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SPECIALIST TOPIC

TMG IMPULSE

Process Mining

Quickly identify and eliminate process deficits

Deviation from the Target Process in Day-to-Day Operations

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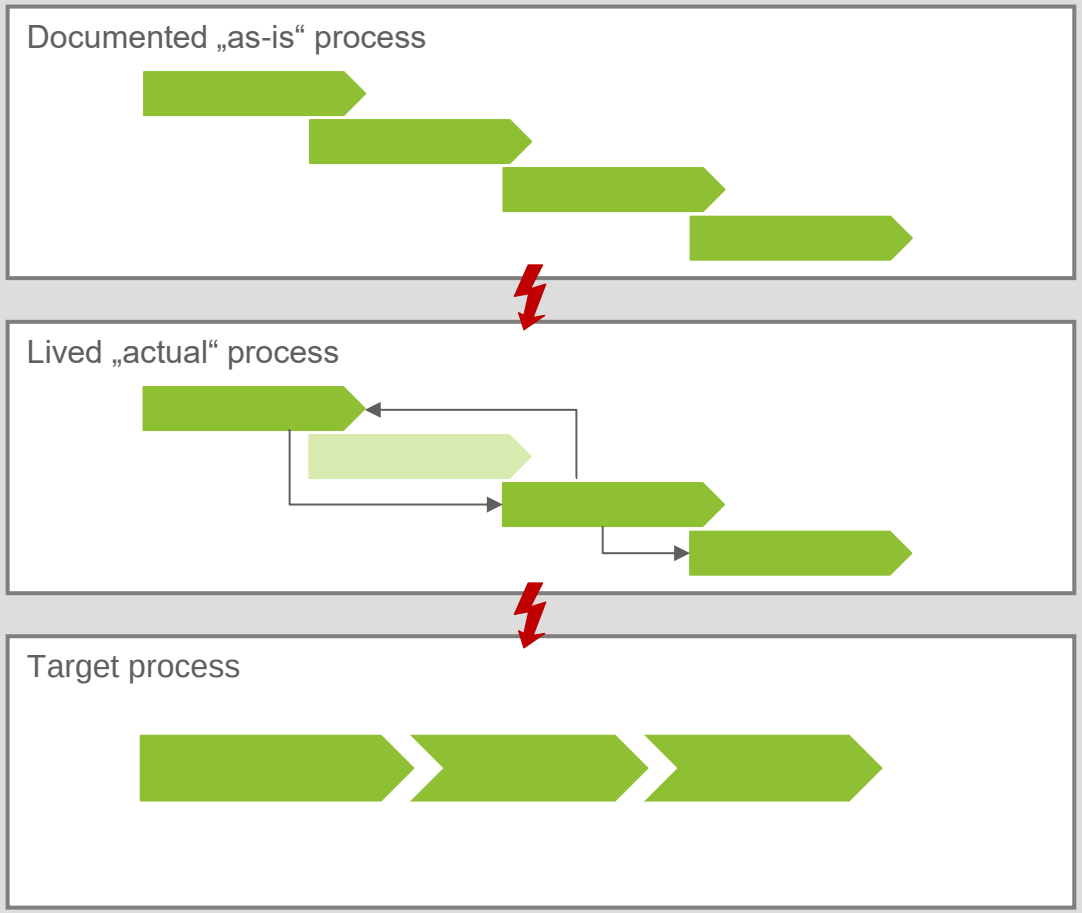
Process management discrepancies



Example of hidden process weak points

- Idle performance and waste of resources
- Resource bottlenecks and performance issues
- Low process quality (error rates, failure risks)
- Capital tied up due to unnecessary iterations
- Long lead times
- Hidden process costs in sub-processes
- Use of “shortcuts” in processes
- Disregard for compliance requirements
- Overloaded processes

In classic process analysis, many process weaknesses remain undetected, cannot be quantified, are subjectively assessed or it is impossible to analyze the causes

Procedure in Process Mining

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Connection of existing IT systems (ERP, CRM,…) to export historical process data (e.g. transaction data).

Data Connection

Data Assignment

Mapping of the extracted data to the modeled actual processes.

If required, integration of further data sources to enrich the information

Process Evaluation

Software-supported analysis of the process to identify deviations, bottlenecks and evaluation of process costs

Process Optimization

The actual **process is optimized based on the knowledge gained**. By directly modelling the changes, the optimized process can be simulated and verified directly using the historical data.

Establishment of **real-time monitoring** for continuous performance measurement and optimization

Process Monitoring

Possible Applications of Process Mining

Complexity vs. benefit

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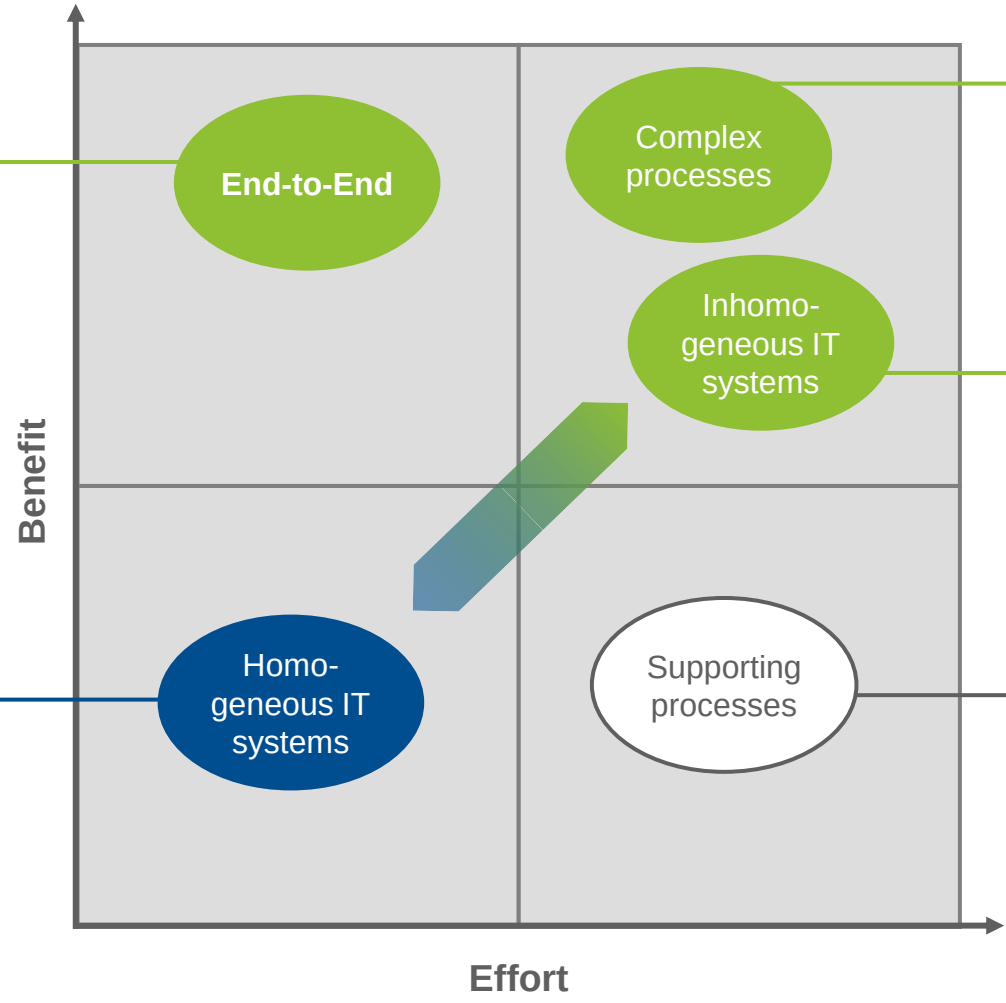
The use of process mining technologies results in high efficiency and savings potential, particularly in end-to-end processes

By eliminating the time-consuming linking of complex data structures, potentials can be uncovered early and optimized quickly



Where complexity is high, e.g. due to (organizational) interfaces, the probability of uncovering quality and efficiency potentials is particularly high

Although process mining is more time-consuming and complex with inhomogeneous IT systems, the potential is also much higher due to the many system interfaces

Supporting processes are usually not considered for process mining, as the process should have a certain strategic importance.

Process mining can realize high potentials for end-to-end processes with comparatively little effort

Which End-to-End Processes are Suitable for Process Mining?

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Prior analysis

- Review and analysis of the modeled actual processes
- Connectivity of the data sources
- Effort for data harmonization and preparation
- Stakeholders involved (IT/ business department)
- Analysis of weak points and possible improvement potentials

Process selection criteria for end-to-end processes

Processes (Examples)	Possible selection criteria for the Process Intelligence Fit							Process Intelligence Fit Score
	Strategic importance	Process throughput	End-to-end character	Areas involved	IT system scope	Sponsor/ Owner	Resources/ Skills	
Order-to-Cash	9	9	9	9	9	9	5	59
Procure-to-Pay	9	9	9	5	9	5	3	49
Issue-to-Resolution	9	9	9	5	9	5	9	55
Accounts Payable	5	9	3	3	9	3	3	34
Indirect/ Sales Tax	1	1	1	1	9	5	5	23

Scale 1, 3, 5, 7, 9 from small (small fit) to large (very good fit)

Reasons for a careful process selection

- IT systems involved & effort of connectivity
- Economic impact of the selected process is significant
- Critical amount of data is available
- Process contains quickly demonstrable results

A „Proof of Concept“ as Starting Point

TMGs Approach for a Process Mining Project

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Scope

- Initial assessment of the process world
- Process and data gap analysis
- Definition of PoC scope and content

Scan

- Joint development of process understanding
- Process design of the actual process
- Harmonization and preparation of data

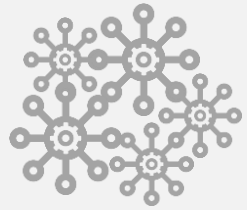
Analyze

- Data-based analysis of the PoC process
- Identification of deviations
- Potential for increasing efficiency in the process

Optimize

- Roadmap for quick wins implementation
- Derivation of re-commendations for action
- Development of roll-out scenarios

Roll-out



- Roll-out of mining-supported process analytics
- Optimization and redesign of the process landscape

TMG – Proof of Concept (PoC)

Customer – Set-up

Customer – Results

Tool – Process Mining

1 - 2 Weeks

Data provision

2 - 3 Weeks

Gathering Experience “On a Small Scale”...

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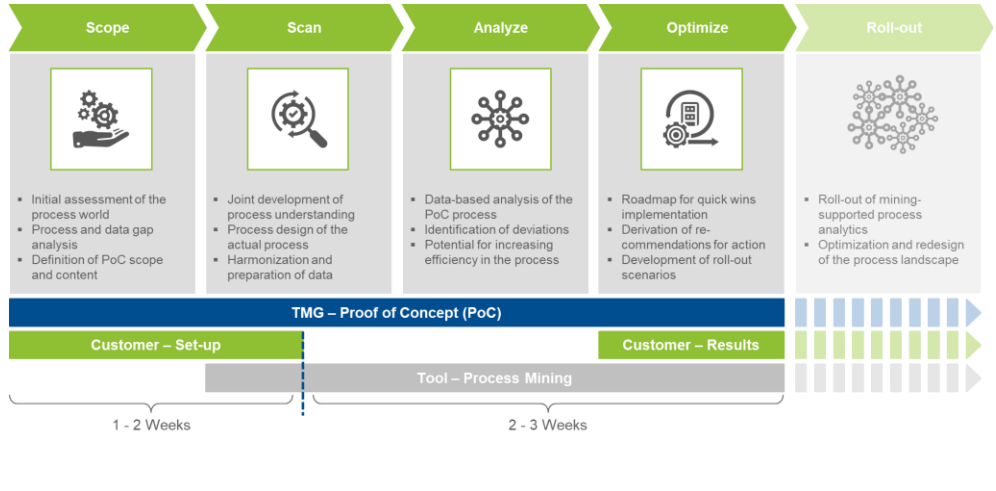
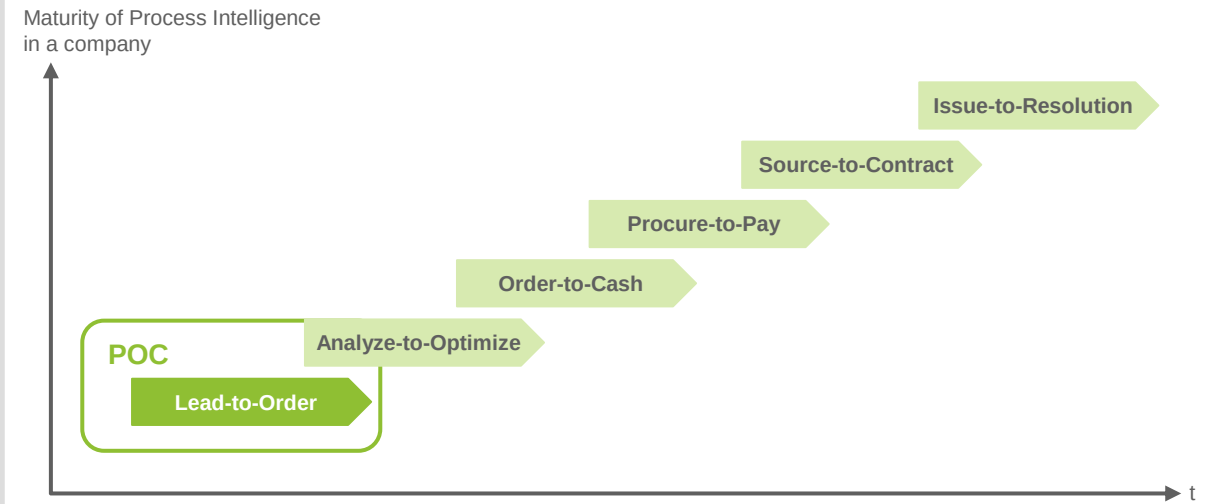
Carrying out a proof of concept



- Gaining **experience**
- Implementation of data connections
- Joint development of **process understanding**
- **Involvement** of the organization
- Establishment of **process intelligence monitoring**

Sustainable roadmap for company-wide introduction



- **Gradual analysis of further company processes** without overburdening the organization
- Continuous further development of **process monitoring**
- Sustainable establishment of **process standards**
- **Continuous optimization** through current findings

...to a sustainable, gradual process optimization across the entire company.

Collaboration as Key to Success

TMG & SAP Signavio

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- As-is process analysis
- Technical expertise
- Interviews with process users
- Facilitated workshops

➔ **Development of hypotheses with regard to potential for improvement**

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TMGs Process Experience

SIGNAVIO

Signavio Process Intelligence

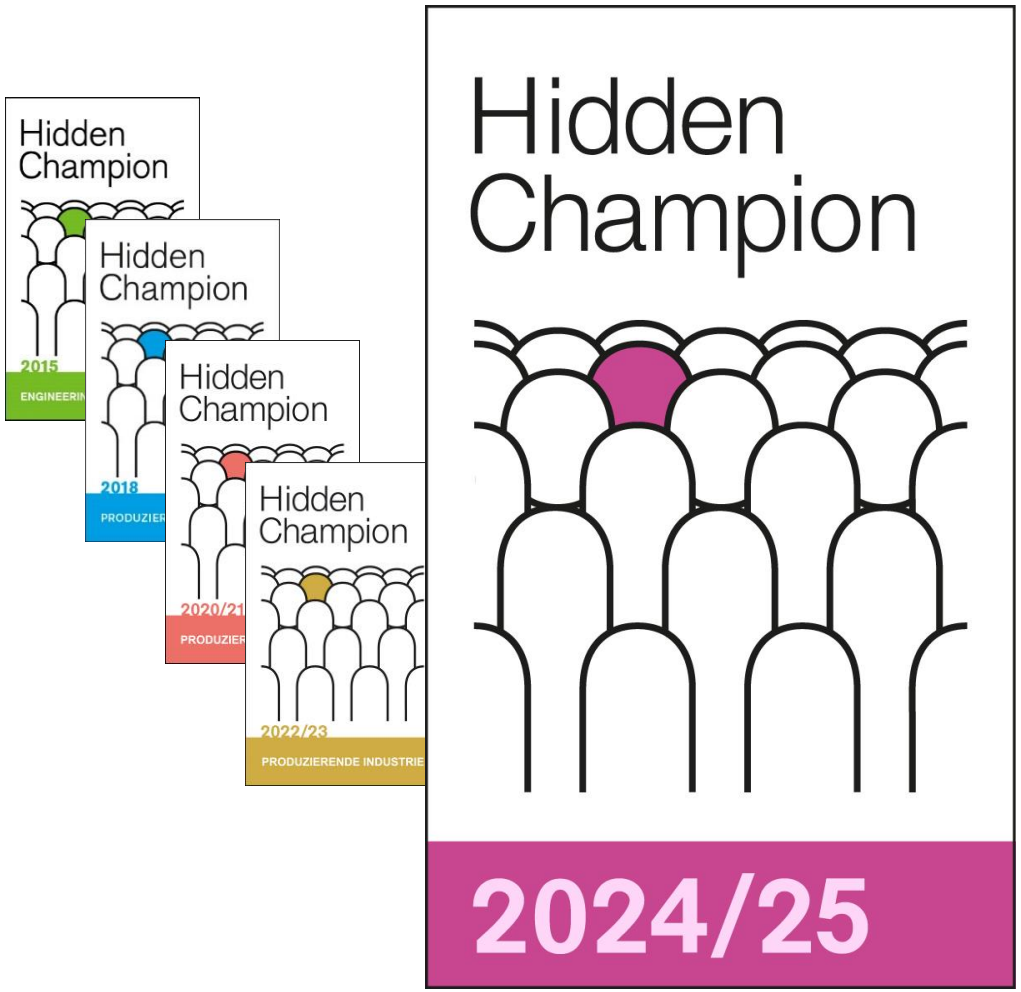
- Leading global provider of cloud-based process modeling and process optimization

➔ **Verification of hypotheses with state-of-the-art process mining tools**

Generating added value through TMGs experience and the use of modern tools

- Identification of **specific inefficiencies and weak points** in the process
- Identification of **“quick wins” and recommendations** for action
- Development of **sustainable implementation measures**
- Sustainable **implementation of a process intelligence tool** for further improvement activities

Why TMG Consultants



- The first consulting address for the manufacturing industry
- Leading provider of consultancy services for innovation, efficiency and execution
- More than 3,000 successful projects in the manufacturing industry
- Advanced level of seniority and experience
- In-depth industry expertise
- Speaking our customer's language – across all levels
- High level of technical expertise and methodological competence
- Consulting services along the entire value chain
- Awarded several times as Top Consultant and Hidden Champion

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