Dataset Overview

No. of Orders	No. of activities	No. of events	Net Value in $	No. of Order Type	No. of Process Variants
21,159	17	110,125	241.83M	11	726

Customer: All

User: All

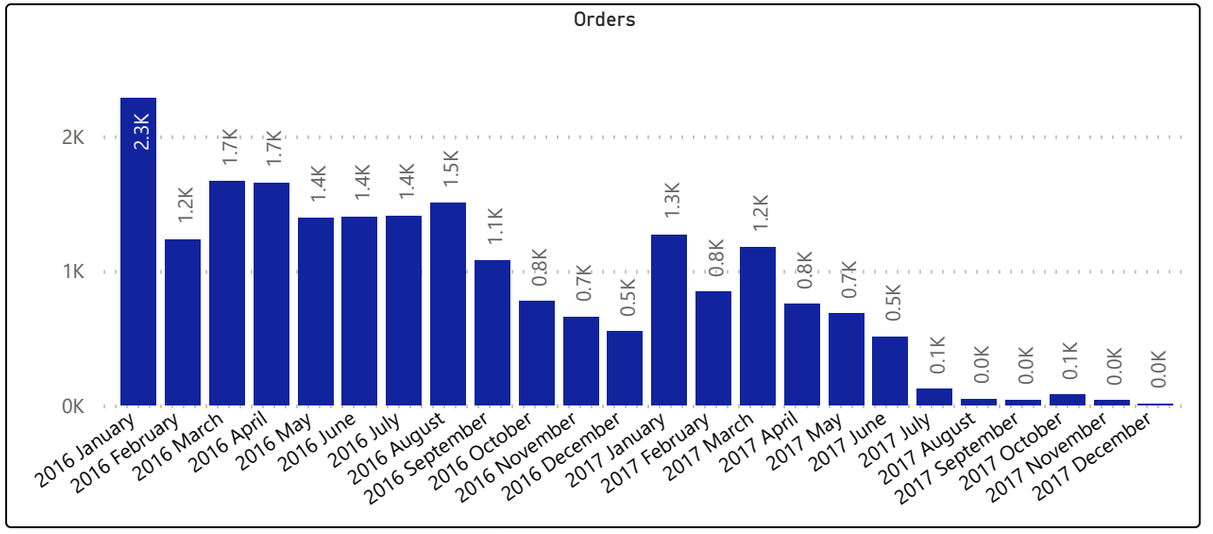
Delayed: All

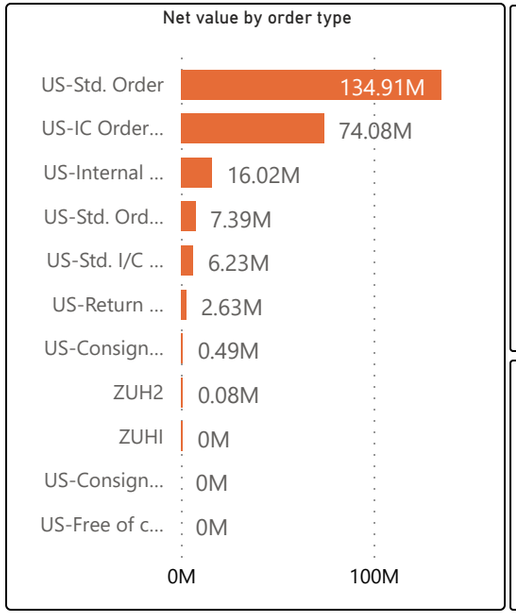
Period Covered: 02/01/2016 – 07/12/2017

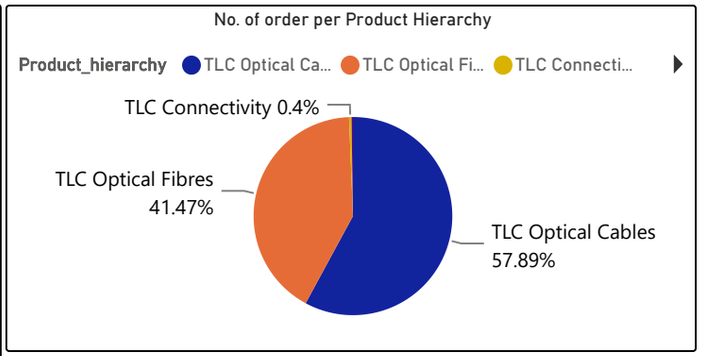
Activities by user type

User_Type	Count of Activity
Human	**81418**
Line Creation	21106
LgstCheckOnConfDat Removed	19720
Header Block Removed	10789
Delivery	10631
Good Issue	10629
Sched.Line Changed Delivery Date	5168
Document released for credit	1607
LgstCheckOnConfDat Set	440
Sched.Line Block Removed	354
Address missing Block Removed	305
Address missing Block Set	293
CTR Block Removed	212
Header Block Set	100
Document blocked for credit	60
Sched.Line Block Set	2
Special test Block Set	2
Robot	**26219**
Delivery	13043
Good Issue	13043
Line Creation	53
Header Block Removed	41
LgstCheckOnConfDat Set	39
	2488
Schedule Line Rejected	2488
Total	**110125**

Variants	Count of Key
1	11002
2	2023
3	1000
4	835
5	740
6	483
7	429
8	331
9	314
10	241
11	206
12	151
13	138
14	134
15	122
16	97
17	93
18	86
19	79
20	77
21	76
22	74
23	72
24	64
25	62
26	60
27	58
Total	**21159**







Net value by product hierarchy

Product_hierarchy	NetValue
TLC Optical Cables	142,904,345.71
TLC Optical Fibres	97,497,222.85
TLC Optical Ground Cables	953,791.40
TLC Connectivity	475,044.08
Total	**241,830,404.04**

TLC Optical Ground Cables

Time Period
02/01/2016 — 07/12/2017

No. of Customers	No. of Orders	Net Value	No. of Users	No. of Activities	No. of Variants
8	49	0.95M	18	13	15

Product Hierarchy
TLC Optical Ground Cables

Order Type
All

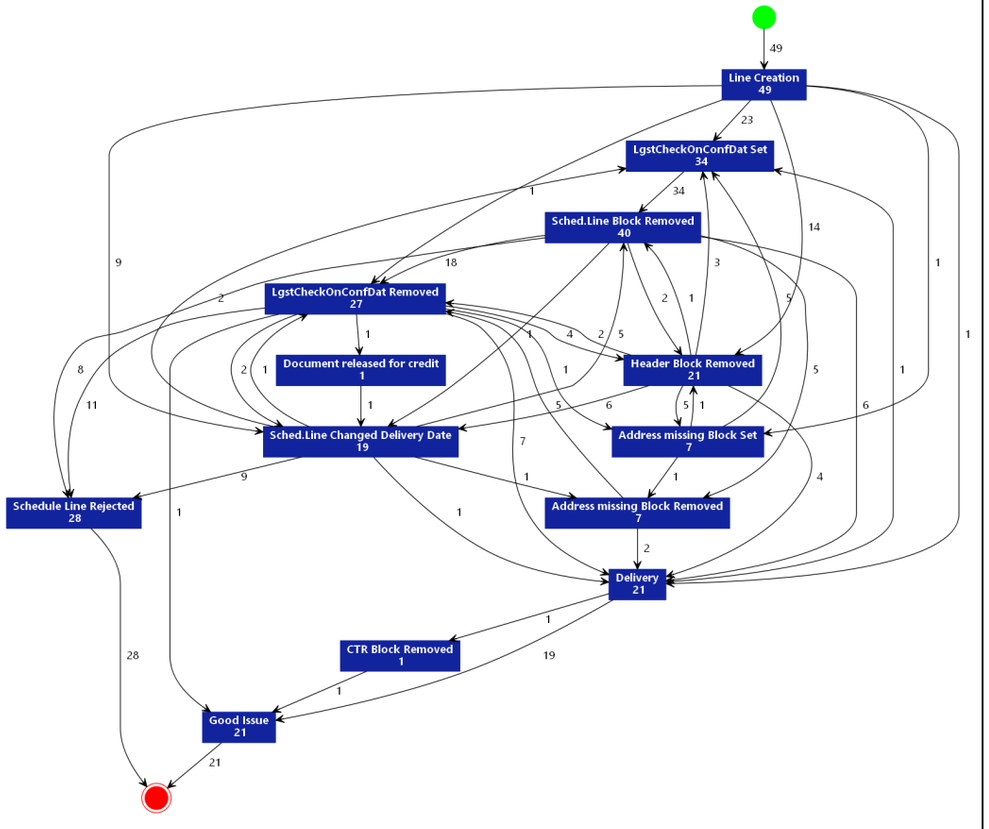
Customer
All

Rejected
All

Order Type

OrderType	Customer	Count of Key
US-Std. Order	Customer 42	22
US-Std. Order	Customer 99	12
US-Std. Order	Customer 62	6
US-Std. Order	Customer 243	5
US-Std. Order	Customer 220	1
US-Std. Order	Customer 232	1
US-Std. Order	Customer 253	1
US-Std. Order	Customer 272	1
Total		**49**

Process flow

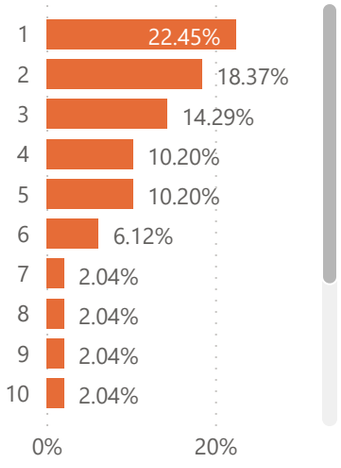


Activities

- Select all
- Address missing Block Removed
- Address missing Block Set
- CTR Block Removed
- Delivery
- Document released for credit
- Good Issue
- Header Block Removed
- LgstCheckOnConfDat Removed
- LgstCheckOnConfDat Set
- Line Creation

In time order rate	%age of rejected orders
81.63%	57.14%

Variants



Event transition matrix

Activity	Address missing Block Removed	Address missing Block Set	CTR Block Removed	Delivery
Sched.Line Changed Delivery Date	1			1
Sched.Line Block Removed				6
Line Creation				1
LgstCheckOnConfDat Set	5			
LgstCheckOnConfDat Removed		1		7
Header Block Removed		6		4
Document released for credit				
Delivery			1	
CTR Block Removed				
Total	**7**	**7**	**1**	**21**

Repeated activities

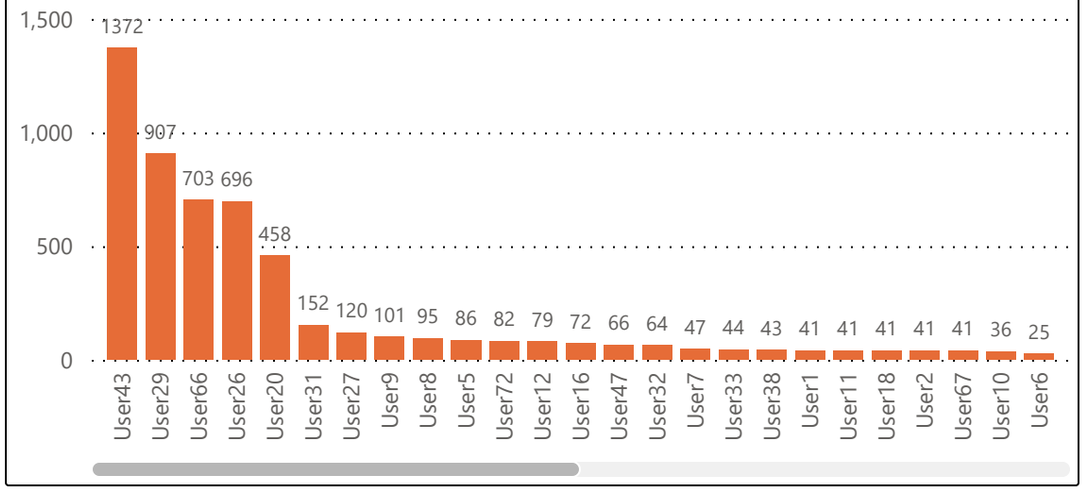
Good Issue	Delivery	CTR Bock Removed	Change delivery date	Credit document released
21.85%	16.50%	33.96%	25.50%	2.18%

User type

Human

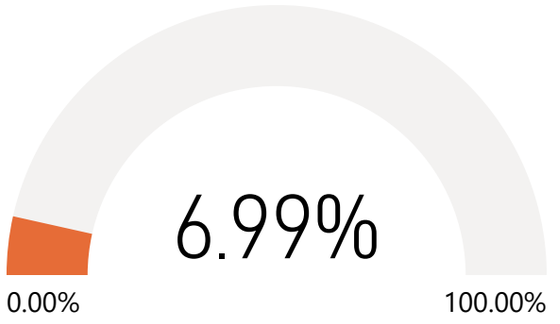
User	Activity	Count of Rework
User43	Good Issue	769
User43	Delivery	597
User29	Good Issue	506
User20	Sched.Line Changed Delivery Date	447
User66	Good Issue	394
User29	Delivery	386
User26	Good Issue	371
User66	Delivery	309
User26	Delivery	268
User31	Sched.Line Changed Delivery Date	149
User9	Sched.Line Changed Delivery Date	96
User27	Good Issue	83
User5	Sched.Line Changed Delivery Date	83
User16	Sched.Line Changed Delivery Date	72
User12	Sched.Line Changed Delivery Date	60
User26	CTR Block Removed	57
User72	Good Issue	47
User8	Sched.Line Changed Delivery Date	47
User1	Sched.Line Changed Delivery Date	41
User18	Sched.Line Changed Delivery Date	41
User32	Sched.Line Changed Delivery Date	40
User27	Delivery	37

Users performing rework activities

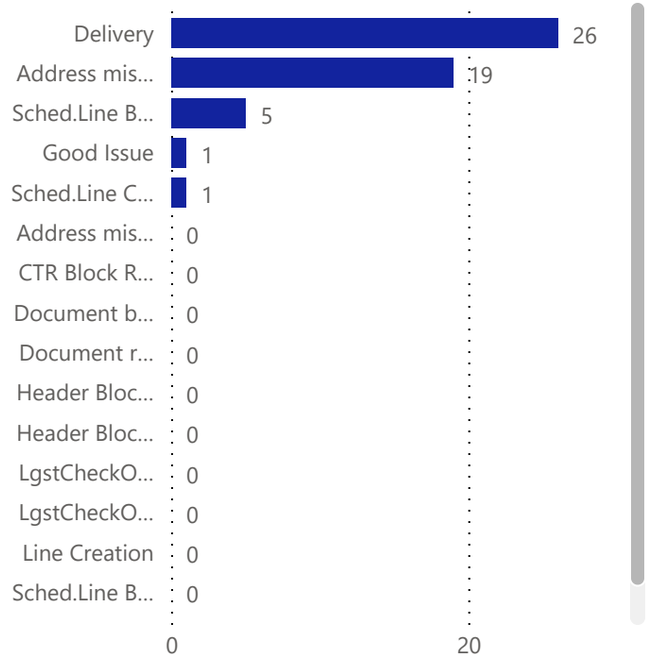


Key	Address missing Block Removed	Address missing Block Set	CTR Block Removed	Deliv
0009000625_10				
0009000625_100				
0009000625_20				
0009000625_30				
0009000625_40				
0009000625_50				
0009000625_60				
0009000625_70				
0009000625_80				
0009000625_90				
Total	**16**	**18**	**72**	**1**

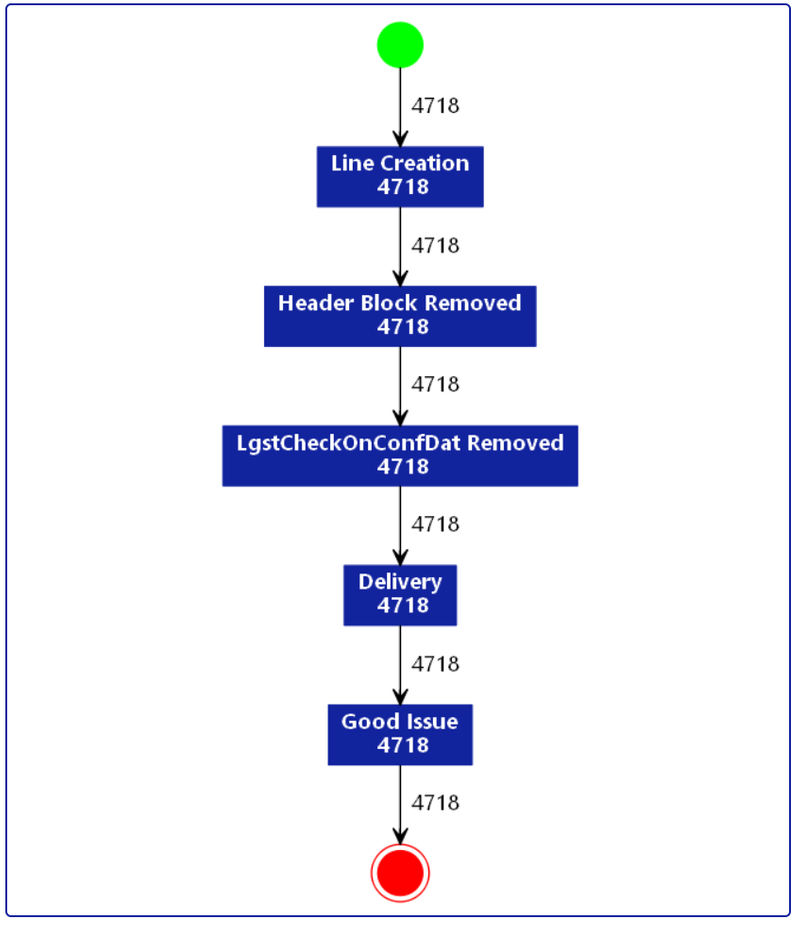
Rework_ratio



Medium time spent in rework activities



Process Benchmarking



Variant
1

No. of Orders
4,718

Net Value
28.63M

Med. order fulfil. time
60

In time order rate
95.89%

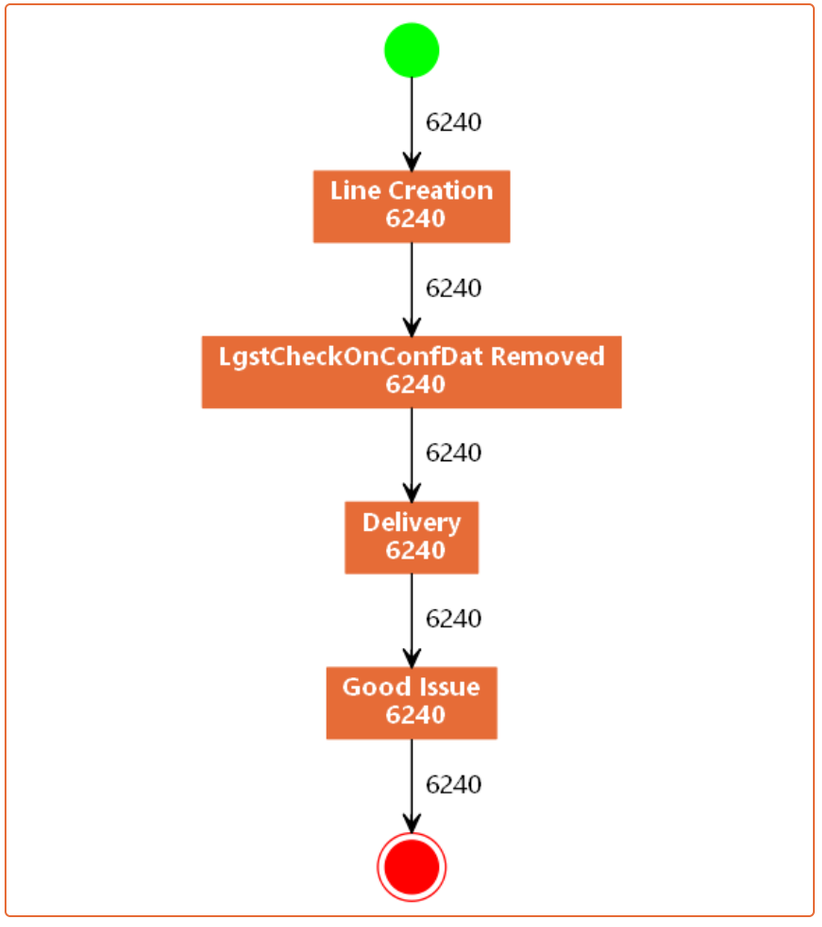
Variant
1

No. of Orders
6,240

Net Value
63.19M

Med. order fulfil. time
41

In time order rate
97.44%



Filter

Order type
All

Product hierarchy
TLC Optical Cables

Delayed
All

Filter

Order type
All

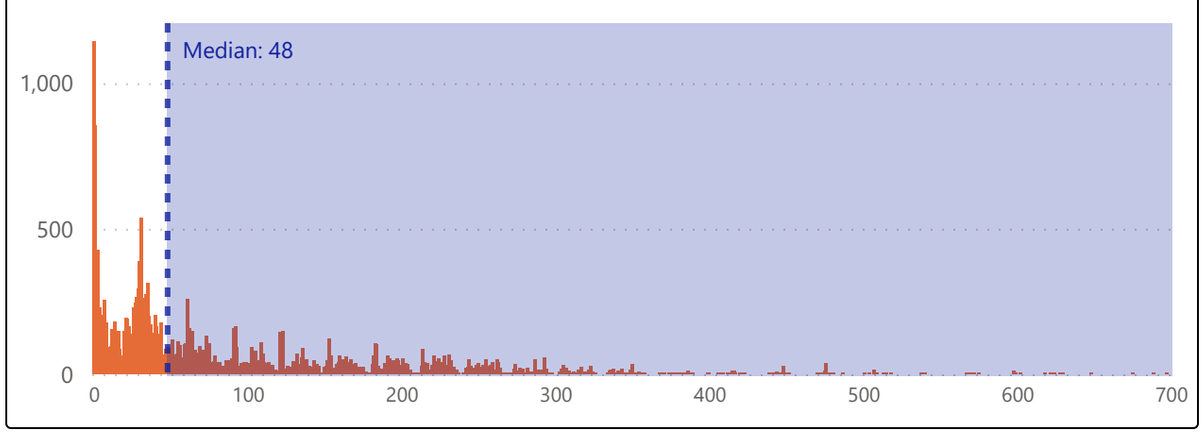
Product hierarchy
TLC Optical Fibres

Delayed
All

Timing analysis

Delayed	% of cases > med duration	Med. duration in days	Max. duration in days	No. of orders	On time orders	User type
All	49.58%	48	697	21,106	94%	Human

Case duration



Product hierarchy

All

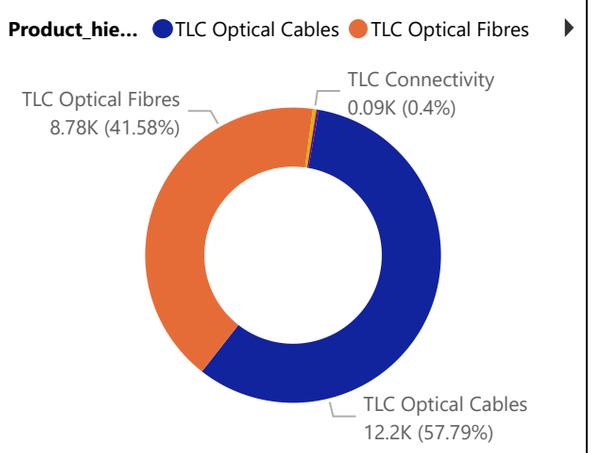
Order type

All

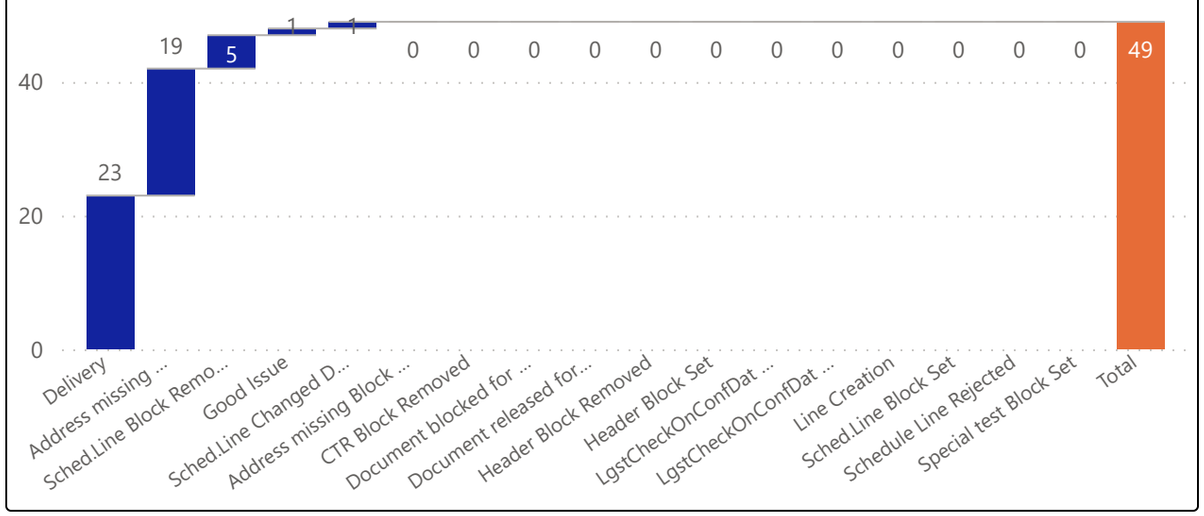
Median case duration

Product_hierarchy	Median of Case_Duration_days
TLC Optical Ground Cables	136
TLC Connectivity	81
TLC Optical Cables	55
TLC Optical Fibres	39

Product hierarchy



Median of Duration by Activity



Process bottlenecks

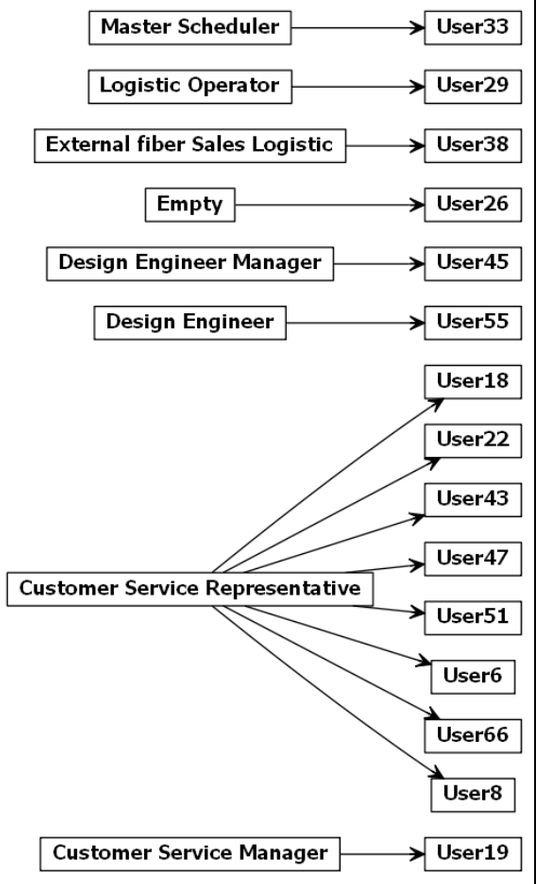
User	Activity	Median of Duration
User48	Sched.Line Changed Delivery Date	166
User14	Address missing Block Removed	159
User76	Delivery	141
User9	Header Block Set	135
User30	CTR Block Removed	122
User3	Address missing Block Set	69
User23	Address missing Block Removed	63
User32	LgstCheckOnConfDat Set	60
User39	Sched.Line Changed Delivery Date	60
User18	Sched.Line Changed Delivery Date	59
User19	Address missing Block Removed	46
User2	LgstCheckOnConfDat Removed	45
User5	Address missing Block Removed	45
User10	Sched.Line Changed Delivery Date	45
User4	Address missing Block Removed	36
User19	Sched.Line Changed Delivery Date	35
User68	Delivery	34

Case duration

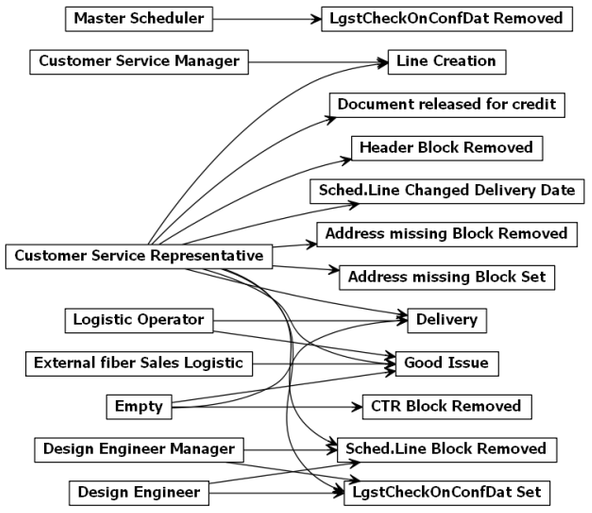
Key	Case_Duration_days
7020037136_160	697
7020043724_10	689
7020030338_90	675
7020030391_50	648
7020042612_10	630
7020042693_10	630
7020043776_30	628
7020043776_40	628
7020043776_50	628
7020029766_60	624
7020029766_50	622
7020030236_70	618
7020030236_80	618
7020030236_90	618
7020038706_110	602
7020038706_80	602
7020038706_90	602

Users analysis

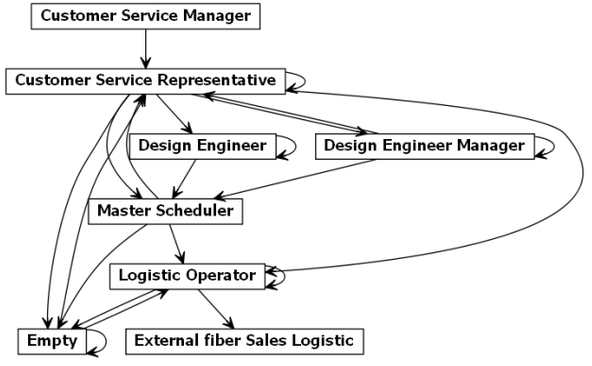
Users and roles



Segregation of duties



Handover of work between users



Product Hierarchy

TLC Optical Ground Cables

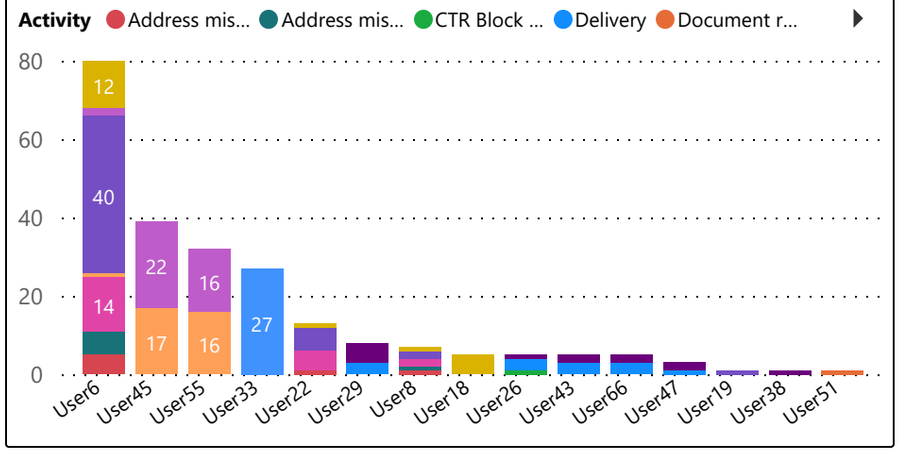
Order Type

All

User Type

- Human
- Robot

Count of activities per user



Activities selected

- Select all
- Address missing Block R...
- Address missing Block Set
- CTR Block Removed
- Delivery
- Document released for c...
- Good Issue
- Header Block Removed
- LgstCheckOnConfDat Re...
- LgstCheckOnConfDat Set
- Line Creation
- Sched.Line Block Removed
- Sched.Line Changed Deli...

User transition matrix

User	User18	User22	User26	User29	User33	User38	User43	User45	User47	User51	User55	User56	User6	User60
User18								5						
User19													1	
User22	5	5			1		1	1						
User26			1	2										
User29			1	1		1								
User33		1	1	1			2		1	1		11	5	1
User43							2		1					
User45					8			17				1	8	3
User47									1					
User51														
User55					9						16	7		
Total	**5**	**7**	**5**	**8**	**27**	**1**	**5**	**39**	**3**	**1**	**32**	**28**	**40**	**11**

Customer

Customer 206

Customer	On-time delivery rate	Med. duration in days	Max. duration in days	Total Value	No. of orders
Customer 206	57.14%	5.00	276.00	0.06M	7

Order type

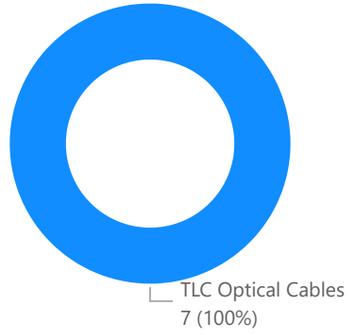
- Select all
- US-Std. Order

Product hierarchy

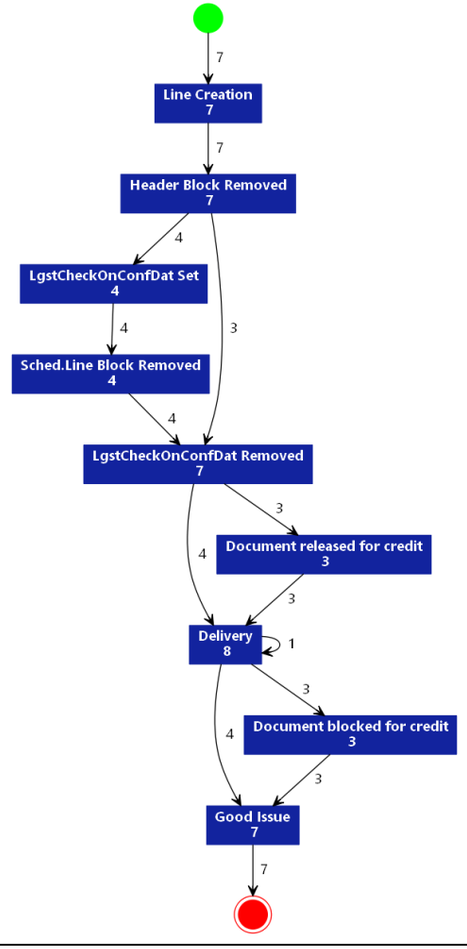
All

Product hierarchy

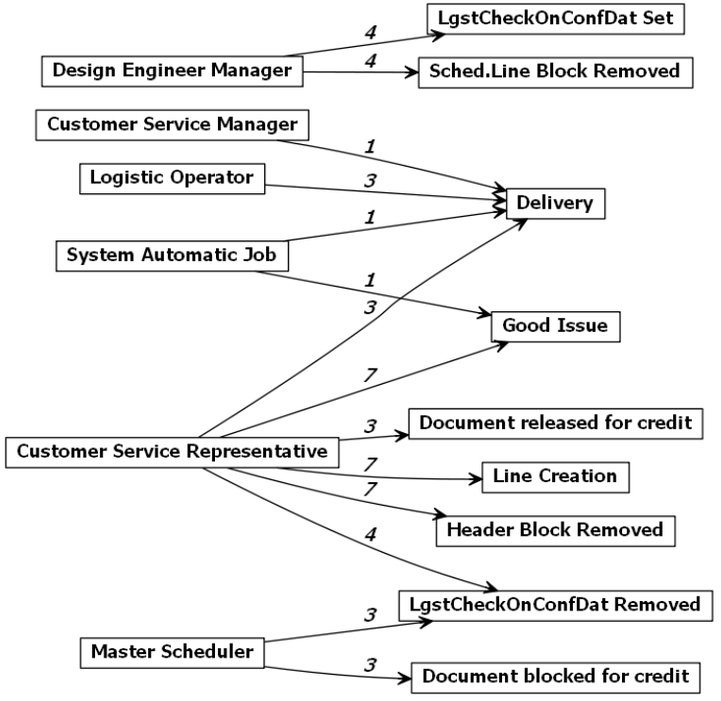
Product_... TLC Optical Cables



Process flow



Segregation of duties

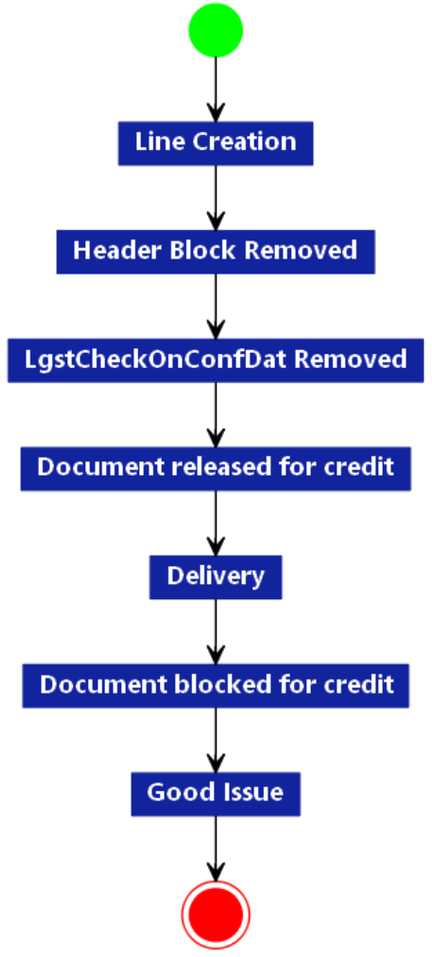


Key	Product_hierarchy	Customer	NetValue	Case_Duration_days
7020049900_40	TLC Optical Cables	Customer 206	10,455.00	276
7020049900_50	TLC Optical Cables	Customer 206	13,591.50	276
7020049900_60	TLC Optical Cables	Customer 206	38,335.00	276
7020035533_10	TLC Optical Cables	Customer 206	446.00	5
7020035533_20	TLC Optical Cables	Customer 206	195.00	5
7020035533_30	TLC Optical Cables	Customer 206	76.00	5
7020035533_40	TLC Optical Cables	Customer 206	65.50	5
Total			**63,164.00**	**848**

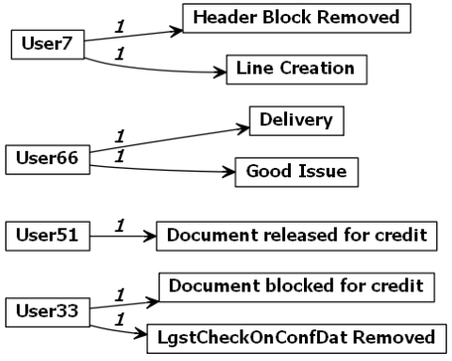
Order details

Start date	Duration in days	Net Value	Company	Company	Order ID
05/03/2017 18:30:22	276	10,455	767	Customer 206	7020049900_40

Process Graph



Segregation of duties



Client Code

0070100542

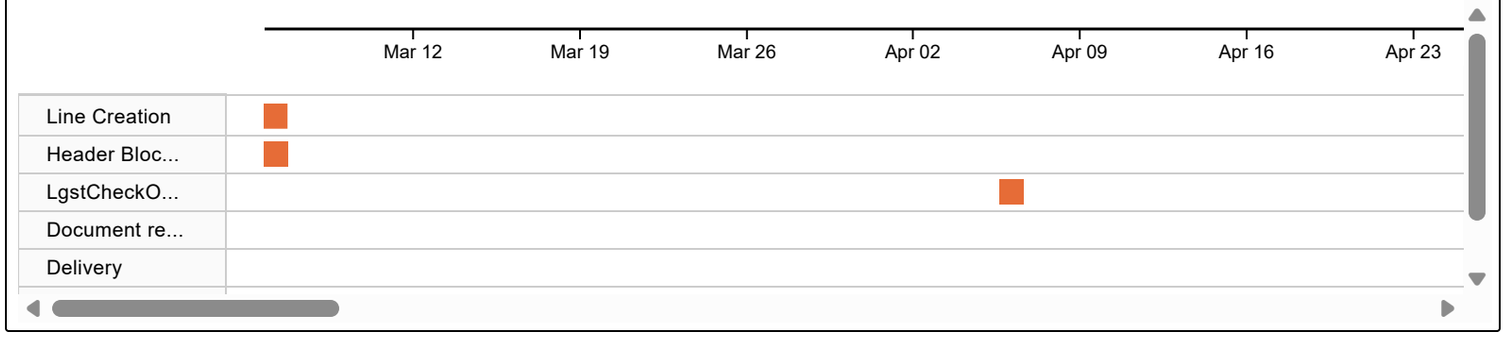
Product hierarchy

TLC Optical Cables

Order Type

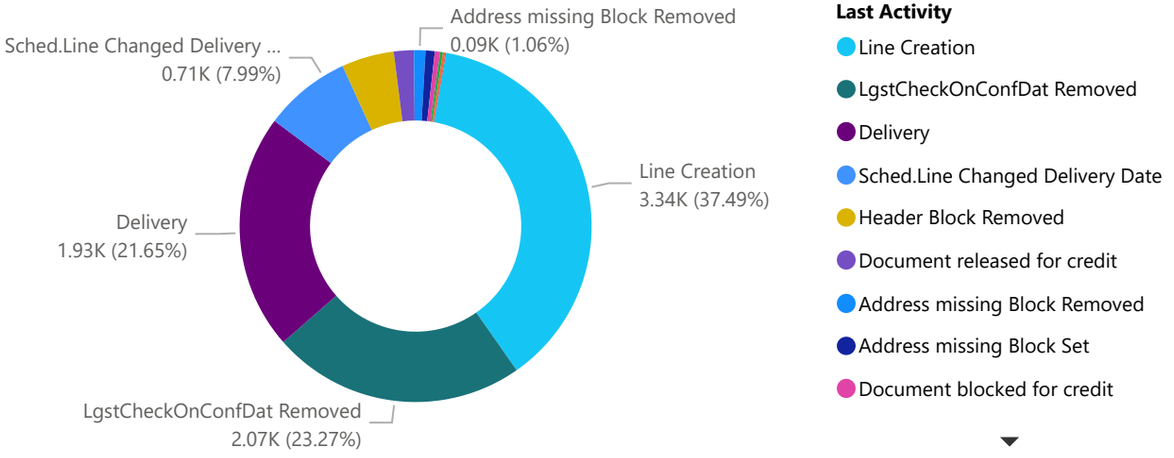
US-Std. Order

Order timeline



Open orders

Activity



No. of orders	Net Value in $	No. of customers
8,908	1,150.69M	192

of order by product hierarchy

Product_hierarchy	Count of Key
TLC Optical Cables	6631
TLC Optical Fibres	1850
TLC Connectivity	190
TLC Services	180
TLC Optical Ground Cables	46
TLC Other	11
Total	**8908**

Product hierarchy: All

Order type: All

Product hierarchy: All

Activities

- Select all
- Address missing Block Re...
- Address missing Block Set
- CTR Block Removed
- CTR Block Set
- Delivery
- Document blocked for cre...
- Document released for cr...
- Good Issue
- Header Block Removed
- Header Block Set
- LgstCheckOnConfDat Re...
- LgstCheckOnConfDat Set
- Line Creation
- Sched.Line Block Removed

Order details

Key	Product_hierarchy	Date	Customer	Last Activity	Case_Duration_days
7020030574_10	TLC Optical Cables	02 January 2016	Customer 2	Line Creation	0
7020030577_10	TLC Optical Cables	02 January 2016	Customer 3	LgstCheckOnConfDat Removed	91
7020030580_10	TLC Optical Cables	02 January 2016	Customer 37	Delivery	305
7020030580_20	TLC Optical Cables	02 January 2016	Customer 37	Document released for credit	305
7020030580_30	TLC Optical Cables	02 January 2016	Customer 37	Document released for credit	305
7020030463_20	TLC Optical Cables	02 January 2016	Customer 4	LgstCheckOnConfDat Removed	213
7020029964_120	TLC Optical Cables	02 January 2016	Customer 4	LgstCheckOnConfDat Removed	213
7020029787_340	TLC Optical Cables	02 January 2016	Customer 4	Delivery	673
7020029787_360	TLC Optical Cables	02 January 2016	Customer 4	Delivery	642
7020029787_380	TLC Optical Cables	02 January 2016	Customer 4	Sched.Line Changed Delivery Date	108
7020030496_10	TLC Optical Cables	02 January 2016	Customer 38	LgstCheckOnConfDat Removed	213
7020030496_40	TLC Optical Cables	02 January 2016	Customer 38	LgstCheckOnConfDat Removed	213
7020030592_10	TLC Optical Cables	02 January 2016	Customer 67	Delivery	214
7020030592_20	TLC Optical Cables	02 January 2016	Customer 67	LgstCheckOnConfDat Removed	90
7020030593_10	TLC Optical Cables	02 January 2016	Customer 33	Sched.Line Changed Delivery Date	245
7020030595_10	TLC Optical Cables	02 January 2016	Customer 4	Line Creation	0
7020030598_10	TLC Optical Cables	02 January 2016	Customer 1	LgstCheckOnConfDat Removed	90

of order by latest activity

Last Activity	Count of Key
Line Creation	3340
LgstCheckOnConfDat Removed	2073
Delivery	1929
Sched.Line Changed Delivery Date	712
Header Block Removed	429
Document released for credit	164
Address missing Block Removed	94
Address missing Block Set	75
Document blocked for credit	44
LgstCheckOnConfDat Set	22
CTR Block Removed	19
Header Block Set	7
Total	**8908**

Customers

Customer	Median of Case_Duration_days
Customer 1	29
Customer 10	1
Customer 100	83
Customer 101	126
Customer 102	91
Customer 103	170
Customer 104	162
Customer 108	130
Customer 11	70
Customer 110	0
Customer 114	49
Customer 115	0
Customer 117	66
Customer 118	83
Customer 119	76
Customer 12	21
Total	**7**