

Process Mining Use Case Webinars

Process Mining for Process KPI Reporting

Agenda

- Introduction (5 min)
- Best practices (15 min)
 - Learn how process mining helps to improve the quality of process KPIs and gain full transparency.
 - Find root causes to problems and poor KPI performance.
 - See how to get notified when a process step is going to take too long, affecting your **KPIs**
- 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

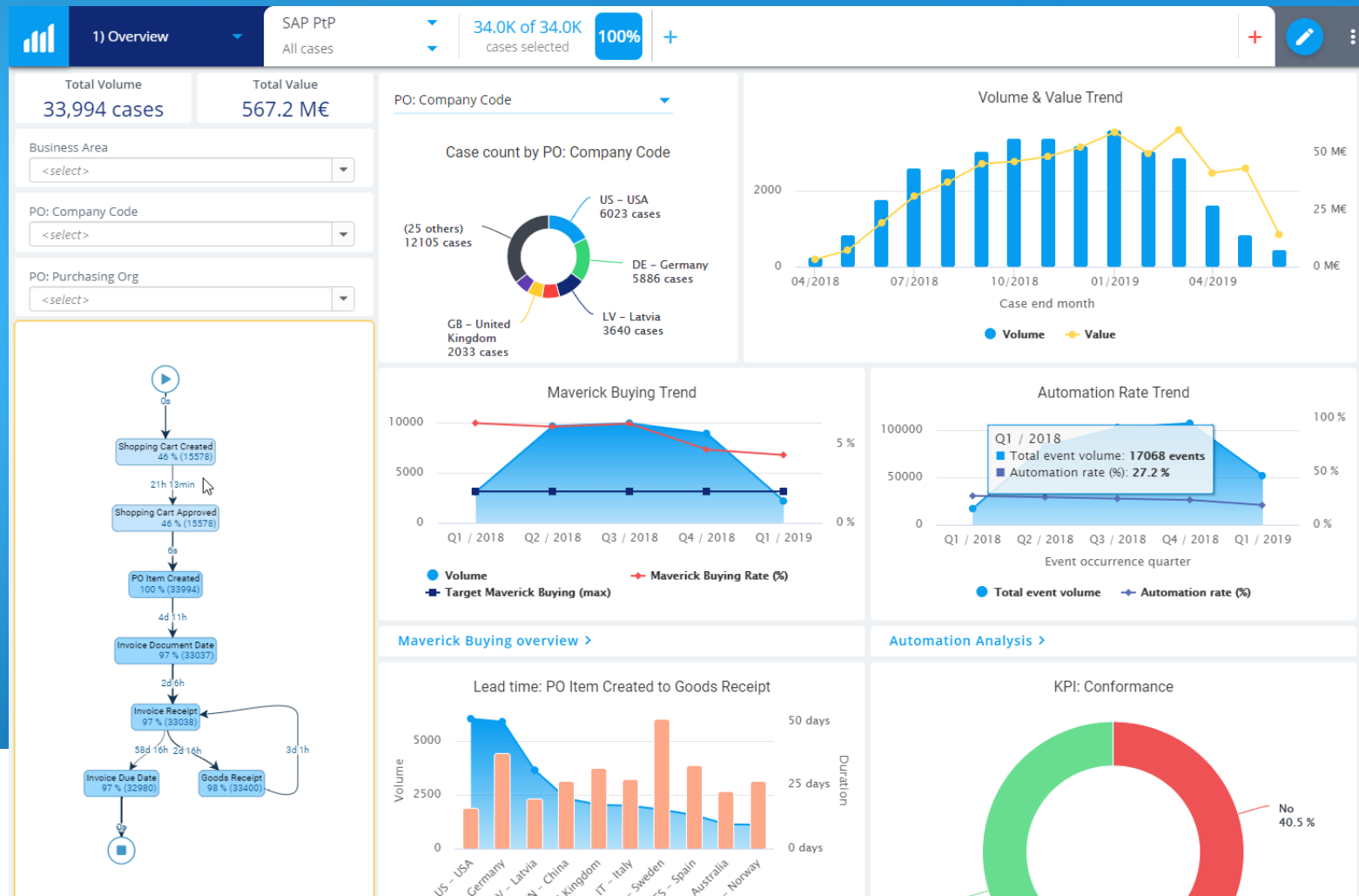


QPR

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

KPIs ▶ Charts ▶ Dashboards



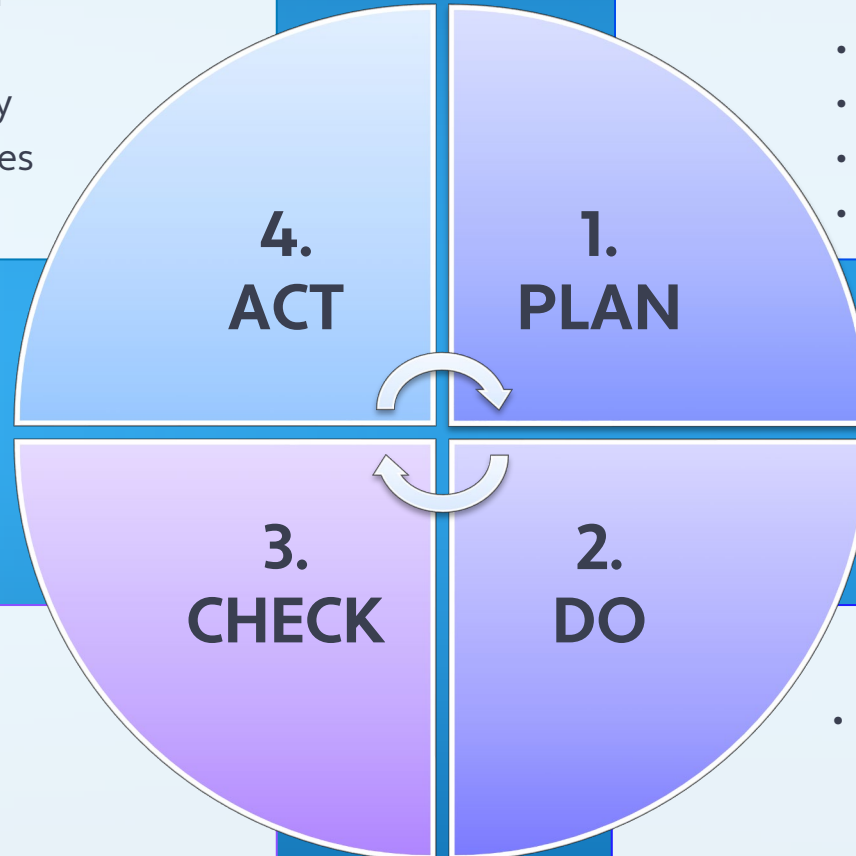
KPI-driven improvement cycle (PDCA)

Process Mining

- Standardize solution
- Set KPI targets
- Monitor continuously
- Predict on-going cases

Process Mining

- Analyze process
- Define KPIs
- Identify problems
- Identify Root Causes
- Plan improvement



Process Mining

- Analyze KPIs
- Identify changes
- Identify root causes

- Implement change (at a small scale)

KPI = Key Performance Indicator.

KPIs evaluate the success of an organization.

KPI Reporting is an activity for defining, calculating, reporting and comparing against target the KPI.

Three Process Mining KPI perspectives:

Customer satisfaction, Internal efficiency and 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

Why should you use **Process Mining** for **process KPI Reporting** instead of traditional Business intelligence reporting tools?

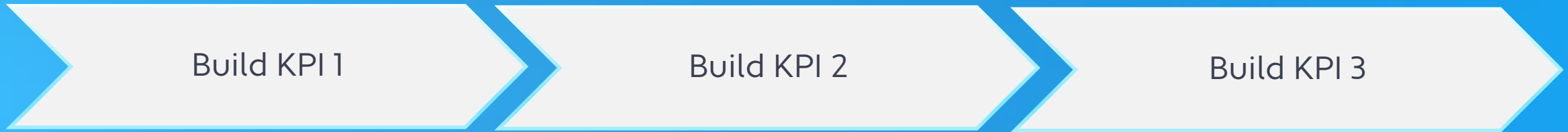
#1 - KPIs **Faster** with **Less effort**

#2 - **Root Cause Analysis**

#3 - **Case-Level Predictions**

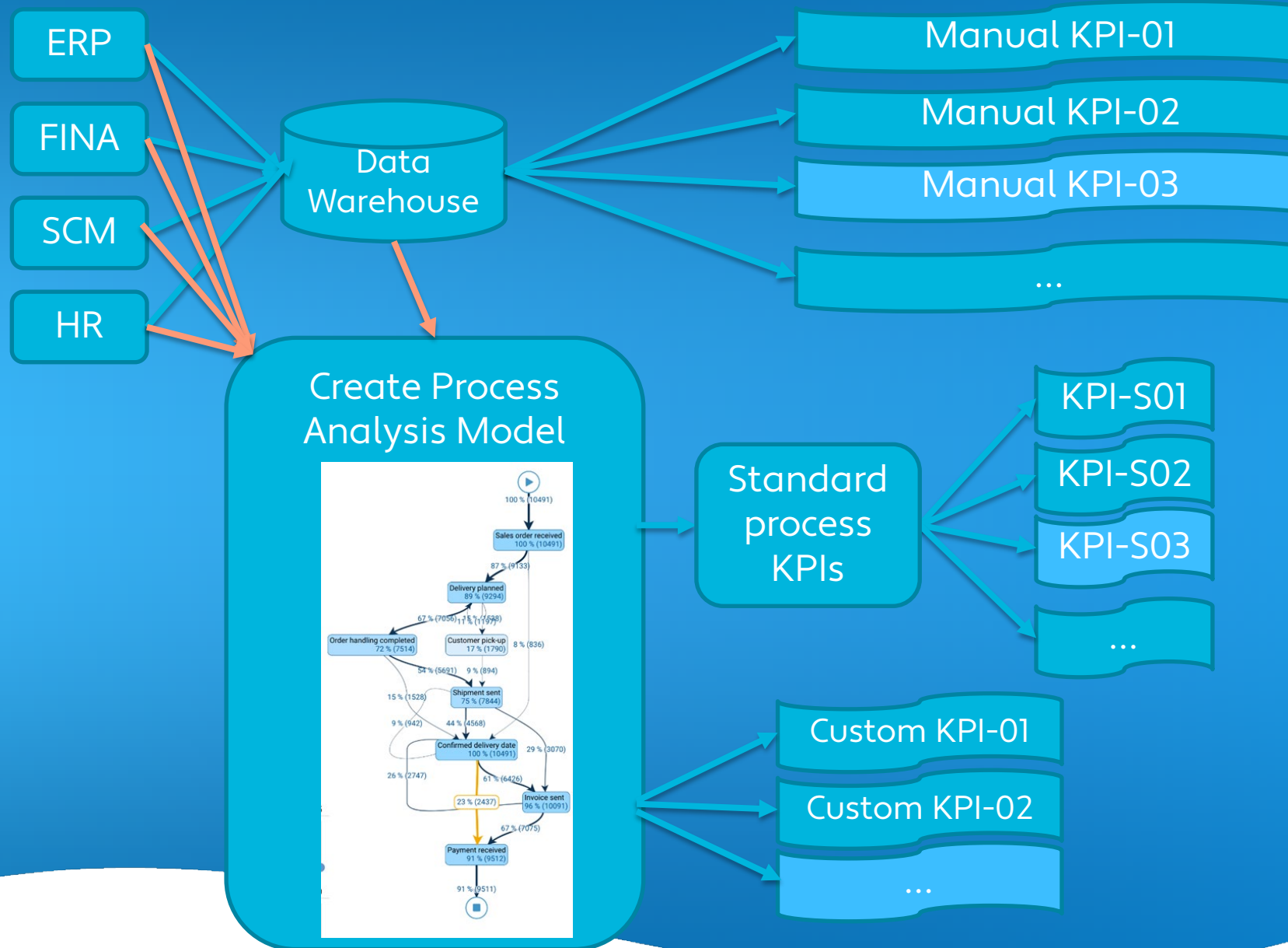
#1 - KPIs **Faster** with **Less Effort** using PM

Traditional BI – build KPIs manually:



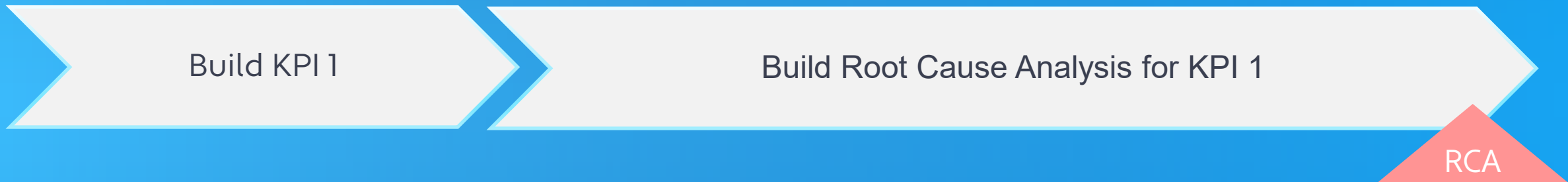
Process Mining – get KPIs from process model:





#2 - Root Cause Analysis for all KPIs

Traditional BI – build KPIs manually:



Process Mining – get KPIs from process model:

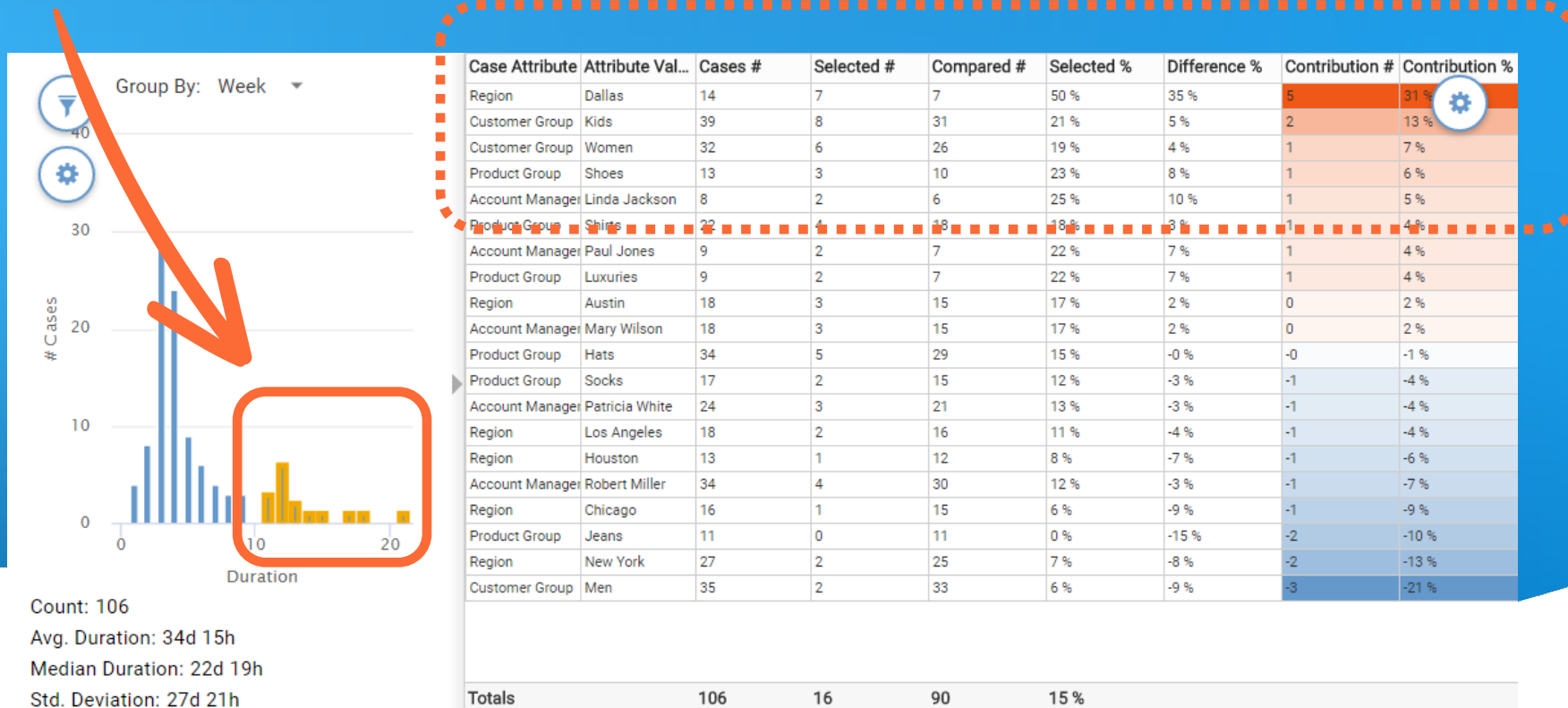


Example

Root causes for 10+ week lead time

KPI = lead time longer than 10 weeks

Root Causes = { Region=Dallas, CustomerGroup=Kids, ... }

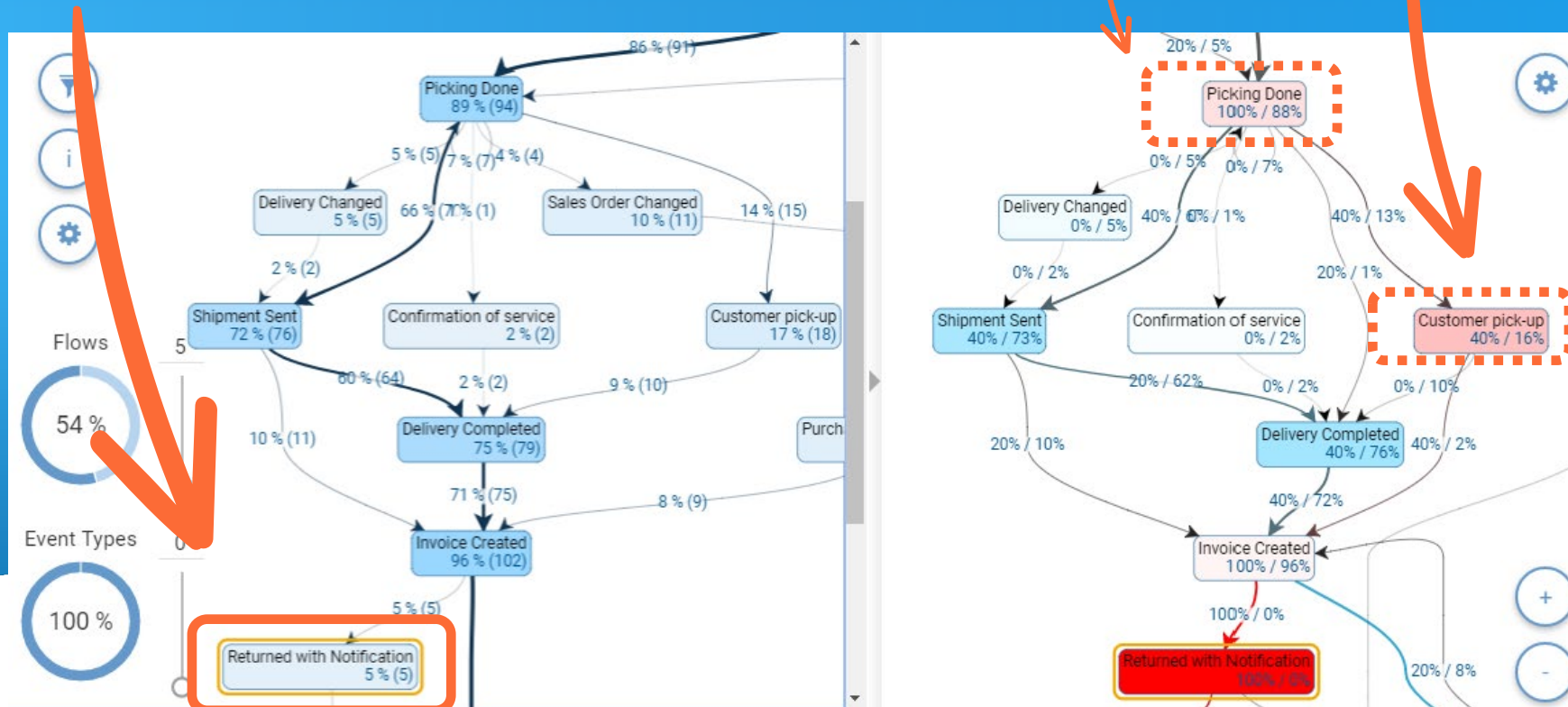


Example

Root Causes for Order Returns

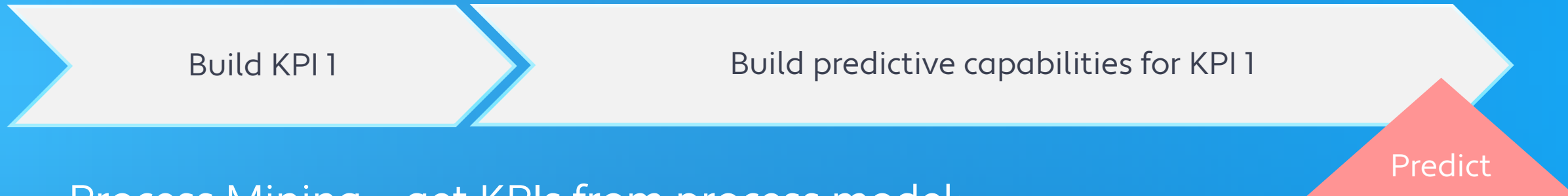
KPI = Case contains event
"Returned with Notification"

Root Causes = { Customer
pick-up, Picking Done, ...}



#3 - Machine Learning based **prediction** for open cases that are likely to **fail** the KPI

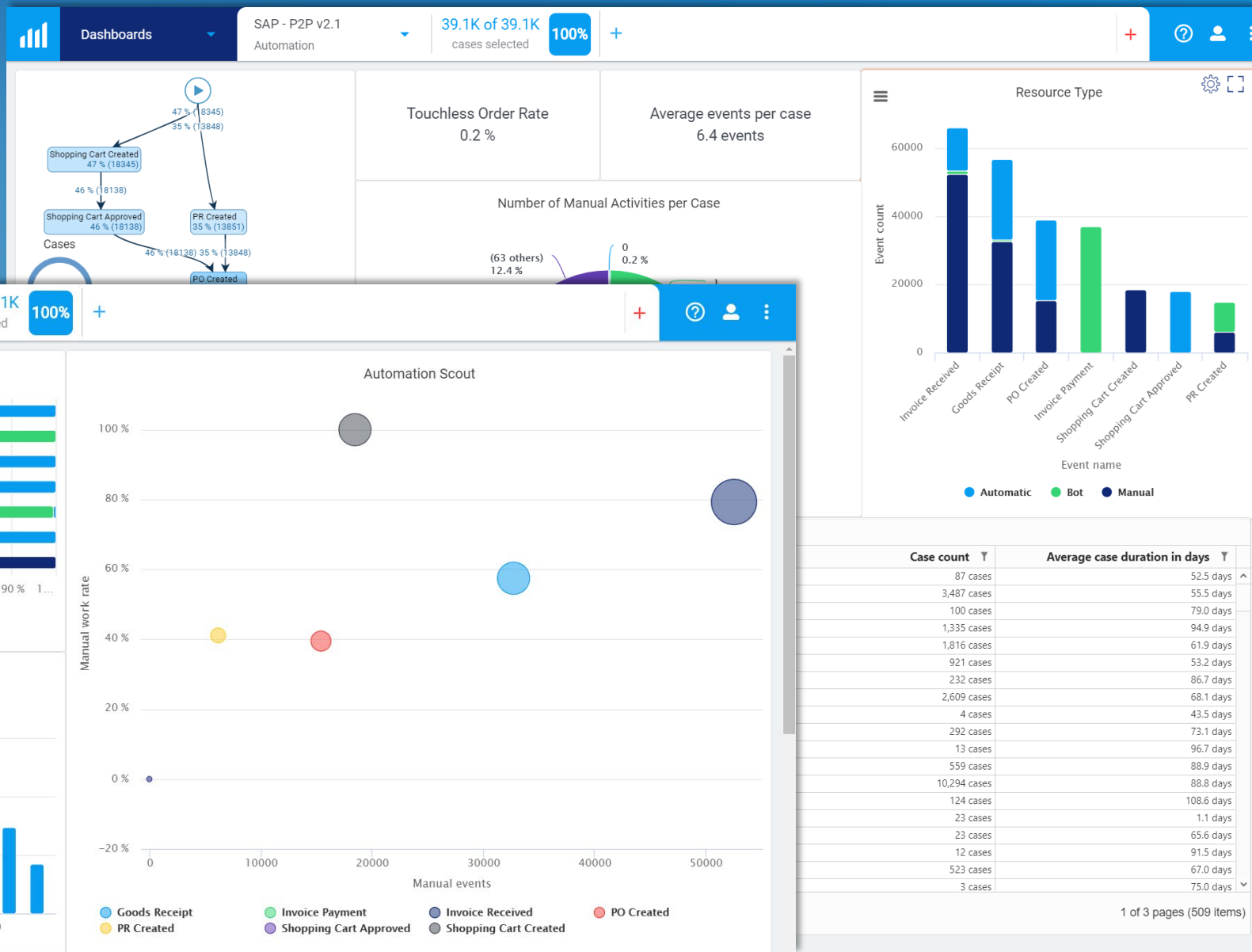
Traditional BI – build KPIs manually:



Process Mining – get KPIs from process model:



Demo



Why should you use **Process Mining** for **process KPI Reporting** instead of traditional Business intelligence reporting tools?

#1 - KPIs **Faster** with **Less effort**

#2 - **Root Cause Analysis**

#3 - **Case-Level Predictions**

Upcoming webinars

8th Dec 2020

15th Dec 2020

19th Jan 2021

Process Mining for Banking Transformation

Process Mining for Oracle Netsuite

QPR ProcessAnalyzer 2021.1 Release

See more & sign up:
<https://www.qpr.com/company/events>