

Process Mining Use Case Webinars

Process Mining for Process KPI Reporting



- 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

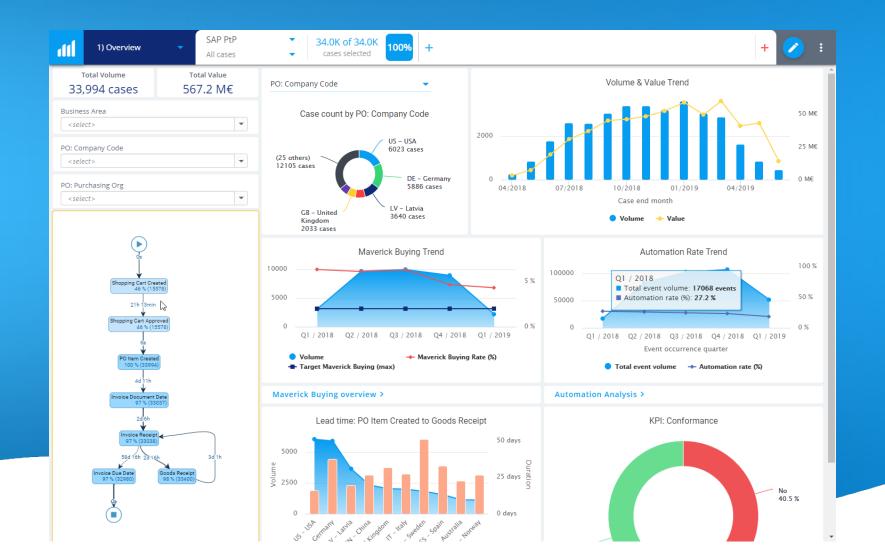


QPR Software Plc (Nasdaq Helsinki: QPRV1) offers software and solutions for

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

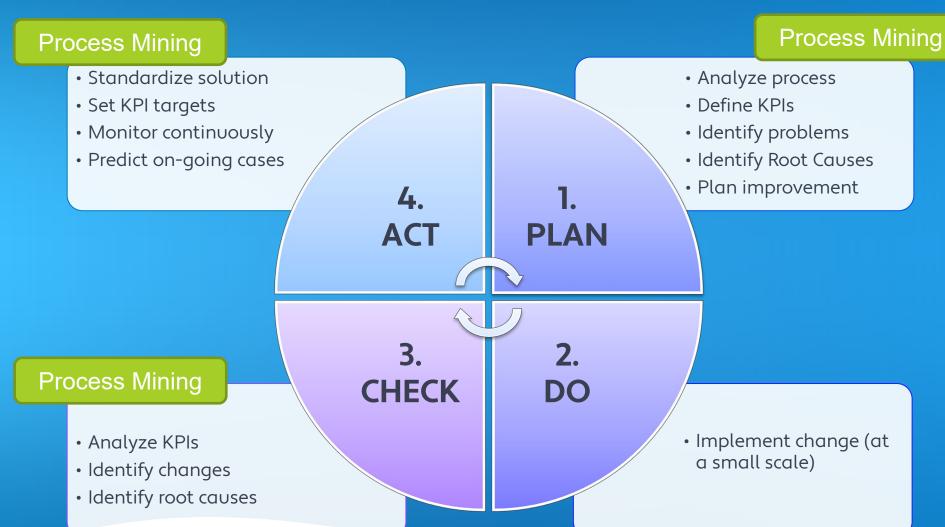


KPIs → **Charts** → **Dashboards**









KPI = Key Performance Indicator.

KPIs evaluate the success of an organization.

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



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**



Follow the agreed process

Example KPIs: - First time right - Lead time

> **INTERNAL EFFICIENCY**



Automate individual steps and whole end-to-end process

Example KPIs: - No-touch - Automation rate

PROCESS AUTOMATION

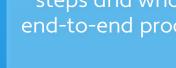


Get it First Time Right

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:

Build KPI 1

Build KPI 2

Build KPI 3

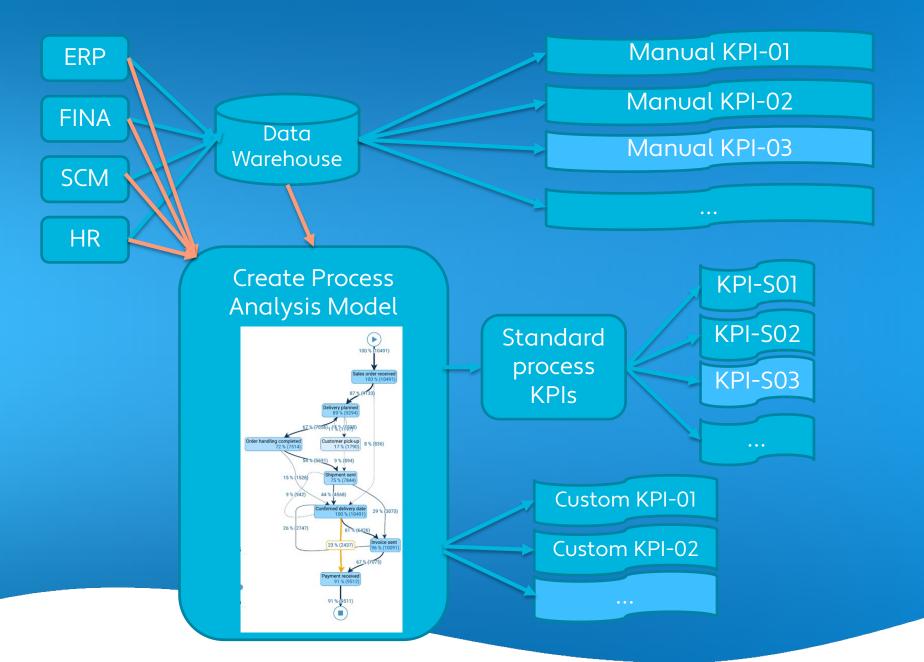
Process Mining – get KPIs from process model:

Build Process Mining model, gives 1.000+ standard KPIs

Define Custom KPI 1 Define Custom KPI 2

Define Custom KPI 3









Traditional BI – build KPIs manually:

Build KPI 1

Build Root Cause Analysis for KPI 1

RCA

Process Mining - get KPIs from process model:

Build Process Mining model, gives 1.000+ standard KPIs

Define Custom KPI 1 Define Custom KPI 2 Define Custom KPI 3

RCA RCA

RCA

RCA

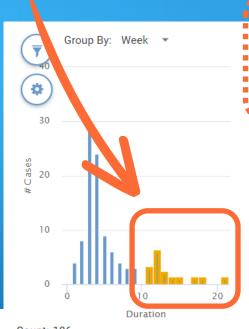


Example

Root causes for 10+ week lead time

KPI = lead time longer than 10 weeks

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



Totals

106

16

Count: 106 Avg. Duration: 34d 15h Median Duration: 22d 19h Std. Deviation: 27d 21h

ase Attribute	Attribute Val	Cases #	Selected #	Compared #	Selected %	Difference %	Contribution #	Contribution %
Region	Dallas	14	7	7	50 %	35 %	5	31 %
Customer Group	Kids	39	8	31	21 %	5 %	2	13 %
Customer Group	Women	32	6	26	19 %	4 %	1	7 %
Product Group	Shoes	13	3	10	23 %	8 %	1	6 %
Account Manager	Linda Jackson	8	2	6	25 %	10 %	1	5 %
Receipe Group	Shirts	22	4	18	18%	3 %	1	4-%
Account Manager	Paul Jones	9	2	7	22 %	7 %	1	4 %
Product Group	Luxuries	9	2	7	22 %	7 %	1	4 %
Region	Austin	18	3	15	17 %	2 %	0	2 %
Account Manager	Mary Wilson	18	3	15	17 %	2 %	0	2 %
Product Group	Hats	34	5	29	15 %	-0 %	-0	-1 %
Product Group	Socks	17	2	15	12 %	-3 %	-1	-4 %
Account Manager	Patricia White	24	3	21	13 %	-3 %	-1	-4 %
Region	Los Angeles	18	2	16	11 %	-4 %	-1	-4 %
Region	Houston	13	1	12	8 %	-7 %	-1	-6 %
Account Manager	Robert Miller	34	4	30	12 %	-3 %	-1	-7 %
Region	Chicago	16	1	15	6 %	-9 %	-1	-9 %
Product Group	Jeans	11	0	11	0 %	-15 %	-2	-10 %
Region	New York	27	2	25	7 %	-8 %	-2	-13 %
Customer Group	Men	35	2	33	6 %	-9 %	-3	-21 %

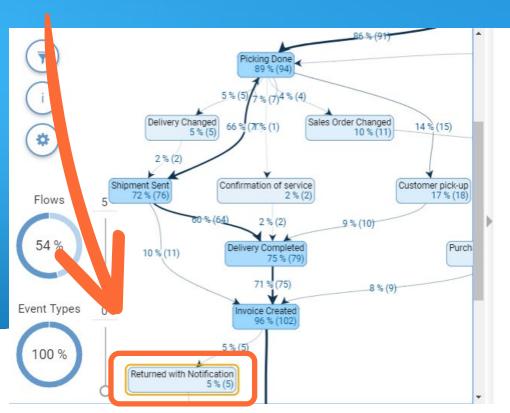
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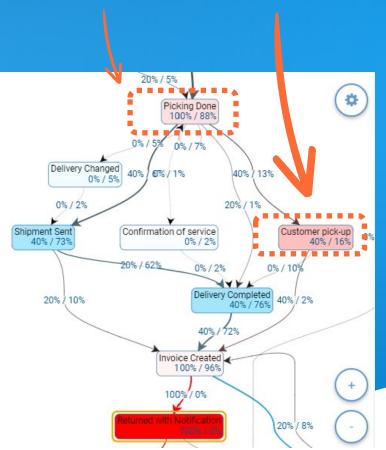


ExampleRoot Causes for Order Returns

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:

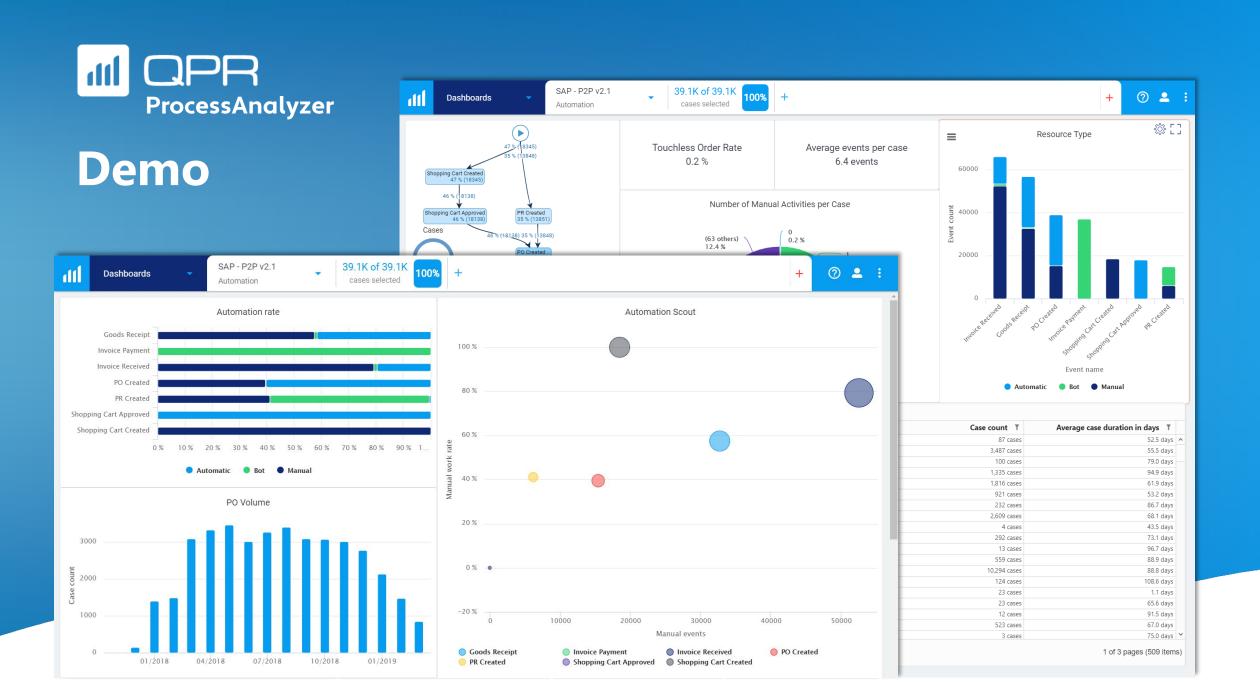
Build KPI 1

Build predictive capabilities for KPI 1

Process Mining - get KPIs from process model:

Build Process Mining Model and one custom KPI

Configure Case-Level Prediction Predict





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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

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