

Process Mining Course

Spring Semester 2025

Project Details

Background and Deliverables

Order-to-Cash Case Study

WoodCorp Case

Today we look into WoodCorp Inc., a fictional company. WoodCorp is a German based producer of wooden pallets and boxes for transport, located at multiple locations throughout the country. The raw materials (wood) are stored in automated and non-automated warehouses. Moreover, the production of orders starts either before or after a sales order confirmation.

Goal: WoodCorp is interested in process mining to discover their Order to Cash process and improve the On-Time Delivery of sales orders. The goal of the case for WoodCorp is to show the value of process mining by giving clear direction to improve on time delivery. Moreover, WoodCorp is eager to know how well they perform in general, per market, per product type, per factory, per customer, etc.

Business Case: In order to convince WoodCorp to start with process mining, we conduct a proof of value. To do so, we received data from WoodCorp's ERP system. You will analyse the data and create a business case, with the goal of convincing the board to invest in the Celonis platform. Currently WoodCorp gives an indication to the customer when the order will be delivered. However, this is frequently missed. Causes for these missed promises can be anything from changes in the process, to bottlenecks at certain activities or high rework rates.



The company needs help understanding their Order to Cash Process and your group oversees this project. You were provided with the data that you will work with for your project and by the end of the semester you will need to provide the company the following deliverables:

- **Dashboard**

- Cover Page
- Index Sheet
- Process Overview
- Process Explorer
- Conformance
- Case Explorer
- Sales Order Overview
- Delivery Overview
- Overview
 - OLAP Table that combines all the information
 - All Activities that were mapped

- **Action Flow**

- Think about how to generate value for the end users and create an action flow to send an email to the end user (all the class professors, but please use your personal email for testing purposes, the professors should not receive emails unless the final delivery). Present the value that can be created on the email and detail it on the report
- Example:
 - Send thought a CSV a list of cases that the delivery time is bigger than X amount of days

- Send email with all cases that were delivered late by a specific delivery company

Report – max. 15 pages

- Description of the Project and Goals
- Description of the Process
- Description of each tab and main take aways
- Information of how to generate value from the dashboard
- Information of how to generate value from the action flows
- Report structure:
 - Introduction
 - Background
 - Developments
 - Results/ Value Generated
 - Limitations
 - Future work
 - Conclusions

Criteria for evaluation

- How many valuable insights you can take
- Creativity to present components and information on the dashboard
- Detail description of the procedures followed
- Detailed description on how to generate value from information presented
- Creativity on the action flows created
- Report organization
- Dashboard organization, appearance and user-friendly environment

Project Delivery – 8th June 2025

- Send the action flow to:
 - rlourenco@novaims.unl.pt
 - Slourenco@novaims.unl.pt
 - Jneves@novaims.unl.pt
- Upload the report on Moodle

- Give admin access to your project to the professors mentioned above (Data Integration, Studio, Apps) - We will share how to do it in class
- Upload screenshots on Moodle to prove that the action flow was sent and that the permissions to access the project were given

Group Definition –20th April 2025 at the end of the day