

# Data Overview

26/09/2007

31/01/2010

# of orders

66,299

# of activities

28

# of events

369,926

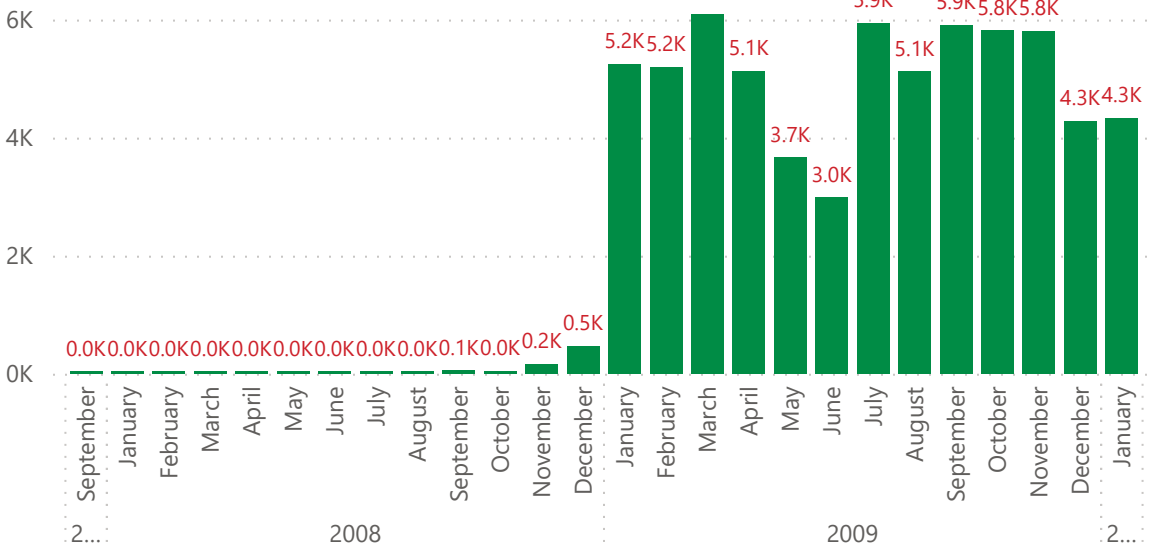
# of users

177

# of Variants

3,872

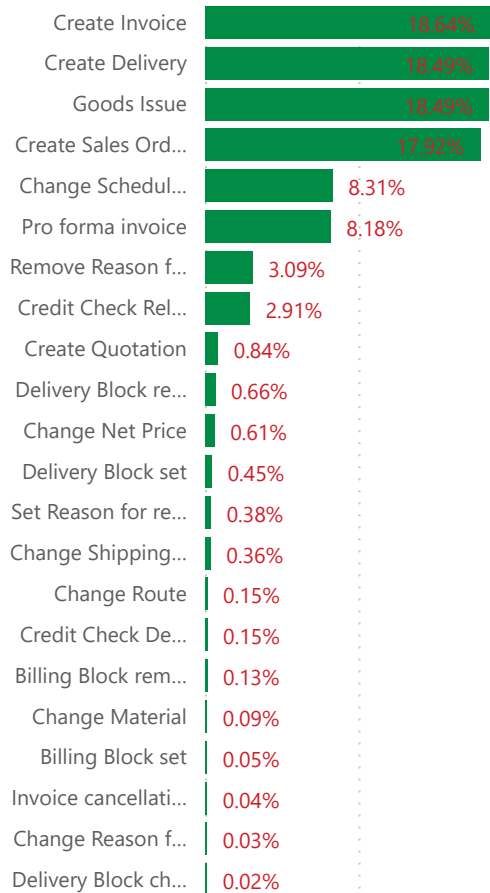
Orders by start date



Activities

- Select all
- Billing Block changed
- Billing Block removed
- Billing Block set
- Change Customer
- Change Delivery Amount
- Change Material
- Change Net Price
- Change Plant
- Change Reason for rejection
- Change Route
- Change Scheduled date
- Change Shipping Terms
- Create Delivery
- Create Invoice
- Create Quotation
- Create Sales Order Item
- Credit Check Denied
- Credit Check Release
- Credit memo
- Debit memo
- Delivery Block changed
- Delivery Block removed

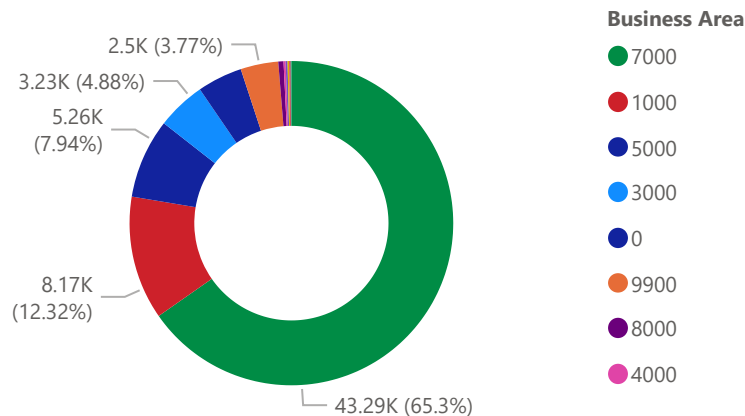
Events



Variants

Variants	Sum of Variants
1	14979
2	19374
3	26427
4	15576
5	18340
6	11400
7	12936
8	9904
9	8352
10	8710
11	5489
12	5916
13	5772

# of orders by business area



Net value by currency

Document_currency	Count of Sales_order_item	Sum of Net_Value
EUR	36507	9,467,389,432
USD	16085	6,716,656,383
DEM	13639	5,484,736,388
CAD	5	1,500,000
MXN	25	397,500
FRF	5	47,880
CHF	7	39,460
ARS	9	4,500
GBP	17	0
Total	66299	21,670,771,543

# Process discovery

26/09/2007

31/01/2010

# of orders

66,299

# of activities

28

# of events

369,926

# of users

177

## Connections

Connection	Count of Connection
Create Delivery --> Goods Issue	44861
Goods Issue --> Create Invoice	42145
Create Sales Order Item --> Create Delivery	30557
Pro forma invoice --> Create Invoice	23794
Goods Issue --> Pro forma invoice	23737
Create Delivery --> Create Sales Order Item	17538
Create Sales Order Item --> Goods Issue	16328
Change Scheduled date --> Change Scheduled date	15540
Change Scheduled date --> Create Delivery	9544
Credit Check Release --> Remove Reason for rejection	7754
Create Sales Order Item --> Change Scheduled date	7459
Total	303627

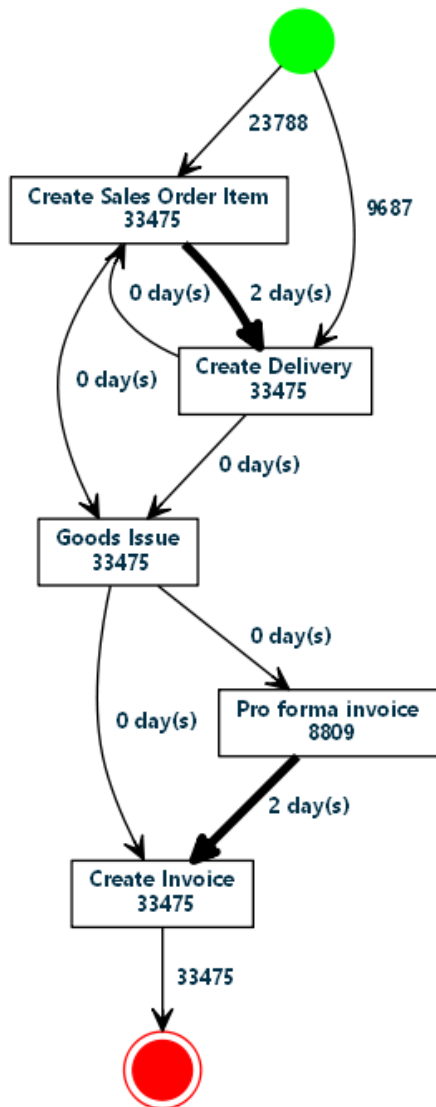
## Activities

- Select all
- Billing Block changed
- Billing Block removed
- Billing Block set
- Change Customer
- Change Delivery Amount
- Change Material
- Change Net Price
- Change Plant
- Change Reason for rejection
- Change Route

## Events transition matrix

ACTIVITY_EN	Billing Block changed	Billing Block removed	Billing Block set	Change Customer	Change Delivery Amount	Change Material	Change Net Price	
Create Delivery		21	13	1		75	181	
Goods Issue		223	37			1	162	
Create Sales Order Item		42	66	4		85	761	
Change Scheduled date	2	12	7	2		71	135	
Pro forma invoice		5	6				19	
Remove Reason for rejection		1	11	4		21	534	
Credit Check Release	3	6	10			6	100	
Create Quotation								
Create Invoice			1				4	
Delivery Block removed		24	7				25	
Total	5	489	201	25	1	317	2264	

## Process flow showing the Top 3 variants



# of Variants

3,872

## Variants

- Select all
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15

## First activity

- Select all
- Create Delivery
- Create Quotation
- Create Sales Order Item

# Unwanted activities

26/09/2007

31/01/2010

# of orders with unwanted activities

23,177

# of unwanted activities

22

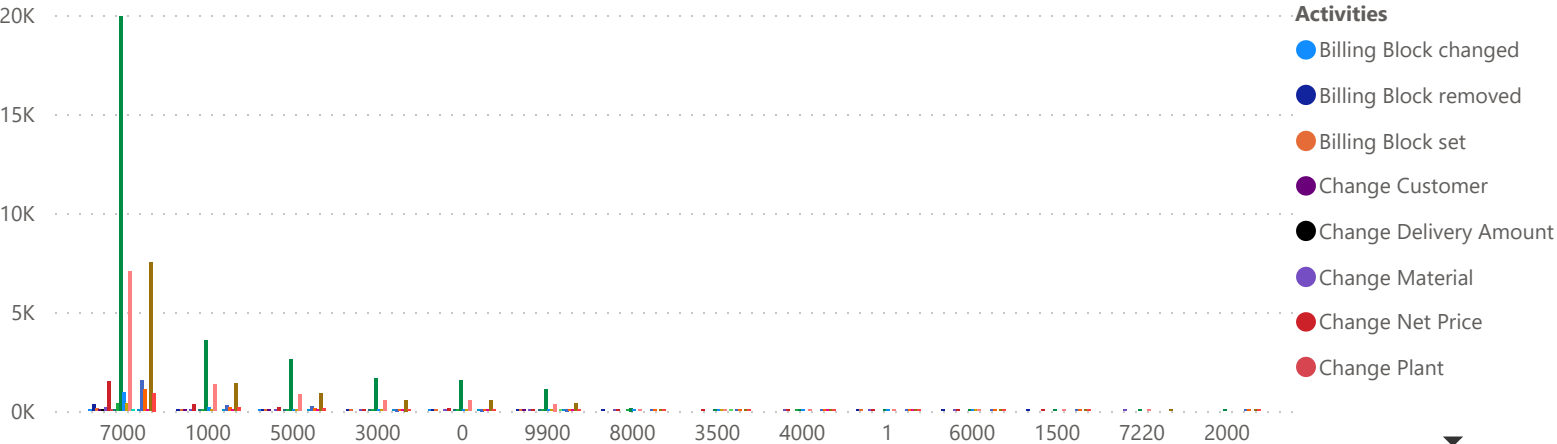
# of events

64,509

Activities

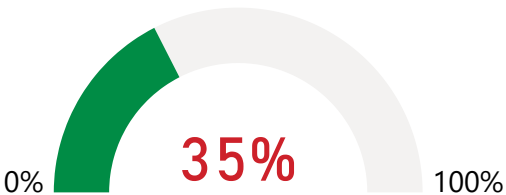
All

Unwanted activities by business area



Unwanted activity ratio

%age of cases with unwanted activities



Median duration of cases

Activity Category Median of Case\_Duration\_days

Unwanted	9
Wanted	5

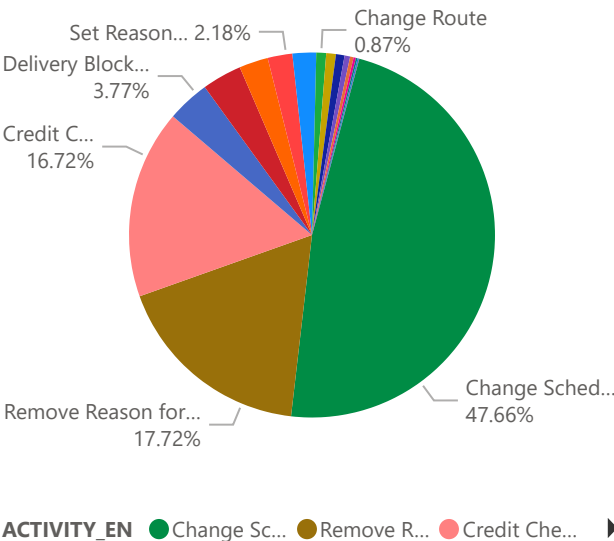
Count of unwanted activities

ACTIVITY_EN	Count of _CASE_KEY
Change Scheduled date	30746
Remove Reason for rejection	11432
Credit Check Release	10783
Delivery Block removed	2432
Change Net Price	2264
Delivery Block set	1649
Set Reason for rejection	1409
Change Shipping Terms	1347
Change Route	561
Credit Check Denied	551
Billing Block removed	489
Change Material	317
Billing Block set	201
Invoice cancellation	130
Change Reason for rejection	95
<b>Total</b>	<b>64509</b>

Case

_CASE_KEY	Business Area	Sales_order_item	Count of Activity Category	Case_Duration_days
740794	3000	Deluxe Headlight	101	161
382245	7000	Tastatur Profesional - Modell NATURAL	66	111
224757	7000	SEC Multisync XV 17	50	85
222503	7000	Flatscreen MS 1575P	46	98
500964	7000	MAG DX 17F	45	66
234510	7000	Flatscreen MS 1785P	42	59
746422	0	Beer - Case 20*0,5 L	36	77
859397	9900		36	82
643583	0	Beer - Bottle 0,5 L	35	53
333689	7000	Maxitec-RM 6100 Personal Computer	34	104
601561	7000	Flatscreen MS 1585	34	51
333691	7000	TFT Bildschirm, 17"1	32	104
674781	1000	Pumpe PRECISION 104	32	73
640715	7000	Jotachi SN 7000	31	86
216956	7000	Jotachi SN 7000	30	51
<b>Total</b>			<b>64509</b>	

Unwanted activities



# Changes

26/09/2007

31/01/2010

# of orders with changes

14,775

# of change activities

11

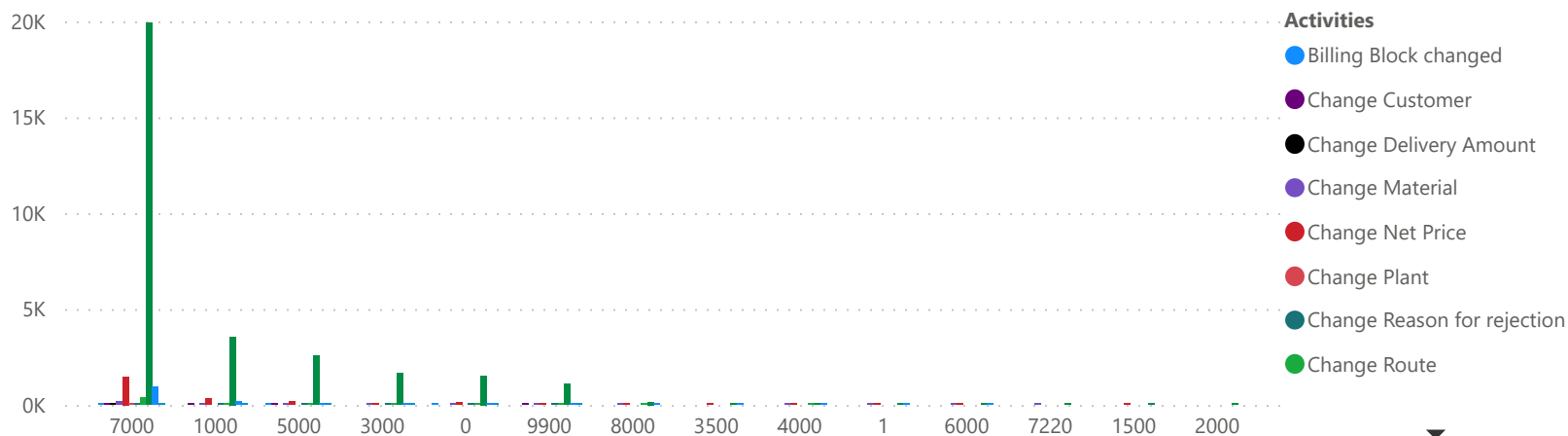
# of events

35,426

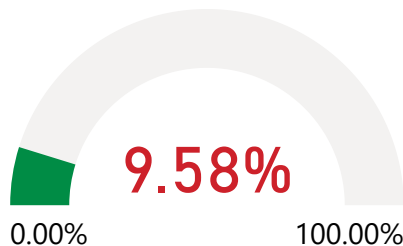
Activities

All

Changes by business area



Change ratio



Median duration of cases

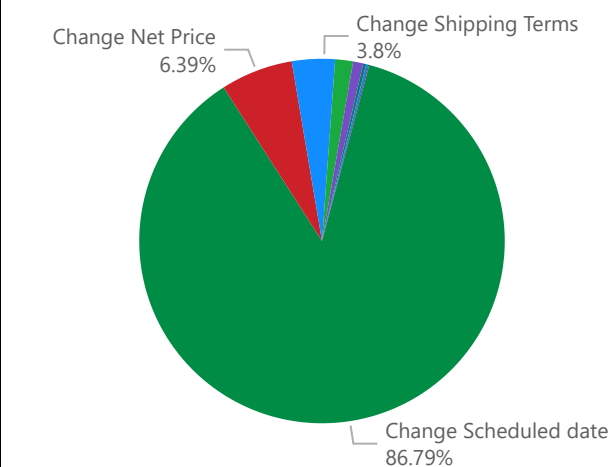
Changes	Median of Case_Duration_days
Change	12
No_Change	5

Case

_CASE_KEY	ACTIVITY_EN	Business Area	Sales_order_item	Count of Changes	Case_Duration_days
740794	Change Scheduled date	3000	Deluxe Headlight	100	161
382245	Change Scheduled date	7000	Tastatur Profesional - Modell NATURAL	66	111
224757	Change Scheduled date	7000	SEC Multisync XV 17	50	85
222503	Change Scheduled date	7000	Flatscreen MS 1575P	46	98
500964	Change Scheduled date	7000	MAG DX 17F	45	66
234510	Change Scheduled date	7000	Flatscreen MS 1785P	38	59
859397	Change Scheduled date	9900		36	82
643583	Change Scheduled date	0	Beer - Bottle 0,5 L	35	53
601561	Change Scheduled date	7000	Flatscreen MS 1585	34	51
333689	Change Scheduled date	7000	Maxitec-RM 6100 Personal Computer	32	104
333691	Change Scheduled date	7000	TFT Bildschirm, 17"1	32	104
674781	Change Scheduled date	1000	Pumpe PRECISION 104	32	73
746422	Change Scheduled date	0	Beer - Case 20*0,5 L	32	77
640715	Change Scheduled date	7000	Jotachi SN 7000	31	86

Total 35426

Changes



ACTIVITY\_EN Change Sc... Change N... Change Shi...

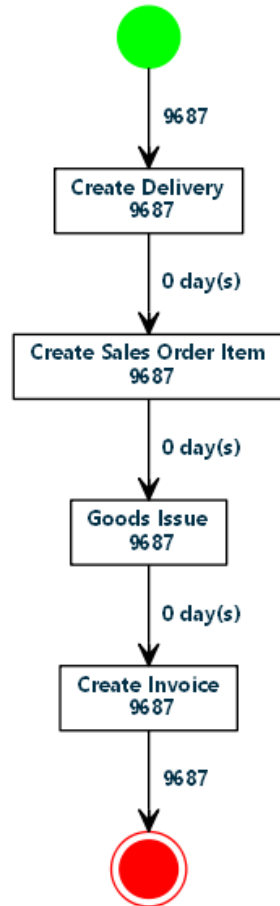
Count of changes

ACTIVITY_EN	Count of _CASE_KEY
Change Scheduled date	30746
Change Net Price	2264
Change Shipping Terms	1347
Change Route	561
Change Material	317
Change Reason for rejection	95
Delivery Block changed	64
Change Customer	25
Billing Block changed	5
Change Delivery Amount	1
Change Plant	1
<b>Total</b>	<b>35426</b>



# Process Benchmarking

Process flow



Variant

2

No. of Orders

9,687

Med. order fulfil. time

0

Variant

3

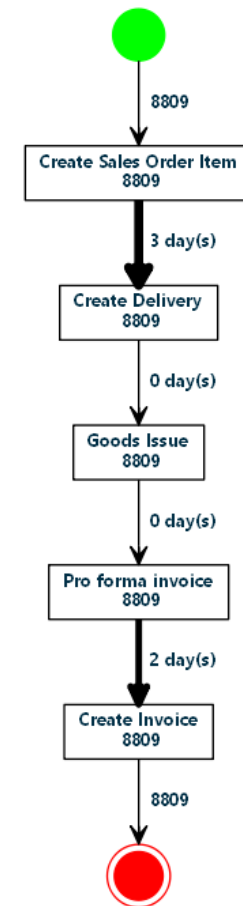
No. of Orders

8,809

Med. order fulfil. time

7

Process flow



Filter

Business Area

All

Division

All

Changes

All

Filter

Business Area

All

Division

All

Changes

All

# Timing analysis

26/09/2007

31/01/2010

# of orders

66,299

Med. duration in days

5

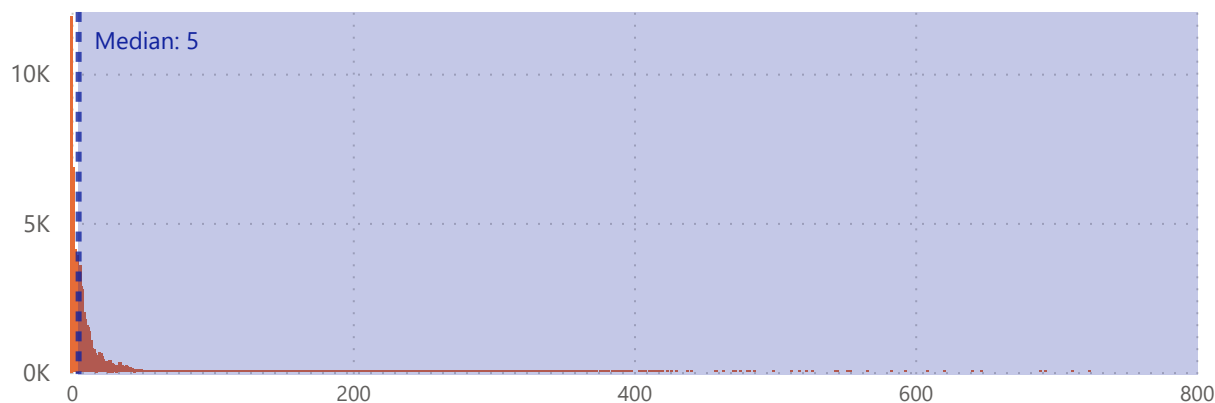
Max. duration in days

724

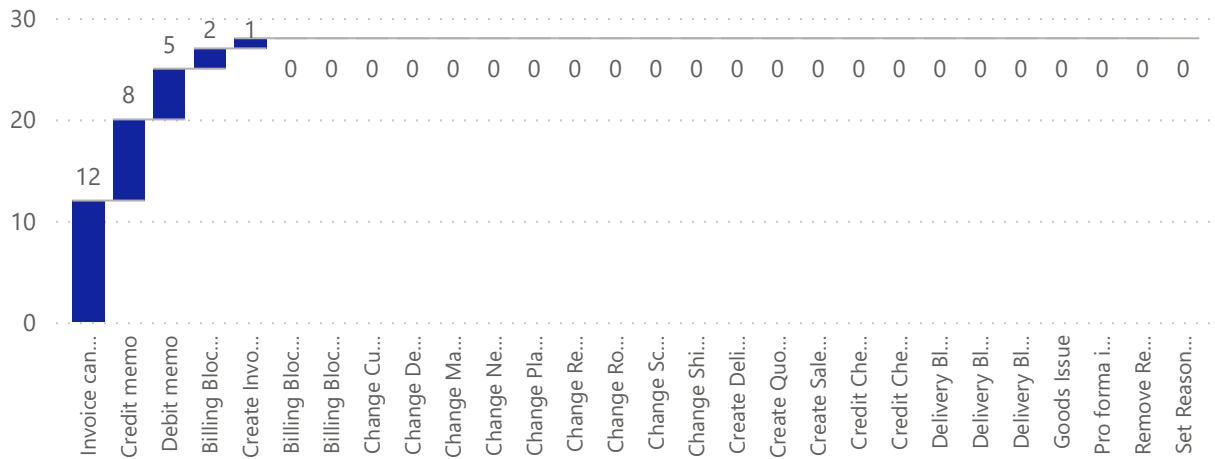
% of cases > med. duration

49%

Case duration



Median of activity duration



Median cycle times between activities

ACTIVITY_EN	Billing Block changed	Billing Block removed	Billing Block set	Change Customer	Change Delivery Amount	Change Material	Change Net Price	Change Reason for rejection
Create Quotation								
Change Plant								
Debit memo								
Pro forma invoice		0	0				9	
Change Reason for rejection								
Credit memo								
Delivery Block changed								
Change Scheduled date	0	1	0	0		0	0	
Create Invoice			7				7	
Total	0	2	0	0	0	0	0	

Median duration of connections

Connection	Median of Duration
Create Quotation --> Delivery Block removed	126
Create Quotation --> Delivery Block set	121
Create Quotation --> Set Reason for rejection	121
Create Quotation --> Change Scheduled date	100
Create Quotation --> Create Quotation	95
Create Quotation --> Create Delivery	48
Create Quotation --> Create Sales Order Item	46
Create Quotation --> Credit Check Release	45
Change Shipping Terms --> Billing Block removed	41
Credit Check Release --> Invoice cancellation	30
Delivery Block changed --> Change Shipping Terms	29
Goods Issue --> Credit memo	15
Change Plant --> Create Delivery	14
Create Invoice --> Invoice cancellation	13
Credit memo --> Change Scheduled date	12
Goods Issue --> Billing Block removed	10
Total	0

Case duration

_CASE_KEY	Net_Value	Document_currency	Case_Duration_days
809289	6,248	EUR	724
1063681	1,020,492	EUR	712
1030582	49,489	EUR	693
1002736	6,013	EUR	689
692707	188,297	EUR	689
872871	61,100	DEM	647
953040	46,417	EUR	641
823221	186,715	DEM	621
793944	21,980	EUR	609
730859	12,544	USD	593
707453	0	USD	583
673218	36,600	EUR	566
954009	45,500	USD	554
998512	47,168	USD	552
532769	11,508	DEM	545
900694	4,131,648	USD	543
566597	10,136	DEM	527

# Order details

Order number

452004

Start time

16/04/2009 15:59:00

Net value

21,980

Business area

7000

Division

7

Division

ZEPP

Duration (days)

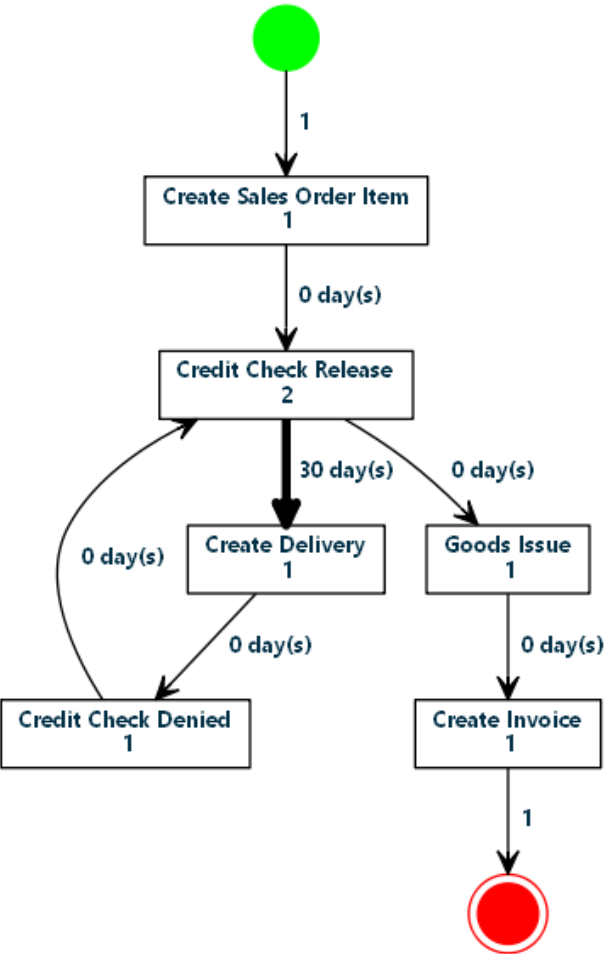
32

Order number

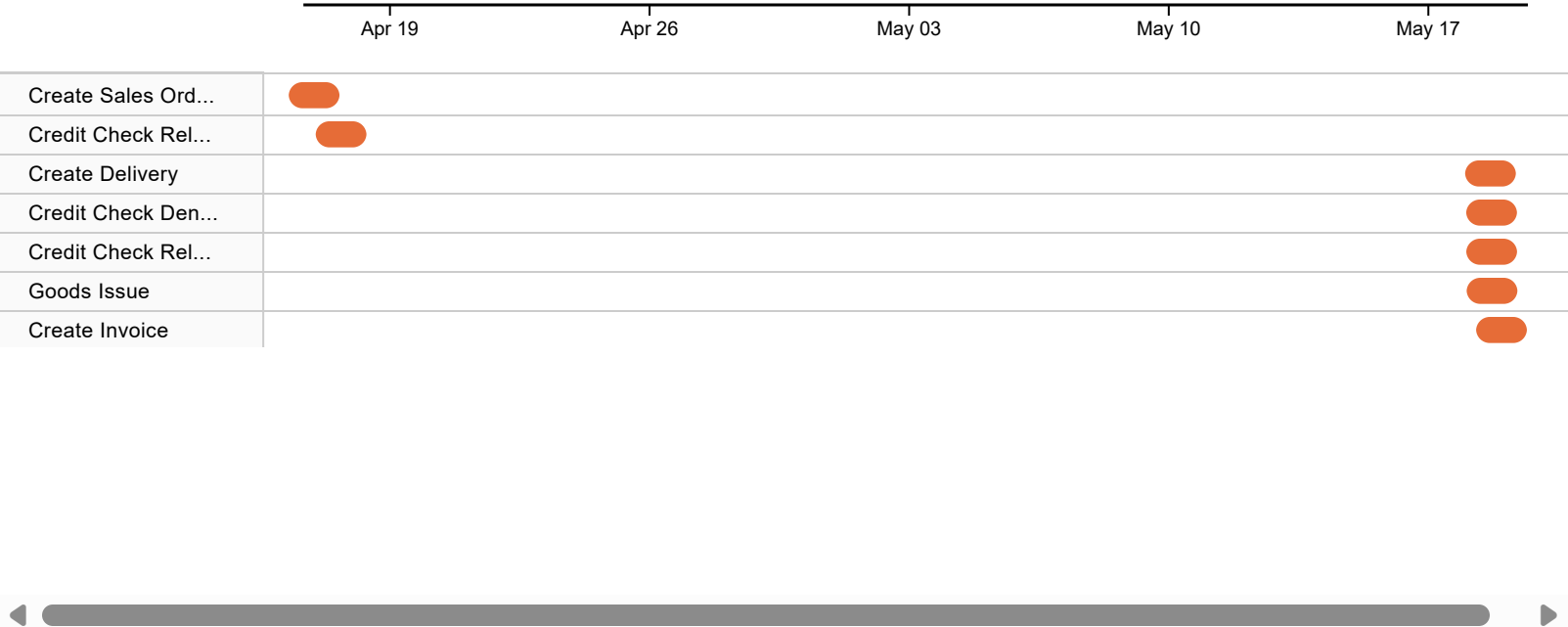
452004



Process flow



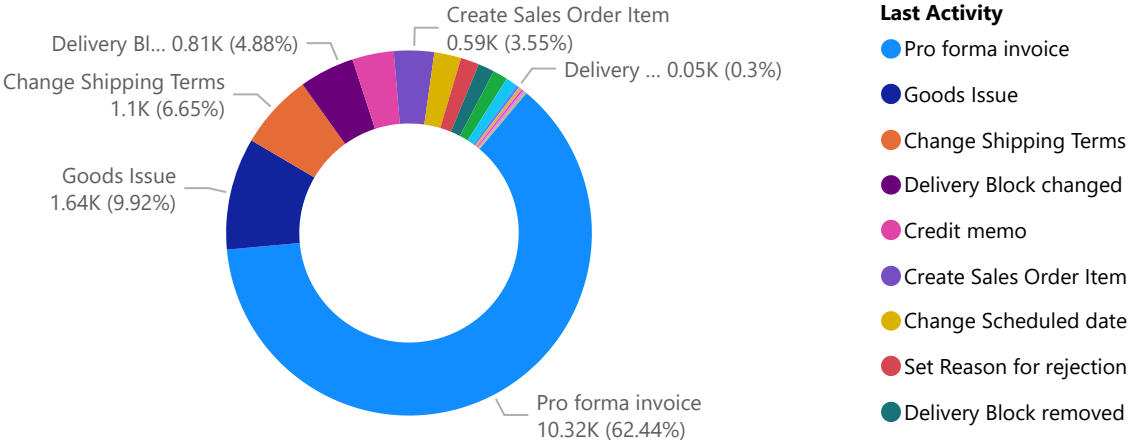
Order timeline





# Open orders

Last activities



Last Activity

- Pro forma invoice
- Goods Issue
- Change Shipping Terms
- Delivery Block changed
- Credit memo
- Create Sales Order Item
- Change Scheduled date
- Set Reason for rejection
- Delivery Block removed

No. of open orders

16,524

Division

All

# of order by latest activity

Last Activity	Count of Last Activity
Pro forma invoice	10317
Goods Issue	1639
Change Shipping Terms	1099
Delivery Block changed	806
Credit memo	607
Create Sales Order Item	587
Change Scheduled date	393
Set Reason for rejection	270
Total	16524

Open orders by business area

Business Area	Count of Sales_unit	Sum of Net_Value
7000	10787	2,689,706,804
EUR	5712	1,334,419,002
DEM	2436	954,283,790
USD	2631	400,881,012
MXN	8	123,000
3000	815	2,026,834,358
USD	395	1,765,258,388
EUR	277	233,899,560
DEM	143	27,676,410
1000	1919	536,994,850
EUR	1594	471,905,222
DEM	174	47,271,626
USD	151	17,818,002
5000	1342	489,782,996
EUR	836	251,092,410
DEM	425	238,644,128
USD	81	46,458
9900	586	11,249,879
EUR	221	8,969,848
USD	349	2,204,811
DEM	11	60,020
CHF	2	15,000
ARS	2	200
GBP	1	0
0	870	2,933,674
USD	437	2,715,178
EUR	429	217,496
ARS	1	1,000
DEM	1	0
GBP	2	0
8000	65	2,764,989
USD	41	2,525,490
EUR	21	136,629
Total	16524	5,761,168,154

Order details

_CASE_KEY	EVENTTIME	Business Area	Division	Sales_order_item	User	Last Activity	Case_Duration_days
259883	14 February 2007	7000	7	Flatscreen LE 50 P	HAMED	Pro forma invoice	721
294672	14 February 2007	1000	1	Pumpe Standard IDESNORM 100-402	HAMED	Pro forma invoice	735
359230	14 February 2007	1000	1	Pumpe Stahlguss Etanorm 170-230	CURA	Delivery Block changed	758
535846	14 February 2007	7000	7	Palm V Modem	DEVEGT	Pro forma invoice	827
626819	14 February 2007	7000	7	Sunny Sunny 01	MAASSBERG	Delivery Block changed	884
985786	02 December 2007	0	0	Beer - Bottle 0,5 L	FISCHERTHO	Set Reason for rejection	716
985791	02 December 2007	0	0	Beer - Case 20*0,5 L	FISCHERTHO	Credit memo	774
433997	16 January 2008	7000	7	PAQ Bildschirm, 20", Farbe	HAMED	Delivery Block changed	461
501903	16 January 2008	7000	7	TFT Bildschirm, 17"1	HAMED	Delivery Block changed	487
831612	16 January 2008	7000	7	Professional keyboard - MAXITEC Model	I802358	Delivery Block changed	631
914634	16 January 2008	7000	7	Sunny Sunny 01	MICHALSKY	Delivery Block changed	652
914635	16 January 2008	7000	7	Sunny Sunny 01	MICHALSKY	Delivery Block changed	652
1021562	16 January 2008	7000	7	Flatscreen MS 1785P	GALLAGHER	Pro forma invoice	693
180223	03 February 2008	3000	2	Motorcycle Helmet - Standard	I802358	Pro forma invoice	347
210493	03 February 2008	5000	4	Gluehlampe 60 Watt klar 220/235V	MMUELLER	Pro forma invoice	380
380481	03 February 2008	5000	4	Gluehlampe 40 Watt klar 220/235V	HAMED	Pro forma invoice	436
222569	07 February 2008	7000	7	Flatscreen LE 64P	BOLLINGER	Pro forma invoice	350