ESTABLISHING THE USE OF PROCESS MINING FOR PROCESS ANALYSIS

Team Project HWS 2023 – University of Mannheim
Hays AG in cooperation with the Junior Professorship for Management Analytics
STARTING POINT

- An **established business process management team** and **community of business process managers and business process owners**

- **SAP Signavio as the base technology** as well as advanced **as-is process documentation** across various value chains

- **Process Intelligence Module is licensed** and already in use, support from SAP Signavio is provided

- First **pilot project for the use of process mining** within the process management cycle **has successfully taken place** in summer 2023

- Based on this pilot project a **general guideline for the use** of process mining as a process analysis tool **has been created**

- Several more processes for the **further deployment of process mining** have been identified

- Out of these several processes **one process has been identified** as the advantageous **next step**

- **Issue is of strategic importance** and **management support is provided**
OBJECTIVES

- **Apply process mining** on the use case of billing for temporary work force
- Derive **reports and insights** from the data in cooperation with the process owners
- Challenge the existing **guideline for the use of process mining** and aggregate it into a concise action plan
- Develop **possibilities for data analysis and reports**
- Improve our **PDCA cycle for handing over process mining** as a tool for improvement to the business unit, including quality assurance
- Possibly apply the approaches (preparation / application / handover) to another use case
- Note: The working language of this project will be **German**.

**Key question:** How can we establish a working action plan for the continuous use of process mining within our business process management?