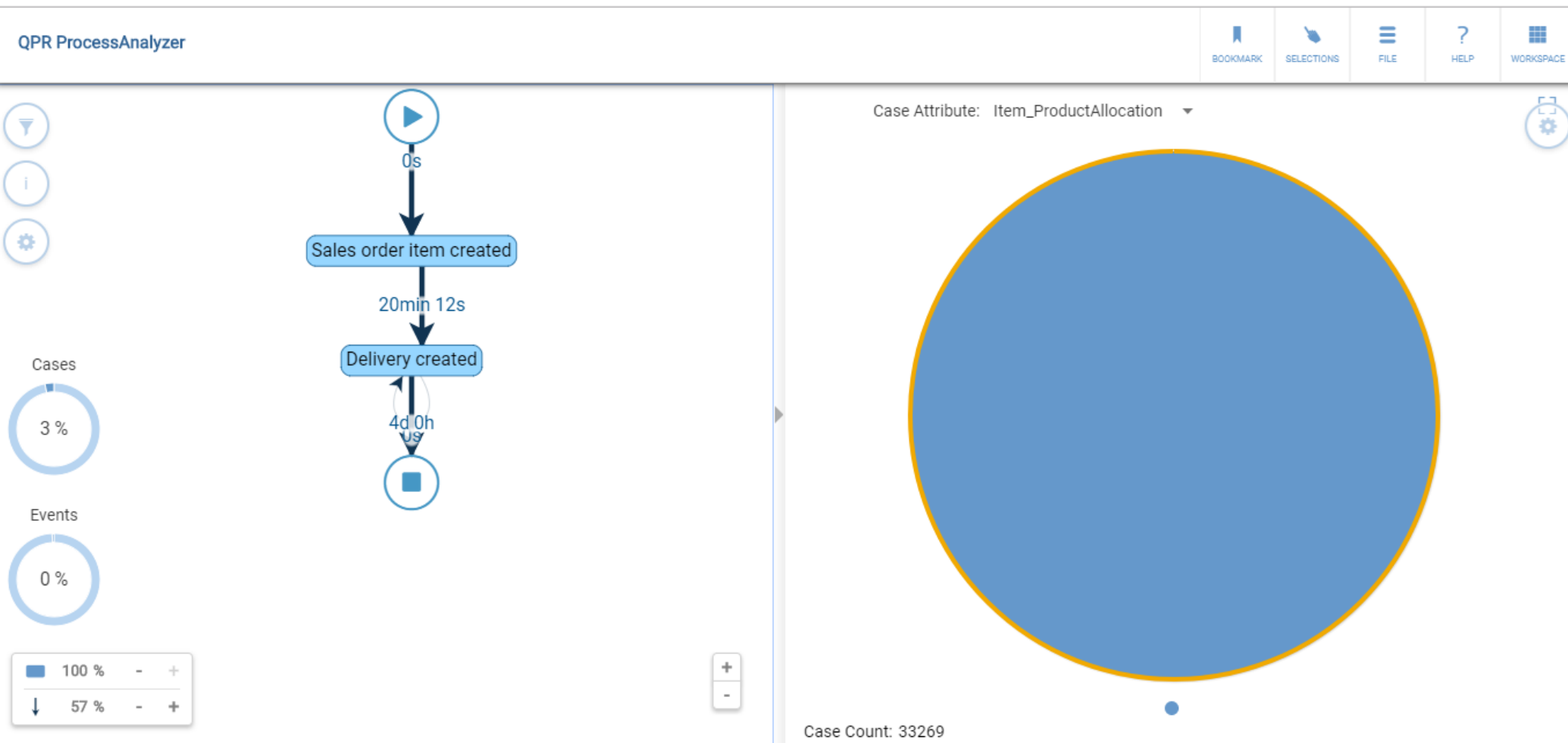
Duration analysis : sales order – delivery



Duration analysis : sales order – delivery : product allocation



Duration analysis : sales order – delivery : no product allocation



Business case

KPI

how well are we performing?

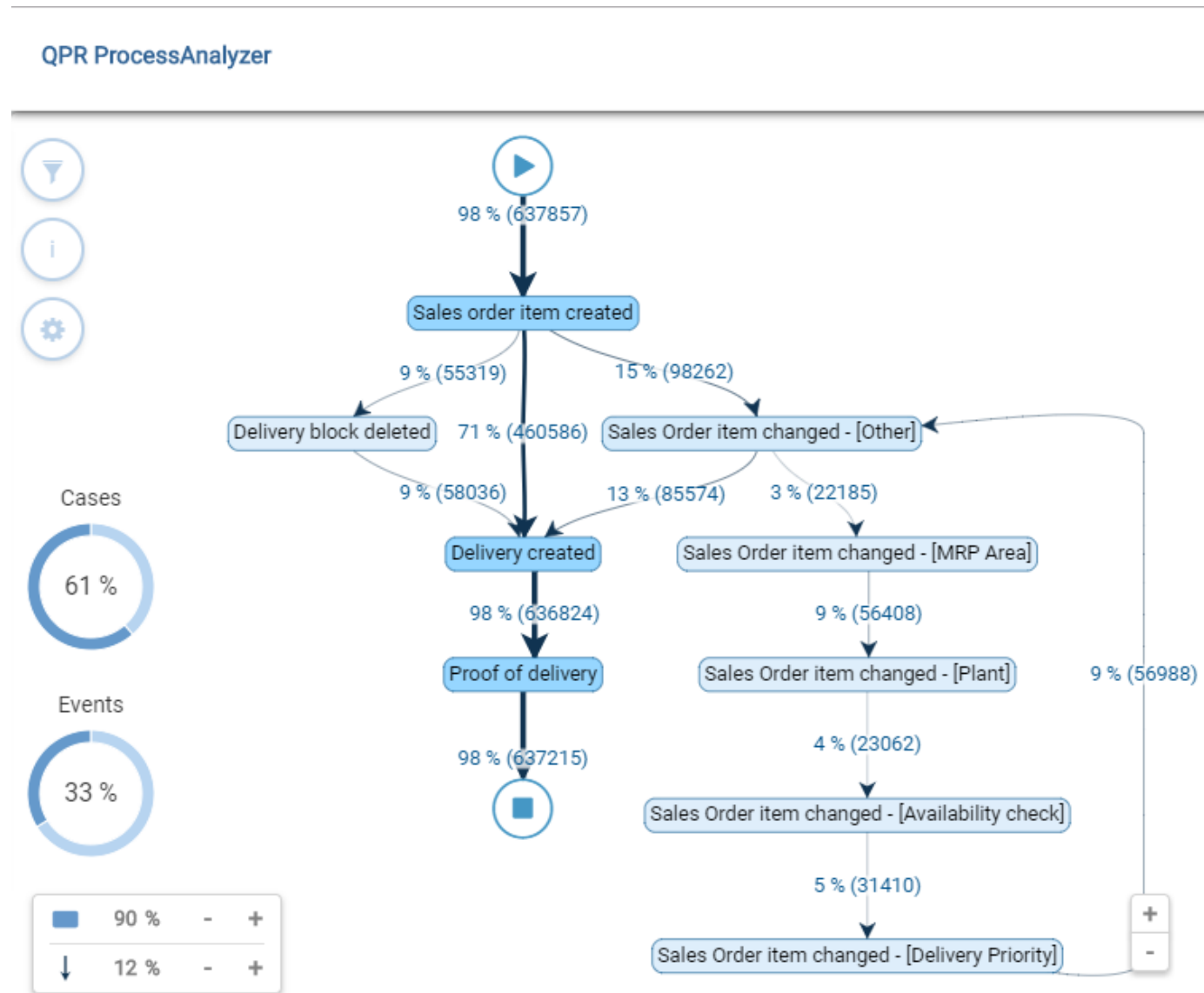
DURATION ANALYSIS

how long does it take?

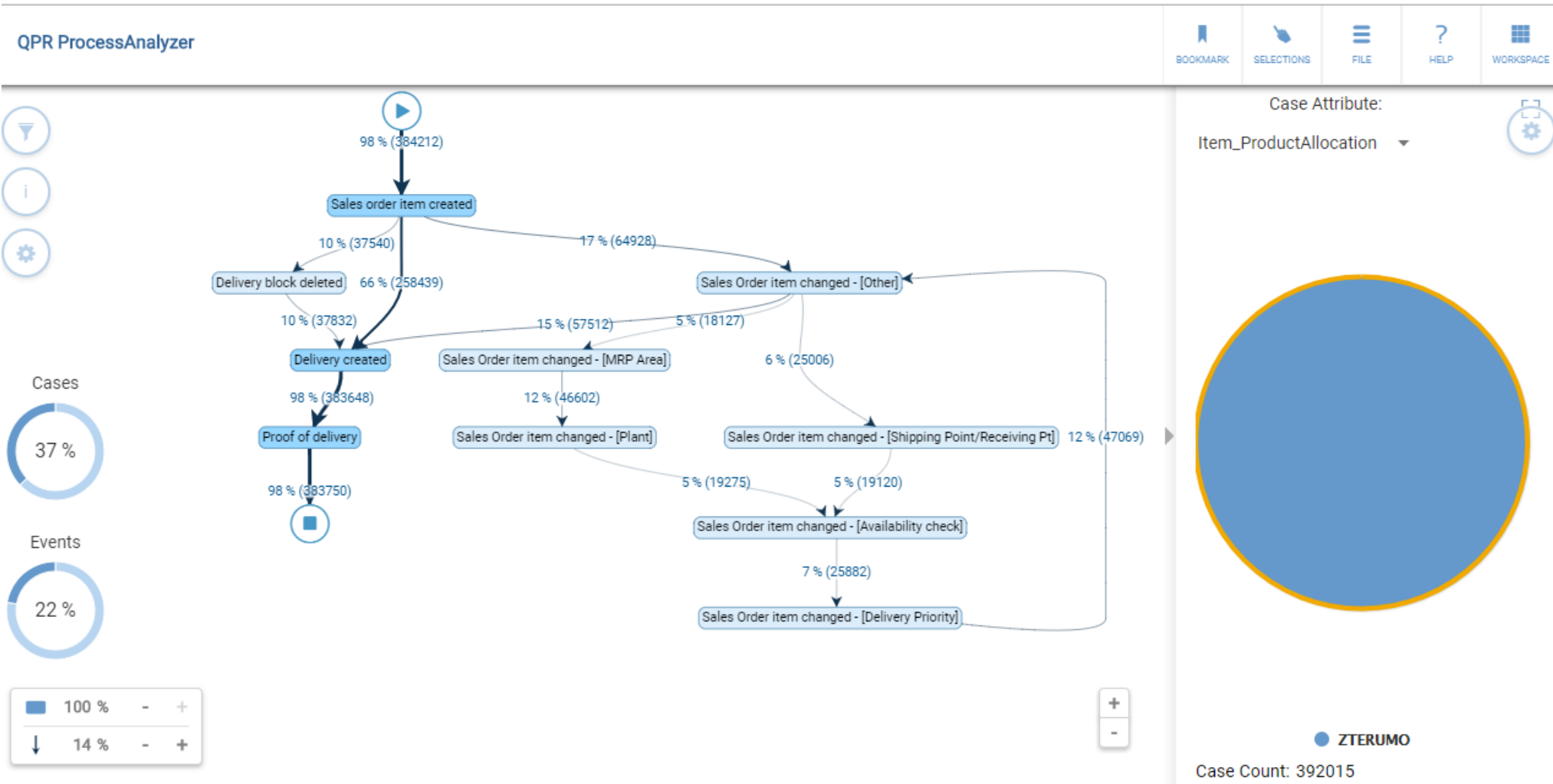
FLOW CHART

how efficient are we working?

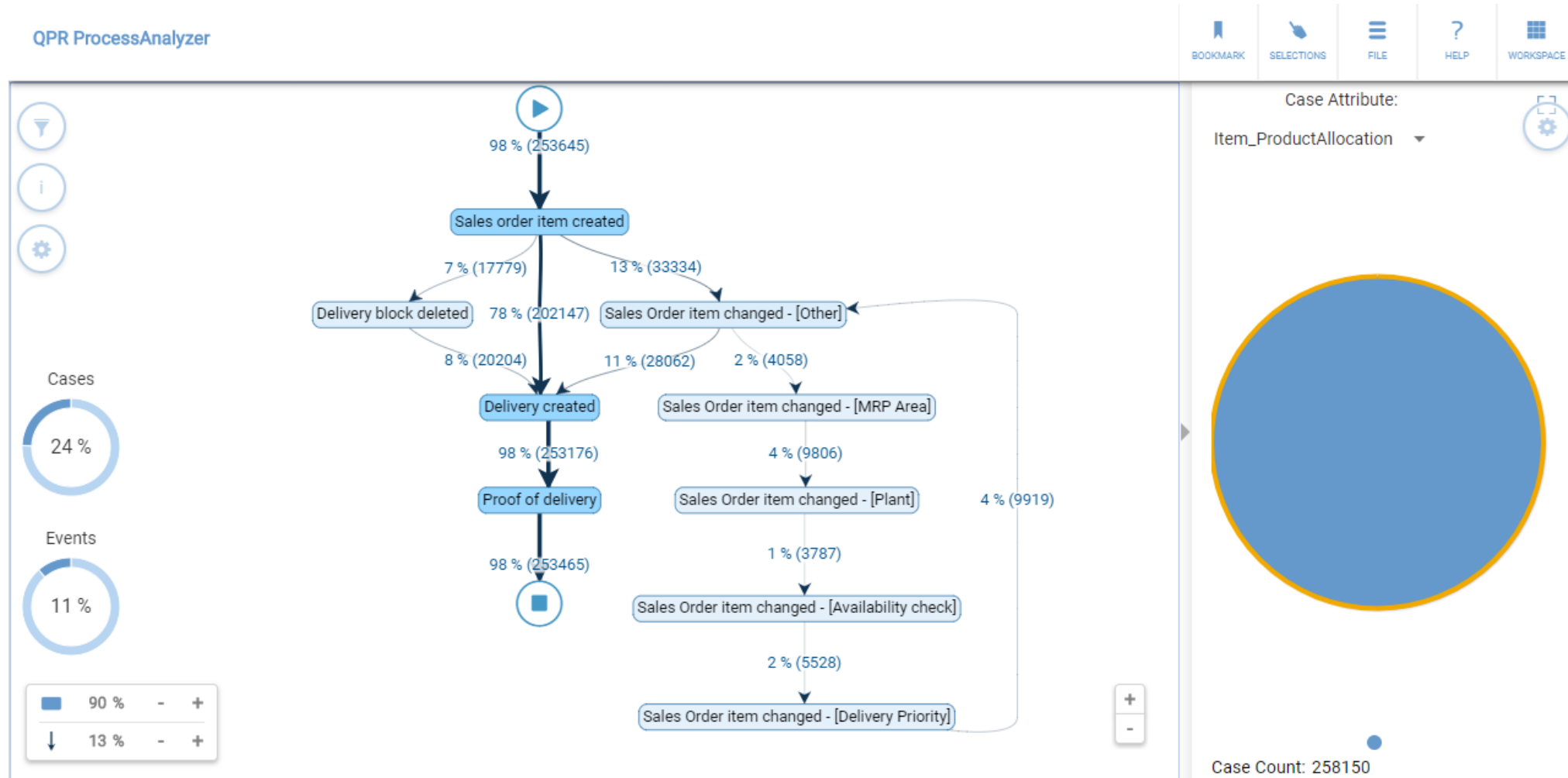
Perfect flow vs. process deviations



Changes between sales order – delivery creation : product allocation



Changes between sales order – delivery creation : no product allocation



Process Mining Project

Summary

- KPIs & Duration analysis – *Effectiveness*
- Changes vs. First time right– *Efficiency*
- **Perfect flow – *High Profit***

Process Mining Project

Lessons learned

■ *Complexity*

- Importance of process/system expertise combination
- Trade-off: 100% model detail vs transparency

■ Scope

- Start small

■ Goals

- Benefits realization
- Training