

A photograph of three business professionals in a meeting. A woman with long dark hair is leaning forward, smiling. A man with glasses and a beard is also smiling. Another man is seated at a table, looking towards them. In the background, there is a whiteboard with various charts and graphs. A large blue triangle is overlaid on the left side of the image, containing the title text.

# 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?**

