

An aerial night view of a city, likely Singapore, featuring a large illuminated bridge spanning a body of water. The city skyline is filled with lit-up buildings, and a large firework display is visible in the sky on the right side. The overall scene is vibrant and festive.

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What Is The Value Of Process Mining In Supply Chain?

Fauzia Khan
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About the speaker



Fauzia Khan

Digital Center of Excellence, Global Operations
Nokia, Munich

Fauzia Khan is leading RPA Program and driving end-to-end process management for Supply Chain with 11 years of experience in process and IT digitalization. She has been running process maturity assessment, applying SCOR Framework and launched pipeline of Robotics Process Automation projects (RPA) in Global Operations. Fauzia is a certified EFQM Assessor, and a consultant on Automated Business Process Discovery (Process Mining).

Did You KNOW



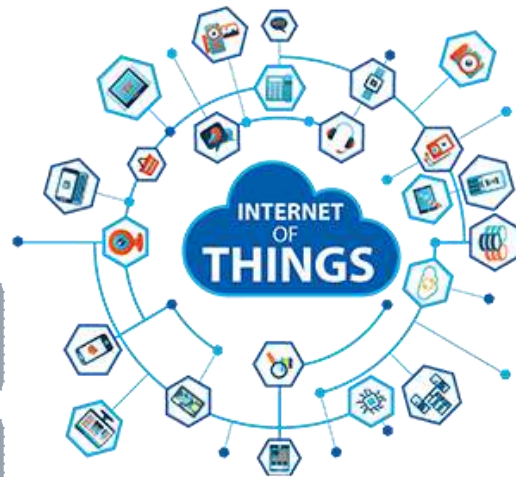
Exponential growth in data with 10x every 2 years, i.e. 90% created in the past 2 years

Manufacturing generates more data than any other sector of the economy

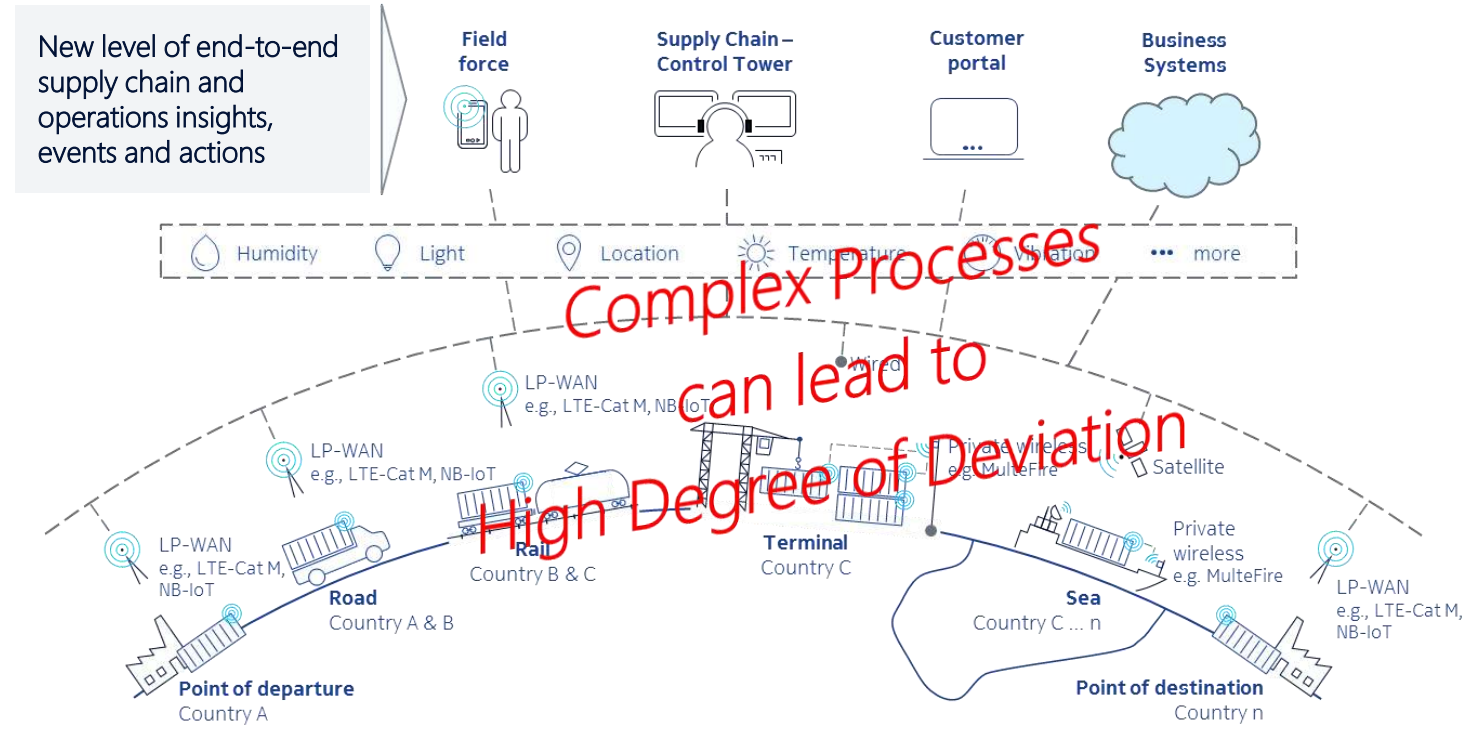
Only 1% of the shipping containers in the world are currently connected

A company can discard 99% of its data before decision makers have a chance to use it

IoT devices to grow to 25bn, majority in industrial IoT, by 2025 (GSMA prediction)



Complexity Of Supply Chain Operations at a glance in a digital & mobile world



Megatrends In Process Improvement

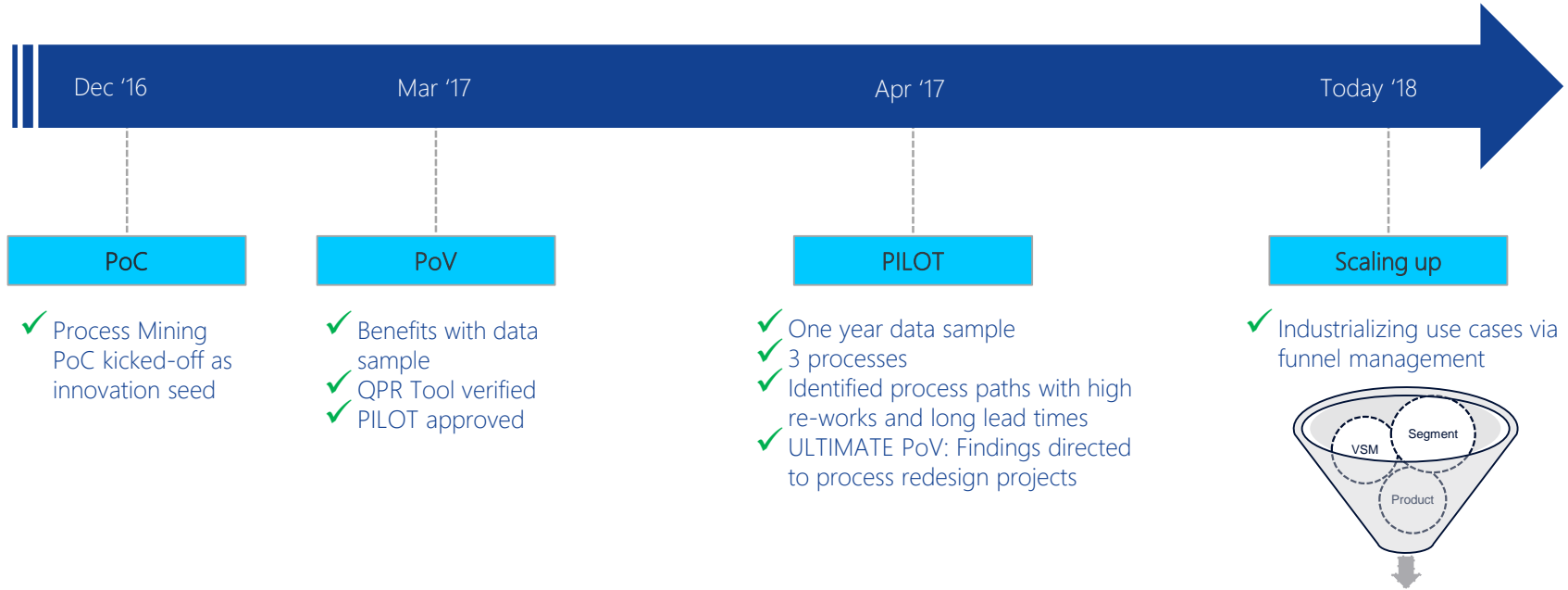


So, why Process Mining?

**THE ELECTRIC
LIGHT DIDN'T
COME FROM THE
CONTINUOUS
IMPROVEMENT OF
CANDLES.**



Journey from proof-of-concept to proof-of-value

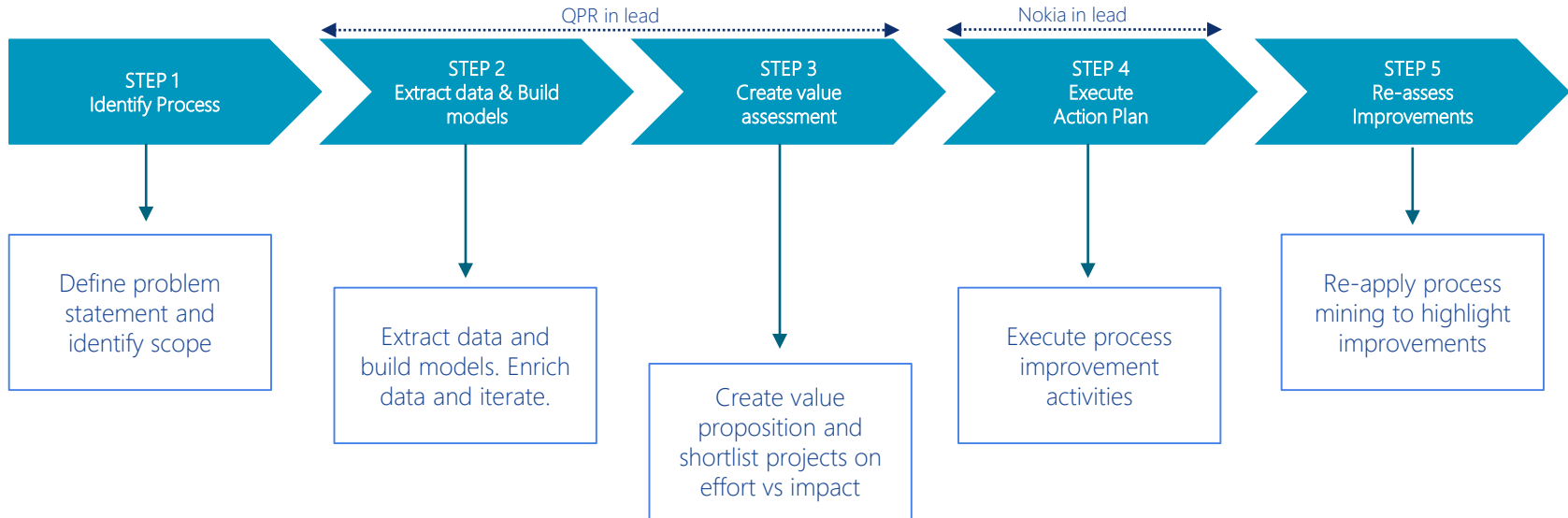


So, we did Process Mining. And..

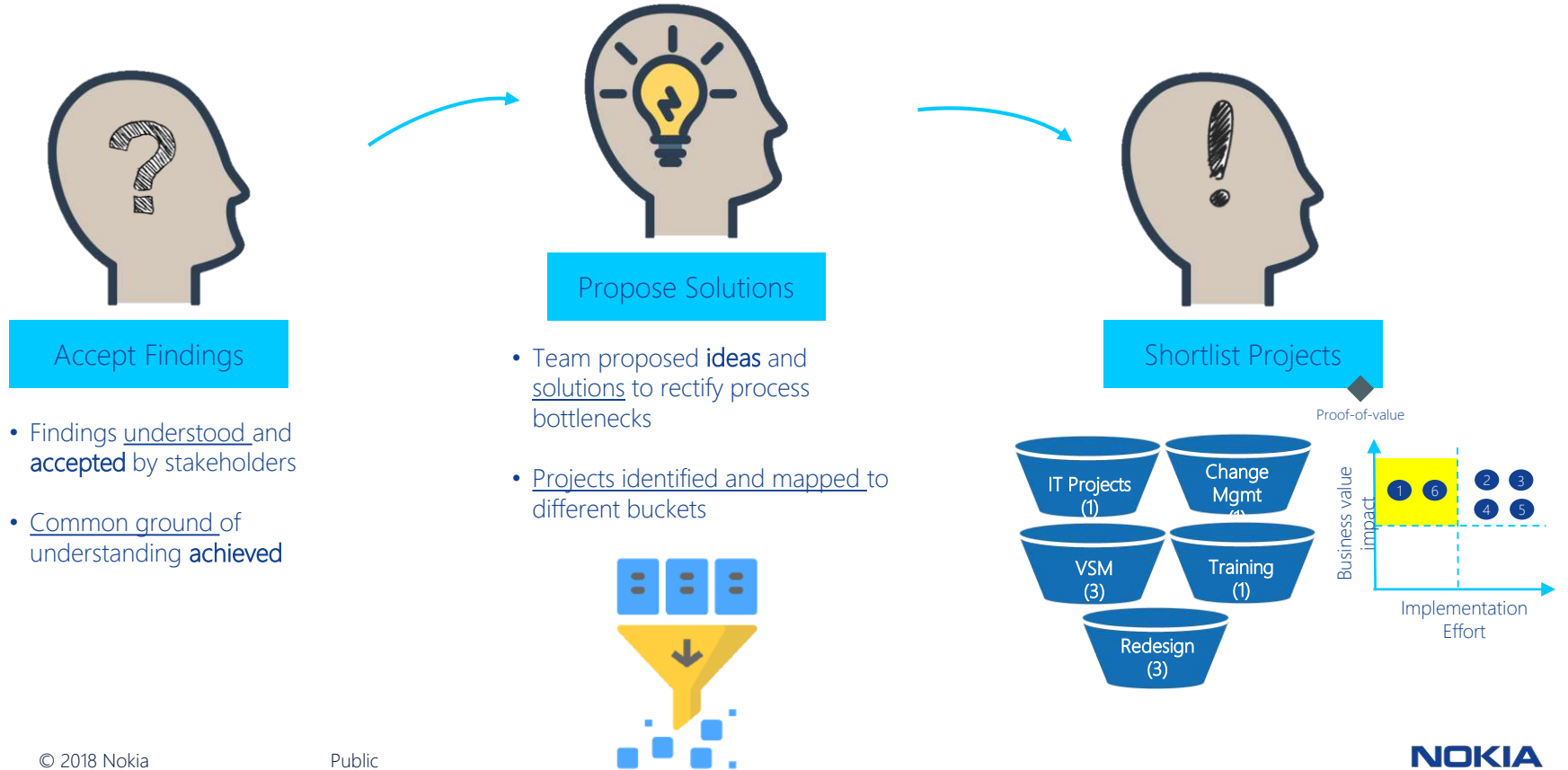
Spaghetti has been served!



How to run Process Mining exercise to accelerate business results and track improvements?



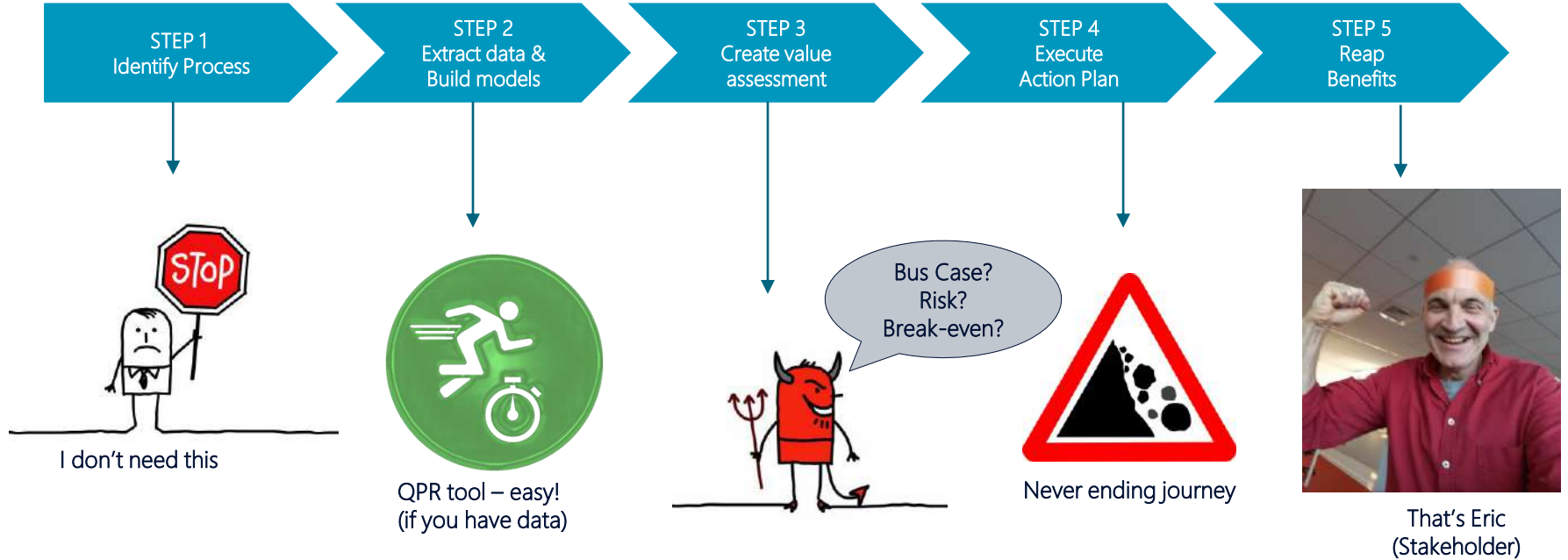
Achievement of Process Mining exercise through shortlisting projects



Driving the roller coaster of change management



Not for the faint-hearted!



▶ Timeline: feels like forever.....



Successful projects result in big benefits

Achievements (2017 – 2018)

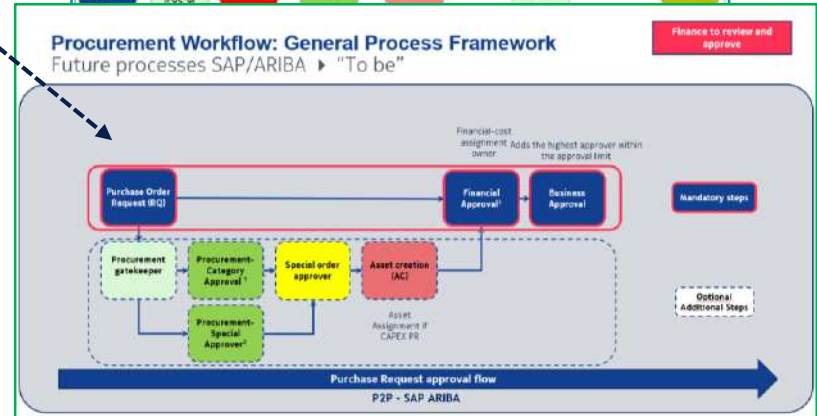
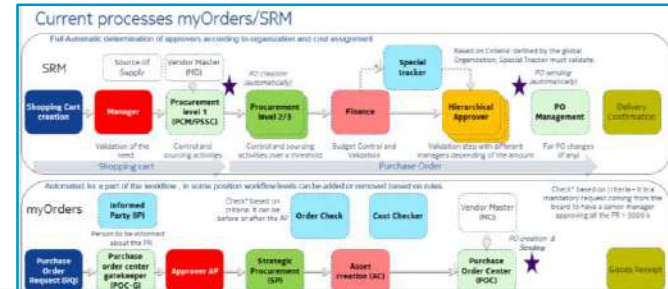
P2P process redesign in SAP ARIBA

- Limit mandatory approvals
- Automated catalogue based approvals

Digital VSM analysis executed for several processes

Lessons Learnt

- This exercise provides **fact based understanding** of processes.
- Leads to critical competence sharing: why it happens what happens



Key takeaways

1. We must **learn from the past** to unlearn, and then think processes
2. Rewiring our brains: **blame the process**, not the people
3. Tame the silos: **internal silos** result in an inherent inertia
4. Opportunity is with **data variety** and velocity
5. Join hands to share critical competence: **Why it happens, what happens**
6. Relying on **goodwill only is difficult**. Get top down buy-in

The right tool for the right job



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