

# UNLOCKING THE FULL POTENTIAL OF YOUR BUSINESS PROCESSES

THE POWER OF DATA-DRIVEN INSIGHTS WITH PROCESS MINING



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# AGENDA

1	Wer sind wir? Wer ist MEHRWERK?	2
2	Allgemeine Grundlagen Process Mining	4
3	Use Cases von Process Mining	9
3.1	Maverick Buying	
3.2	Cash Discount Losses	
3.3	Wertstromanalyse	

# THE COMPANY BEHIND

We help organizations turn data into business value

## Selected Customers



## End-to-End Data Analytics Platform

- More than **50,000 customers** world wide
- Market Leader** for business analytics
- 12 years in a row Leader in Gartner's Magic Quadrant

## MPM ProcessMining

- More than 10 years experience in **software based process optimization**
- Market Leader for **Active Process Intelligence**
- Broad base of expertise partners

## Selected Partners



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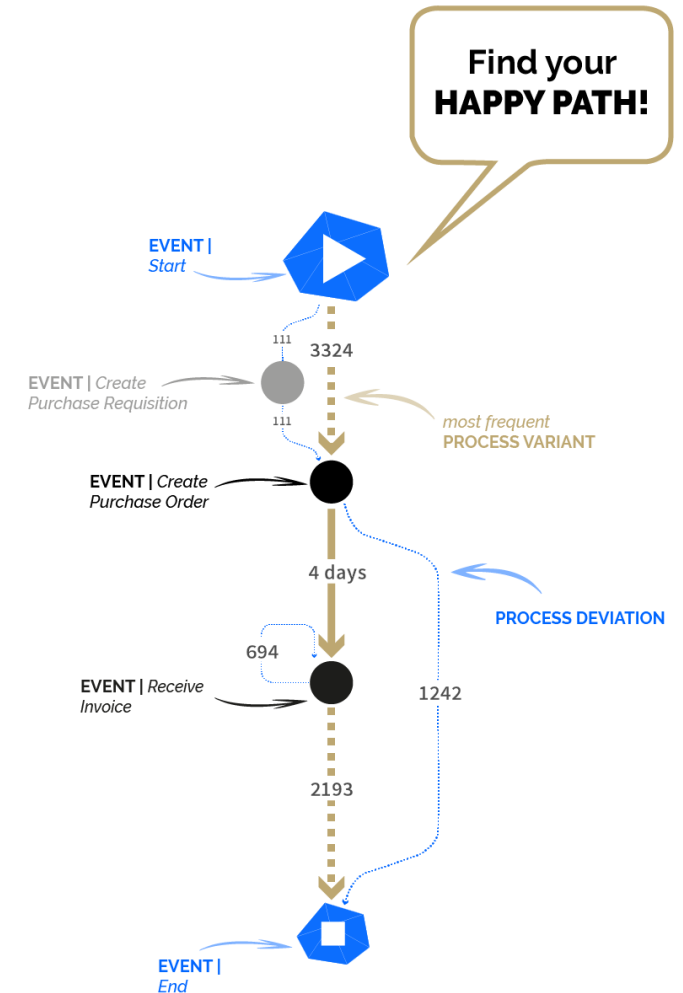
# DEFINITION OF PROCESS MINING

## Process|Mining

**[ˈprəʊ.ses ˈmaɪ.nɪŋ]; (Business Process Discovery)**

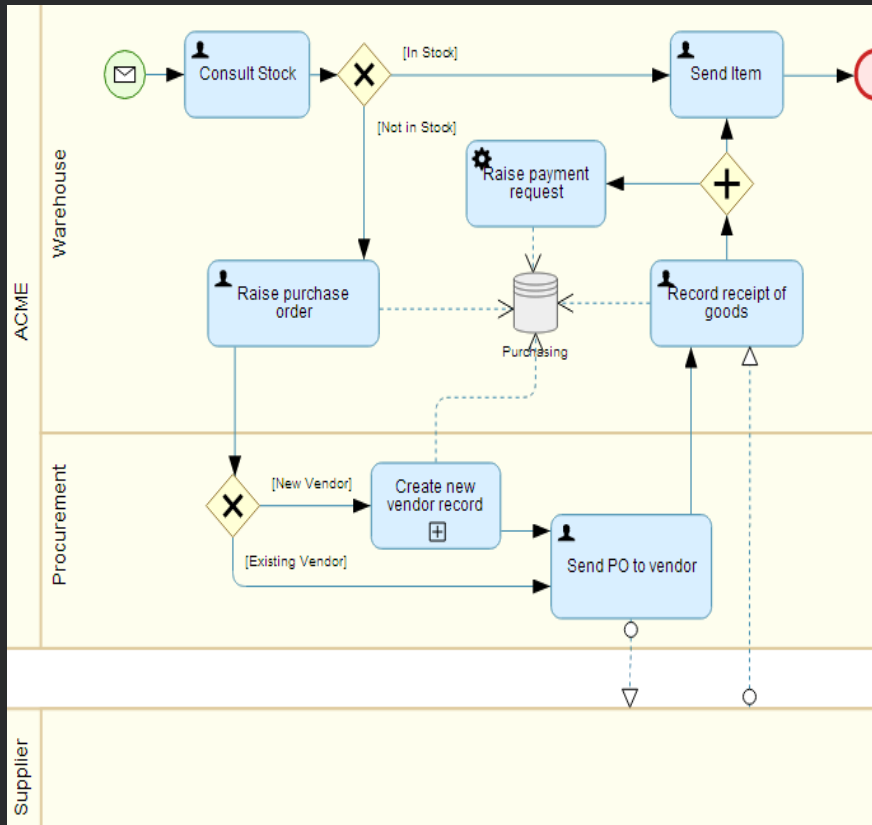
Automatisierte Geschäftsprozessanalyse – inklusive aller relevanten Kennzahlen – auf Basis digitaler Spuren in IT-Systemen.

Daten enthalten implizites und ansonsten verborgenes Prozesswissen, das visualisiert und damit greifbar als auch transportabel wird.



# PROCESS MODELS VS. REALITY

## THE ILLUSION ABOUT (BUSINESS) PROCESS MANAGEMENT\*

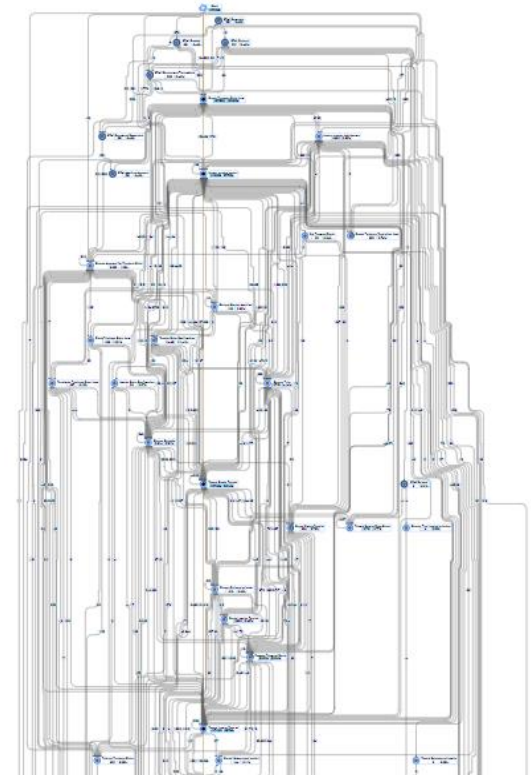


\*Source: SAP® Solution Manager



## ...AND WHAT IT REALLY LOOKS LIKE\*\*

Showing 1,000 of 7,059 (14.17%) process variants and 127,933 of 134,739 (94.95%) number of cases



\*\*Source: MPM ProcessMining

- Wallpaper models
- Problematic Implementation



EXPENSIVE



SLOW



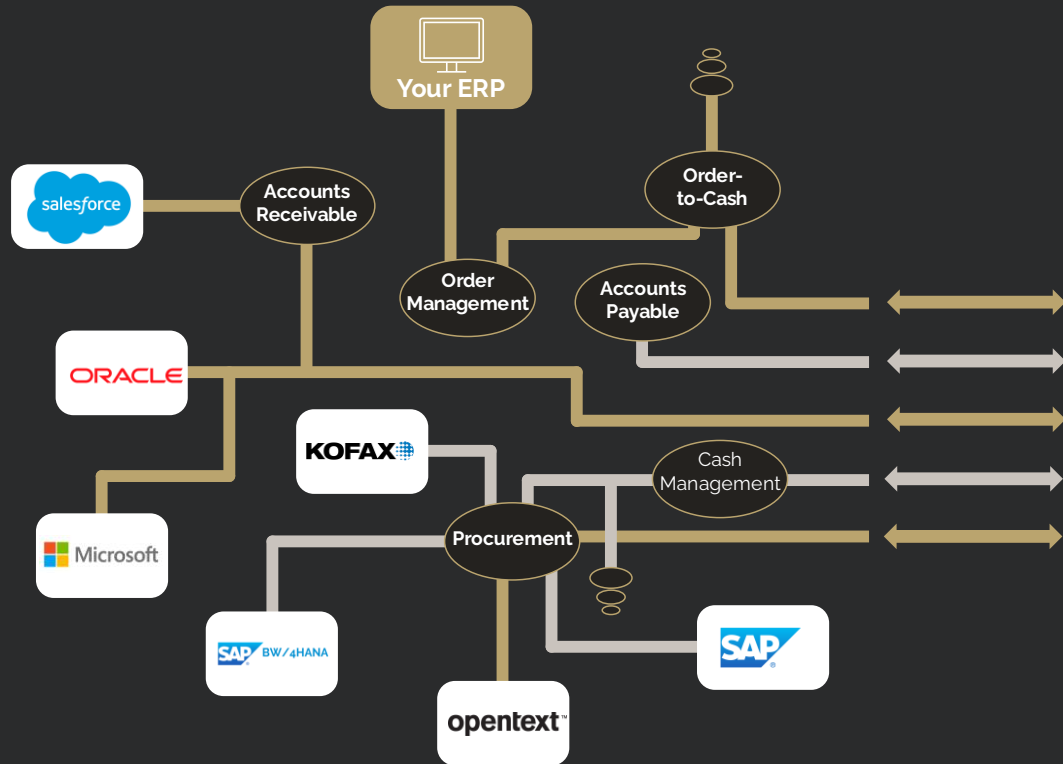
DISCONNECTED

# WHAT MPM PROCESSMINING DELIVERS

## AN END-2-END OFFERING: BI, PROCESS MINING & PROCESS EXECUTION IN ONE

Heterogenous IT Landscapes

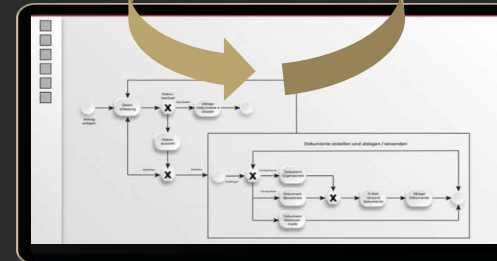
mpmX



MPM Analytics



MPM eXecution



Significantly **reduce the cost** of discovery activities



Increase **process transparency**



Calculate manual work effort associated to tasks within the operational systems



Raise **automation opportunities** and quantify the **real business case**



Illuminate **efficiency and cost saving opportunities, quality issues and risks**



Orchestrate Workflows to improve the User Journey



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Process eXcellence Platform

*[Data / Process Analytics]*

*[Process Execution]*

**mpmX**analytics

**mpmX**execution

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*[Templates für Fachbereiche]*

*[Testumgebung / Free Trial]*

*[e-learning]*

**mpmX** business apps

**mpmX** explore

**mpmX** e-learning



# AGENDA

- |     |                                      |          |
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| 3   | <b>Use Cases von Process Mining</b>  | <b>9</b> |
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| 3.2 | <b>Cash Discount Losses</b>          |          |
| 3.3 | <b>Wertstromanalyse</b>              |          |

Maverick Buying

# MAVERICK BUYING

Process Pattern

Aktivitätsliste

Löschen

- Platzhalter [\*]
- Platzhalter [ ??? ]
- Block Purchase Order Item [133]
- Cancel Goods Receipt [300]
- Cancel Invoice Receipt [301]
- Cancel Subsequent Invoice [302]
- Change Approval for Purchase Order [200]
- Change Currency [201]
- Change Delivery Indicator [202]
- Change Final Invoice Indicator [203]
- Change payment term [204]
- Change Price [205]
- Change Quantity [206]
- Change Rejection Indicator [207]
- Change Storage Location [208]
- Clear Invoice [101]
- Create Purchase Order Item [103]
- Create Purchase Requisition Item [123]
- Delete Purchase Order Item [124]

Prozessabfrage:  
79 Treffer gefunden

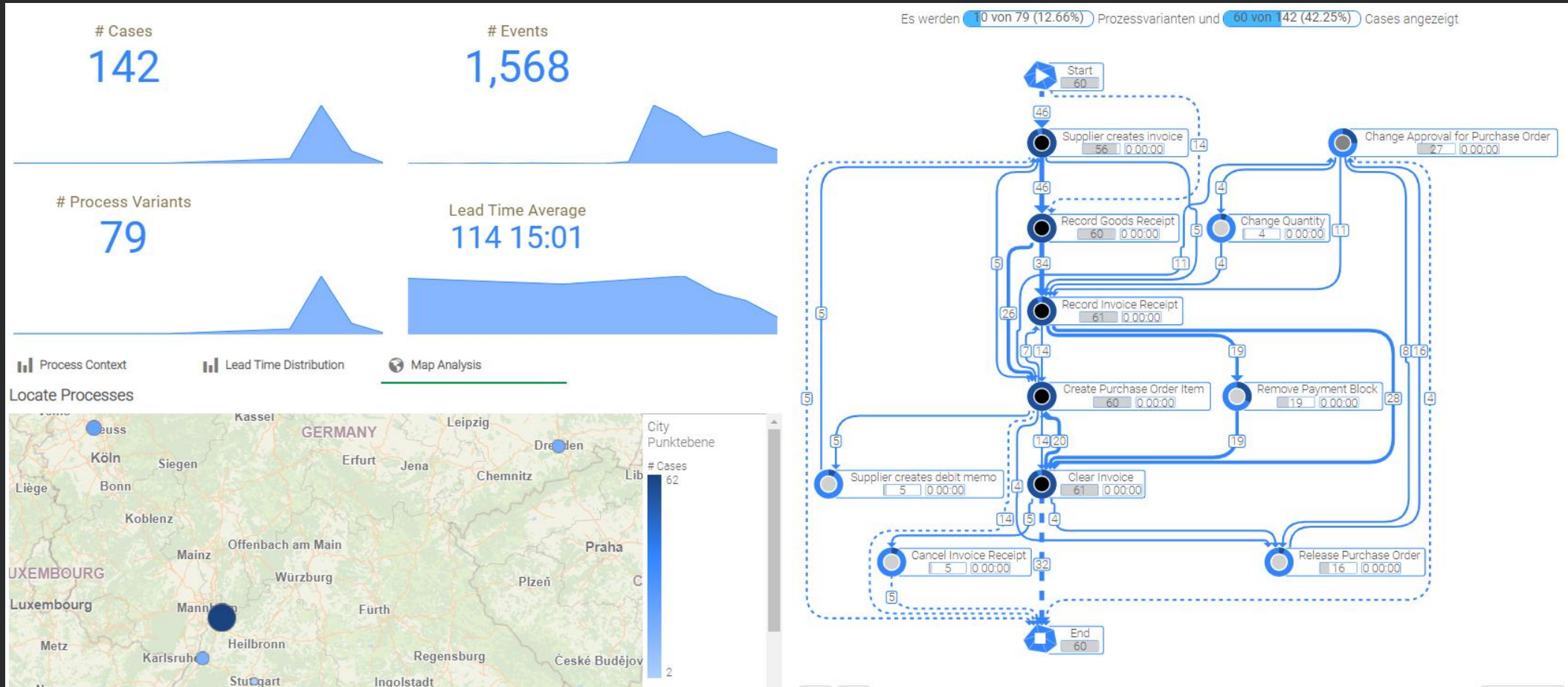
Muster suchen Löschen

Start

- Platzhalter [\*]
- Record Goods Receipt [104]
- Platzhalter [\*]
- Create Purchase Order Item [103]
- Platzhalter [\*]

Ende

# MAVERICK BUYING



Cash Discount Losses

# CASH DISCOUNT LOSSES

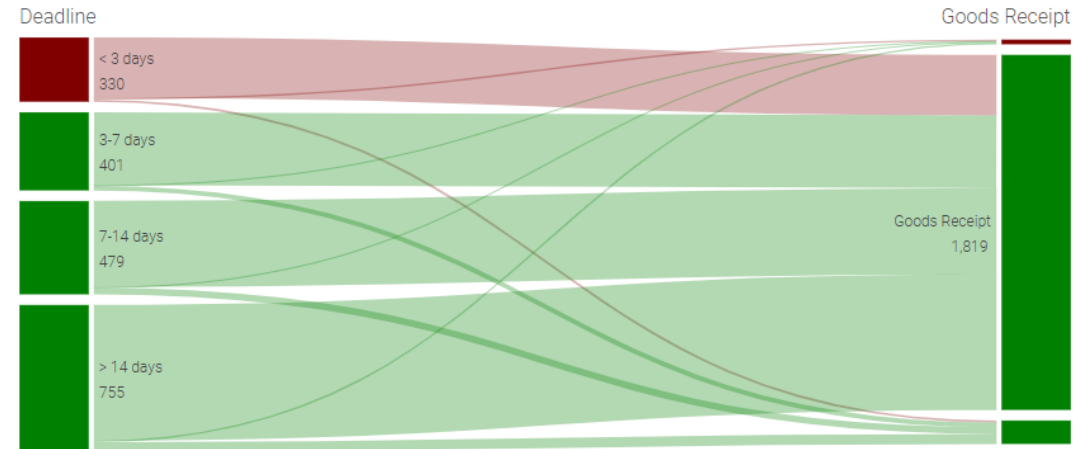
# Executable Cases

1,965

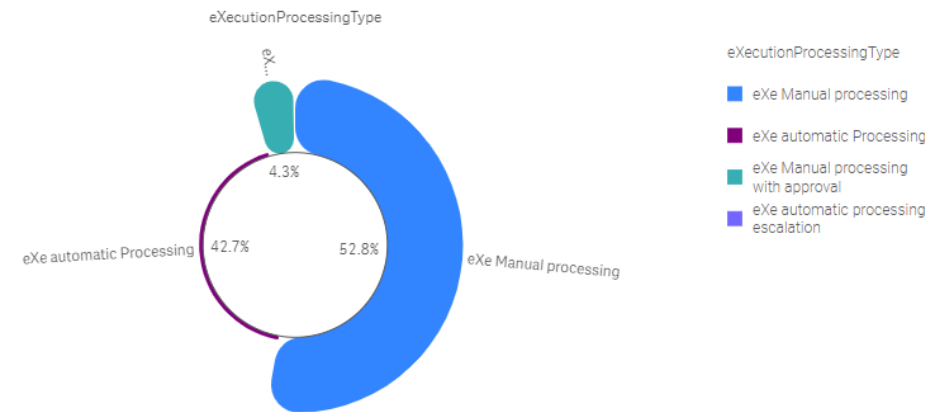
Lead Time  
76 14:13

Purchase Volume €  
11,879,179€

Cash Discount Volume €  
258,748€



Case	Execution Processtype	Purchase Volume €	Discount Volume €	Invoicing Deadline (Days)	Goods Receipt Date
4507017396_00010	eXe Manual processing with approval	101595	4063.8	-5	2023-02
4507017401_00010	eXe Manual processing with approval	101595	3047.85	-5	2023-02
4507017406_00010	eXe Manual processing with approval	101595	3047.85	-5	2023-02
4507037623_00010	eXe Manual processing	11218	112.18	-5	2023-03
4507036182_00010	eXe Manual processing	4607	0	-5	2023-03
4507031906_00050	eXe Manual processing	1989	39.78	-5	2023-02
4507024287_00010	eXe Manual processing	1454	43.62	-5	2023-02
4507027606_00320	eXe Manual processing	1221	24.42	-5	2023-01
4507027606_00520	eXe Manual processing	1047	0	-5	2023-01
4507027606_00570	eXe automatic Processing	816	8.16	-5	2023-01
4507027606_00190	eXe automatic Processing	768	0	-5	2023-01
4507027606_00080	eXe automatic Processing	746	7.46	-5	2023-01
4507024287_00170	eXe automatic Processing	616	12.32	-5	2023-02
4507027606_00460	eXe automatic Processing	555	11.1	-5	2023-01



# CASH DISCOUNT LOSSES

## Home

Search Case-ID 4507017396\_00010 X

Case-ID <b>4507017396_00010</b>	Invoice Number <b>020060000030385</b>	Invoice Volume <b>101.595,00€</b>	Payment Deadline <b>-5 days</b>	Assigned to <b>Supervisor Christian Carinner</b>
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Status  
**Approval from Supervisor**

### Purchase Information

Additional Information

Comments

Purchase History

### Purchase Information

Buyer <b>Frank Forks</b>	Invoice Number <b>020060000030385</b>	Supplier <b>Cooper-Standard Automotive</b>	Cash Discount Volume <b>4.063,80€</b>
Case-ID <b>4507017396_00010</b>	Purchase Volume <b>101.595,00€</b>	Goods Receipt Date <b>2023-02-12</b>	Cash Discount Percentage <b>4%</b>

### Additional Information

Company <b>MEHRWERK APAC</b>	Product Class <b>Sulphate</b>	Quantity <b>1</b>	Document Type <b>Standard PO</b>
City <b>Dresden</b>	Spend Area <b>Titanium Dioxides</b>	Material <b>Direct Material</b>	

Change & Send Clerk

Consultation Clerk

Reject Booking

Send to Head of Department

Start Booking

🕒 Create resubmission

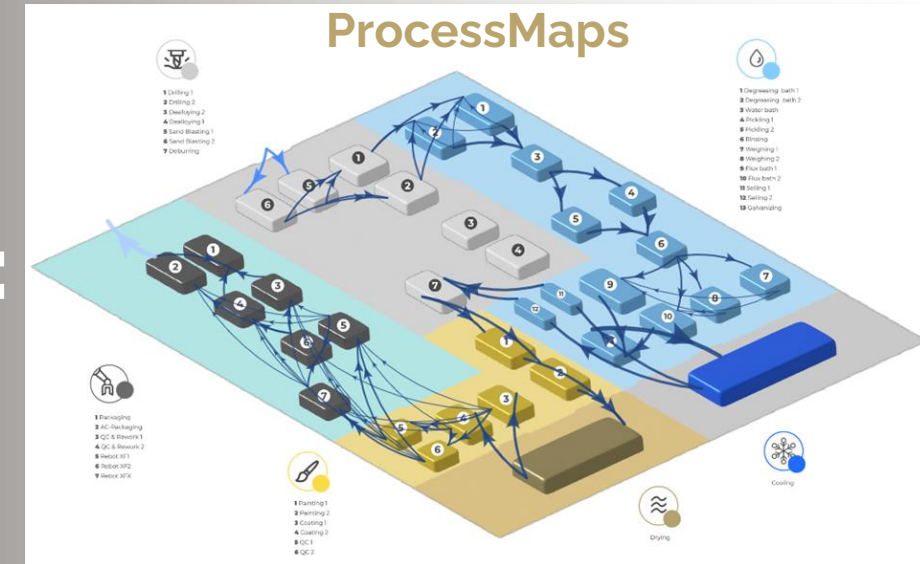
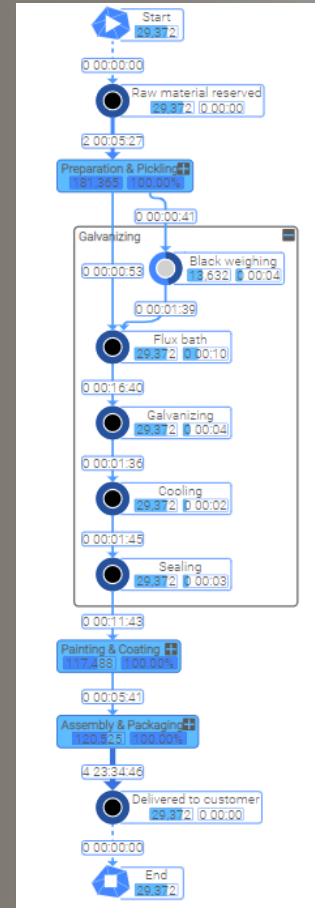
Wertstromanalyse / Produktionsprozess



# WERTSTROMANALYSE IM PRODUKTIONSUMFELD

- Automatisierte Wertstromanalyse mit Hilfe von MEHRWERK ProcessMaps
- Ergebnisse:
  - Reduktion von Wartezeiten
  - Verringerung von Nacharbeit
  - Überwachung & Quantifizierung von Prozessverbesserungen
  - Unterstützung von Initiativen zur kontinuierlichen Prozessverbesserung
- Mit MPM gelöste Kundenherausforderungen:
  - Transparenz in langen und komplexen Prozessabläufen
  - Wechsel zwischen Gesamtprozess und Teilprozessen (z.B. Fertigungsbereiche)
  - Analyse und daraus resultierende Optimierung des Produktionslayouts

## MPM ProcessAnalyzer



# PROZESSÜBERBLICK

## Process Discovery



Select a date range

Raw Material Supplier

Raw Material

ProductNumber

Client

BadParts

Case ID

Es werden 10 von 1,992 (0.50%) Prozessvarianten und 29,372 von 47,261 (62.15%) Cases angezeigt

# Cases

47,212



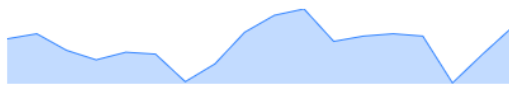
# Events

968,099



# Process Variants

1,992



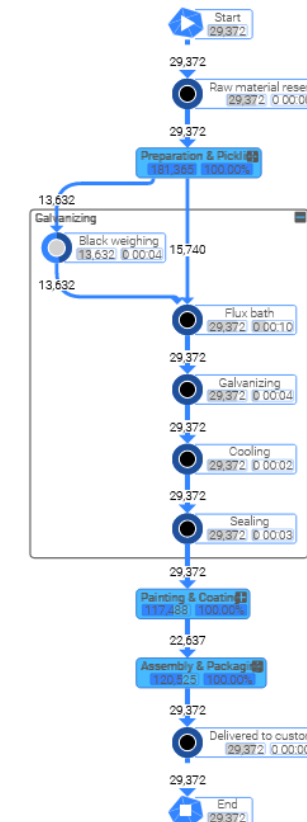
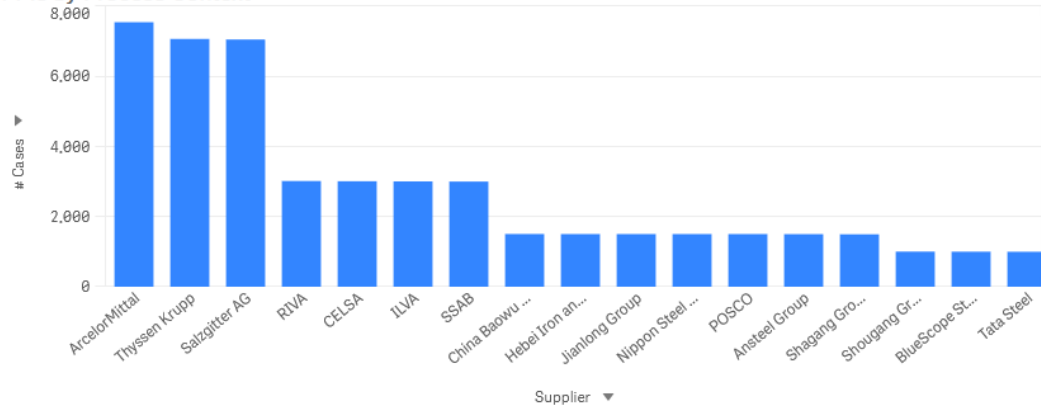
Lead Time Median

7 00:54



Process Context    Lead Time Distribution    Production Layout

PPIs by Process Context



### Process Perspective

Standard Log

Resource Log

### MPM Toolbar

Configure App

Process Pattern

Activities

Inspect Process Variants

### Additional Analysis

Analyse Process Log

Process Details Pivot

# PROCESS MAPS

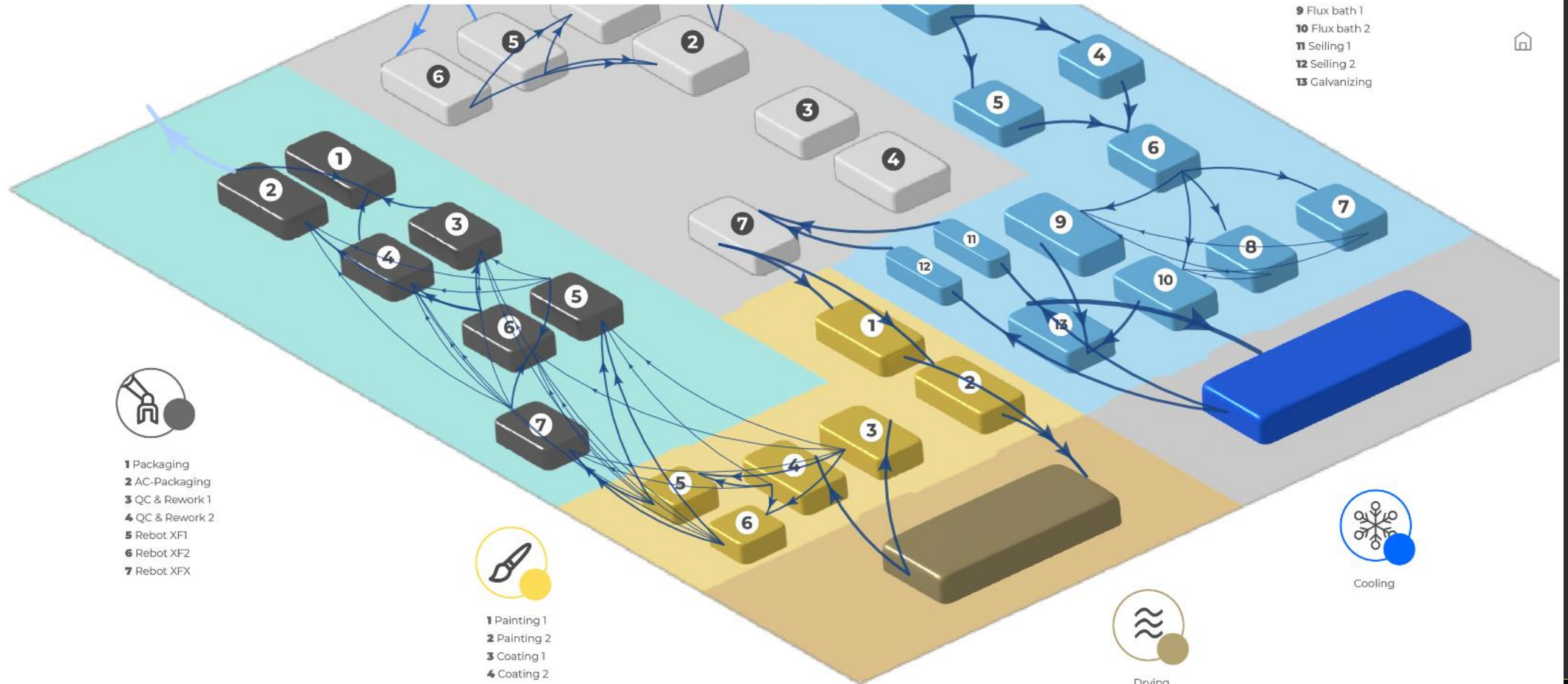
Process Discovery



Process Context

Lead Time Distribution

Production Layout



- 1 Packaging
- 2 AC-Packaging
- 3 QC & Rework 1
- 4 QC & Rework 2
- 5 Rebot XF1
- 6 Rebot XF2
- 7 Rebot XFX



- 1 Painting 1
- 2 Painting 2
- 3 Coating 1
- 4 Coating 2



Drvina



Cooling

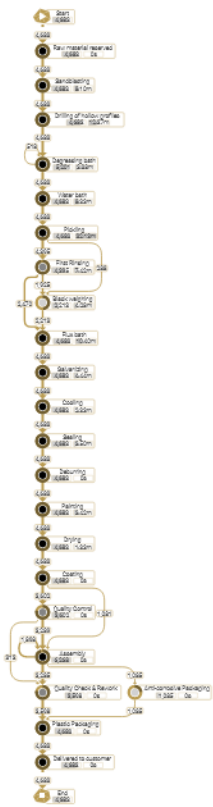
# PROZESS-BENCHMARK

## Benchmarking

Year Month | Raw Material Supplier | Raw Material | [icon] ...

### Select the Benchmark Process

Es werden **10 von 552 (1.81%)** Prozessvarianten und **4,683 von 7,553 (62.00%)** Cases angezeigt



[Menu] [Share] [Zoom] - [Slider: +10] [Zoom In] [Zoom Out]

→ Get Benchmark Selection →

→ Click to Show Benchmark Process →

✕ Delete

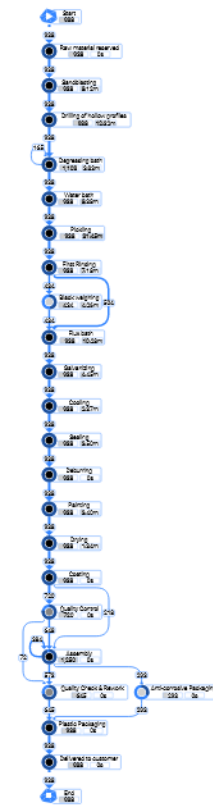
# Cases	# Cases
7,546	1,504
# Process Variants	# Process Variants
552	165
Lead Time Median	Lead Time Median
6 23:55	6 23:08
% Process Conformance	% Process Conformance
7.07%	6.85%
% Automation Rate	% Automation Rate
28.52%	28.43%
% First Time Right Cases	% First Time Right Cases
16.68%	17.55%

| Scroll to Analyze Context |

Year Month | Raw Material Supplier | [icon]

### Improve the Compared Process

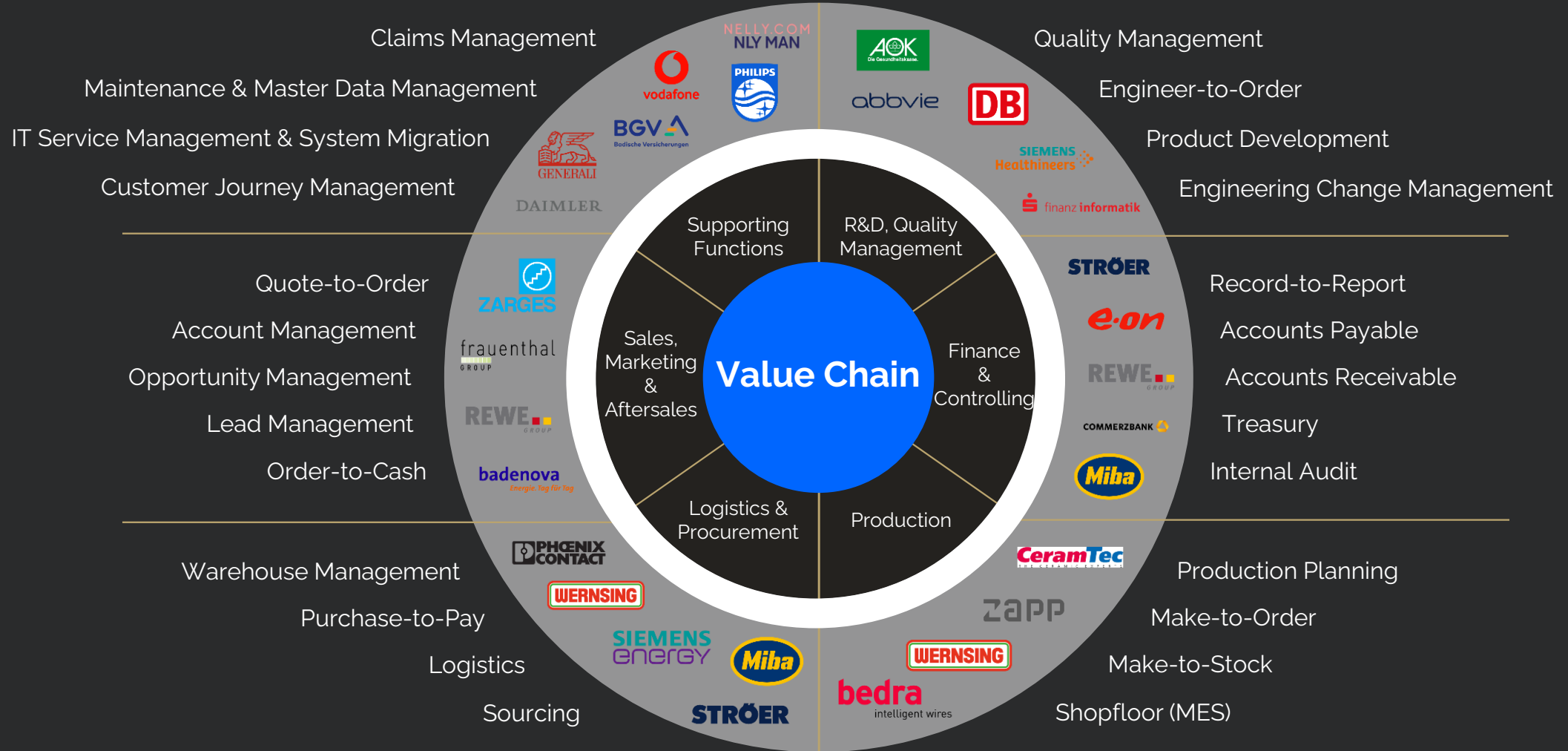
Es werden **10 von 165 (6.06%)** Prozessvarianten und **938 von 1,505 (62.33%)** Cases angezeigt



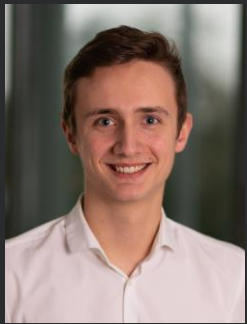
[Menu] [Share] [Zoom] - [Slider: +10] [Zoom In] [Zoom Out]

# VALUE CHAIN

## CUSTOMER ALLOCATION ACCORDING TO SPECIALIST AREAS



# THANK YOU!



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# THANK YOU!



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