CASE STUDY conformance checking

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change it

CONFORMANCE CHECKING

WHAT IS IT?

Business process conformance checking is the name of the technique used for comparing a process model to an event log of that same process. The purpose of conformance checking is to discover two primary types of discrepancies – namely, behavior in the log file that doesn't fit the model, or behavior allowed in the model and never observed in the log.

With this capability, it becomes easy to validate statements like:

"We always deliver our product in time and then send an invoice."

"Our location in Madrid spends eight days waiting on approval for purchase orders."

Most organizations are surprised at how low their conformance is between their design v. actual processes. We see an average conformance around 50 - 60% which illustrates just how many other activities are either being missed in the design or steps that are interfering with execution. Most problematic of all is that the areas of non-conformance often indicate exceptions where more effort and time (read: money) is needed to achieve the same result.

time effort

approval

conformance

CONFORMANCE CHECKING

CASE STUDY

A multinational Fast Moving Consumer Goods company was forced to start focusing on operational efficiency because their margins were lagging behind those of their competitors. To be able to improve their process performance, it was essential to document all of their processes properly. Documenting all of these turned into a lengthy and costly exercise and much to their surprise, after two years had not led to any concrete opera tional improvement realization. This led to the valuable insights that their documented processed only depicted their perception of reality instead of the actual situation. The identified solution was to add fact-based analysis of their most common core business processes based on process mining technology.

With Mavim's integrated process mining technology they were able to visualize how each Operating Company's processes were actually running in reality. As these analyses were based on fact-based data, the results were unambiguous and showed exactly to what degree each OpCo was conforming to the documented "process standards" and where and to what degree they deviated from them.

This is how they discovered for example that on average:

- OpCo's used more than 600 variants to complete the same process.
- 6,3 changes were made to every created purchase order leading to more than 12 million euro's worth of manual inefficiency on a global scale.

These insights also showed the impact of these deviations, both in financial impact and in indicated transformation efforts to get (back) to the standards. This led to the start of a concrete and impactful improvement portfolio, supported by fact-based data and quantified into a concrete business case.

more than
600 variants

€ 12 miljoen
inefficiency

6,3 changes
per purchase order

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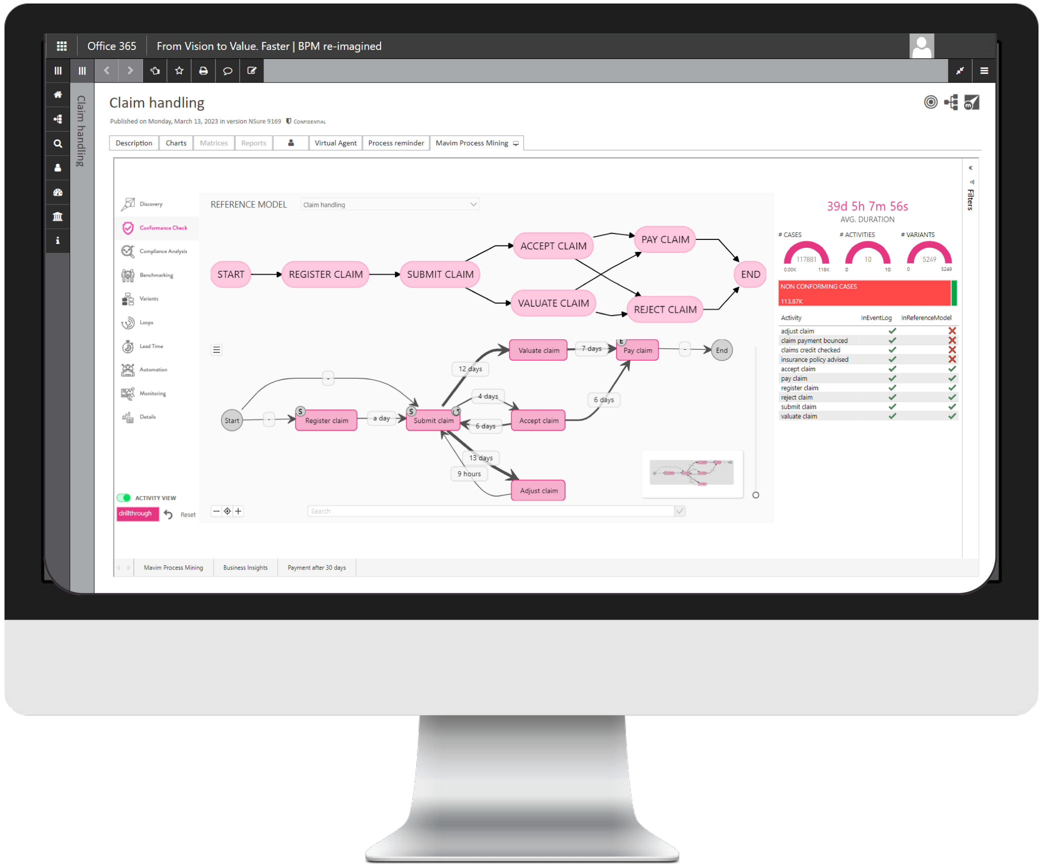
VALUE FOR MANAGEMENT

The company leadership was now able to make impactful fact-based decisions on where to start and how to run their overall transformation, as they now had insights in the actual process conformance of each organizational entity and the related diversified transformation efforts for those entities

VALUE FOR WORKFORCE

The employees are empowered in their day to day work as they now have insights available to help them run their processes in the desired way and to help them support their claims about how and where to make process improvements.



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