

Process Analysis: NAME OF THE PROCESS

Inhalt

- 1 Introduction..... 1
- 2 Objectives – What do we want to achieve? 2
- 3 Participants – Who is involved? 2
- 4 Methodology – How do we proceed? 3
 - Our approach:..... 3
- 5 Analysis – What did we find? 4
 - 5.1 Process comparison: Documented – Current..... 4
 - 5.2 Quantities and distribution..... 5
 - 5.3 Process measurement 5
 - 5.3.1. Process measurement tool..... 5
 - 5.3.2. Process Mining Tool (Disco)..... 5
 - 5.4 Summary 6
- 6 Customer journey – How do our customers experience the process? 6
- 7 Approaches to optimization - What can we do? 6
 - 7.1 Titel of the recommended optimization..... 6

1 Introduction

BRIEF DESCRIPTION OF THE PROCESS OBJECTIVE AND SCOPE

The documented process is shown below:

OPEN PROCESS MODEL VIA MACRO

The analyzed process can be found in the following documents:

Source	Description	Comment
BPM Software	INSERT LINK	Last version 20XX
Work instruction	INSERT LINK	Last version 20XX

The process analysis was initiated by the process optimization project team in coordination with Team ???.

As part of the process analysis, the process measurement tool ([link to the tool](#)) was used. The administration of the tool was carried out in consultation with colleagues who recorded the process. (If no manual measurement was carried out -> DELETE)

2 Objectives – What do we want to achieve?

SPECIFIC OBJECTIVES

By collecting figures, data, and facts, we create an objective basis for decision-making for future process design. We aim to generate representative values for frequencies, throughput times, processing times, and idle times in the recorded process and subsequently identify optimization approaches and improve workflows in the affected team.

Note: The most important terminology in the context of a process survey / analysis is briefly explained at [this link](#).

3 Participants – Who is involved?

Department	Employee	Task
		Recording, interviews and derivation of optimization approaches
Team 1	Name of PrOpti Domain Expert	Process definition, QA of measurement, evaluation of collected data and derivation of optimization approaches
Team 2	Name of PrOpti Domain Expert	Process definition, QA of measurement, evaluation of collected data and derivation of optimization approaches
Team 3	Name of PrOpti Domain Expert	Process definition, QA of measurement, evaluation of collected data and derivation of optimization approaches
Team 4	Name of PrOpti Team Lead	Process definition, administration of the tools (process measurement tool/Disco), evaluation of collected data and derivation of optimization approaches

Team 5	Name of PrOpti Process Specialist	Process definition, administration of the tools (process measurement tool/Disco), evaluation of collected data and derivation of optimization approaches
--------	-----------------------------------	--

4 Methodology – How do we proceed?

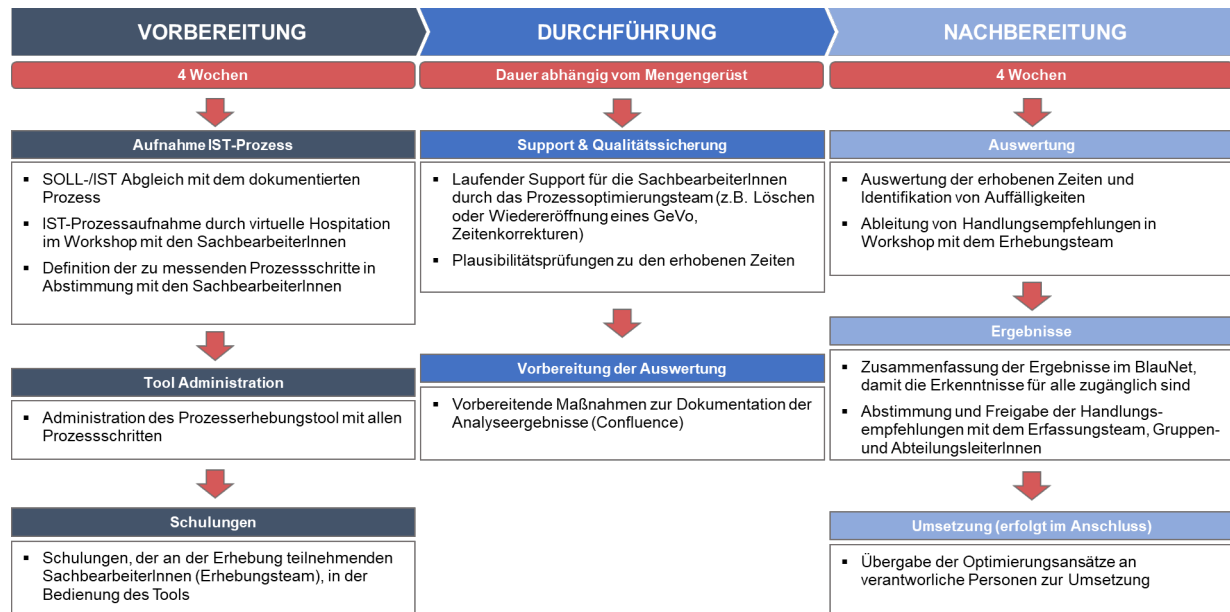
Our approach:

With manual process measurement

The process measurement was carried out using the process measurement tool.

During the survey period, all business processes were measured.

COPY, ADAPT AND INSERT IMAGE WITH THE THREE PHASES:



Parameters of the process survey:

- The survey period was ??? weeks
- Number of participating employees: ???
- The measured process times were captured anonymously and therefore evaluated without reference to individual employees.
- Participation in the process survey was voluntary.
- Only cases that were measured end-to-end were considered; consequently, no business processes are included in the evaluation that could not be completed within this time window, ensuring that a statement on throughput time is always possible.

- To eliminate measurement errors in both the minimum and maximum ranges, a data cleansing was performed; as a result, the reported process times may differ slightly between the analysis results from the process measurement tool and the Process Mining Tool (Disco).
- Additionally, a plausibility check was carried out during the evaluation in the Process Mining Tool so that obvious measurement errors were not considered.
- When calculating throughput and idle times, weekends (Saturday/Sunday) and non-working days were not included; however, weekdays were calculated in real time with 24 hours.

Without manual process measurement

Workshop with domain experts on ???:

- Recording of the current process
- Analysis of process data from document management system
- Update of the documented process based on the current process
- Decision made that no manual measurement is necessary, as data is sufficient for deriving recommendations for improvements
- Recommendations for improvements

Follow-up until ???:

- **Evaluation**
 - Preparation of process data from the document management system and quantities from the inventory management system
 - Recommendations for action finalized with all participants on ???
 - Final approval of the evaluation page by all participants
 - Presentation of the results to team management and department management on ???
- **Implementation (takes place afterwards)**
 - Handover of optimization to responsible persons for implementation

5 Analysis – What did we find?

5.1 Process comparison: Documented – Current

The process model for PROCESS NAME was compared with the current process. The following deviations were identified:

OR

As part of the analysis, a new working version of the process ??? was created, into which all findings were directly incorporated.

5.2 Quantities and distribution

Data basis:

Periode: ??? to ??? (as of ???)

ANALYSIS

5.3 Process measurement

5.3.1. Process measurement tool

5.3.1.1 Working and throughput times of all recorded business processes:

Insert Screenshot

ANALYSIS

5.3.1.2 Working times per process step

Insert Screenshot

ANALYSIS

5.3.1.3 Distribution of the attributes

IF APPLICABLE

5.3.2. Process Mining Tool (Disco)

5.3.2.1. Total number and transitions of all measured business processes:

Insert Screenshot

ANALYSIS

5.3.2.2 Working and idle times for all measured business processes:

Insert Screenshot

ANALYSIS

5.3.2.3 Total working and idle times for all measured business processes:

Insert Screenshot

ANALYSIS

5.3.2.4 Process variants

Insert Screenshot

ANALYSIS

5.4 Summary

FILL OUT

6 Customer journey – How do our customers experience the process?

How do our customers view the process?

What are their expectations?

What kind of support do they want?

Are there any complaints/compliments?

Where do customers come into contact with us?

7 Approaches to optimization - What can we do?

Based on the analysis results, recommendations for action on how to optimize the process are described below. The order of the suggestions does not reflect their relative importance.

The recommendations were drafted with the employees listed above and then discussed with the responsible team leader and department manager.

7.1 Titel of the recommended optimization

Current situation: Brief summary of the situation

Recommendation:

- What do we want to implement?

Continue: OPEN

- What was decided?