

Process mining and official statistics

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Statistics
Netherlands

Official statistics

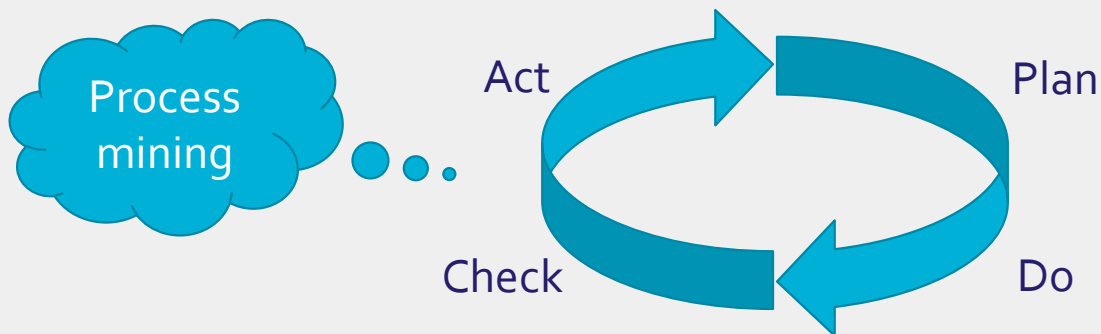
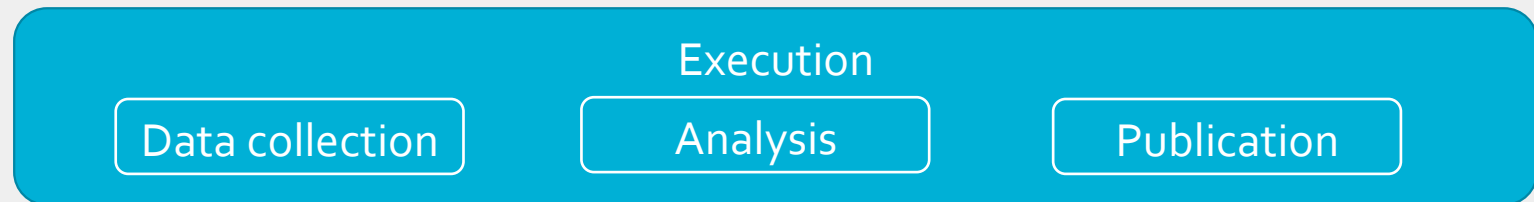








Statistical process



Example: Labour Force Survey



Focus on first poll, telephone

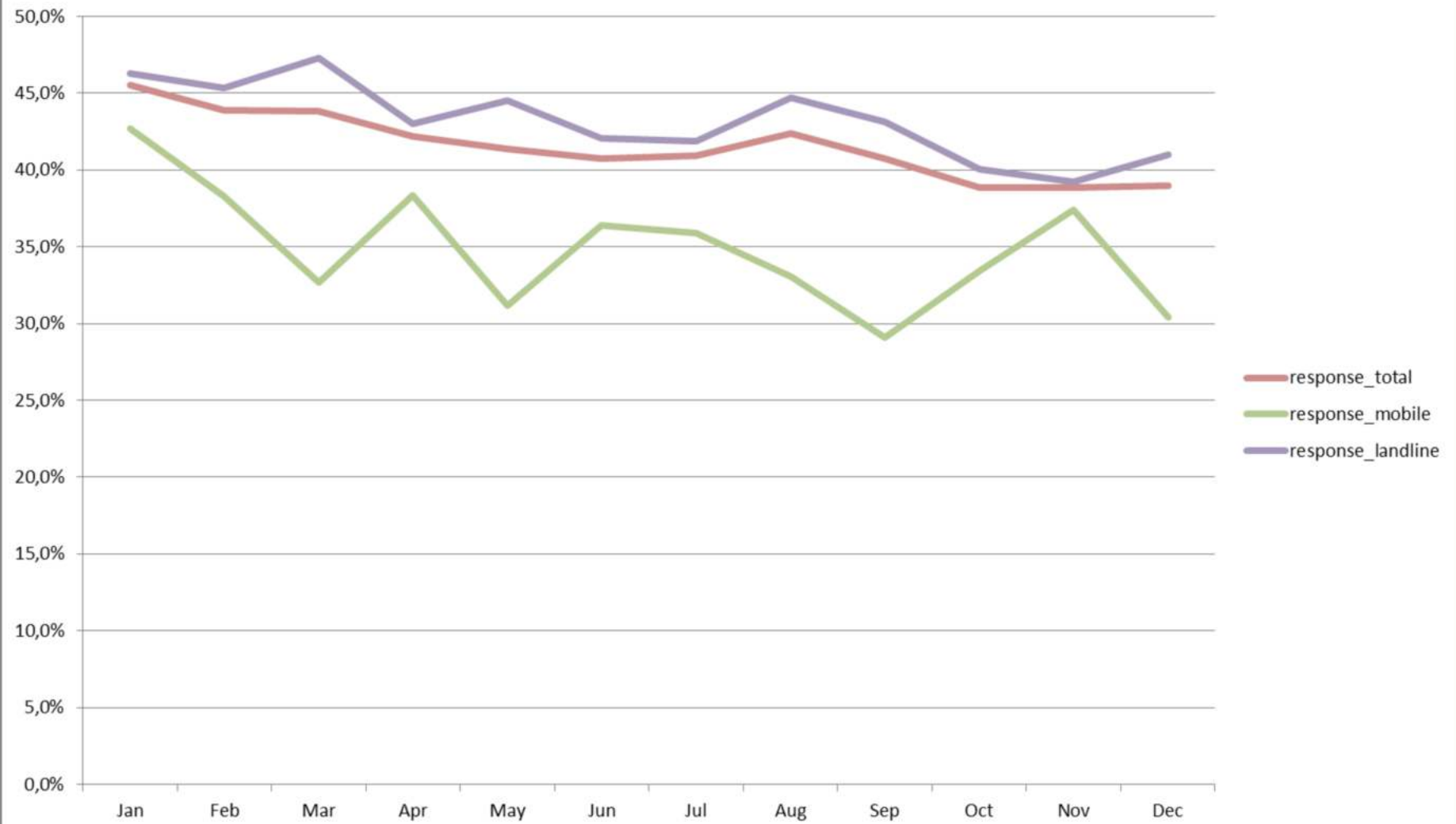


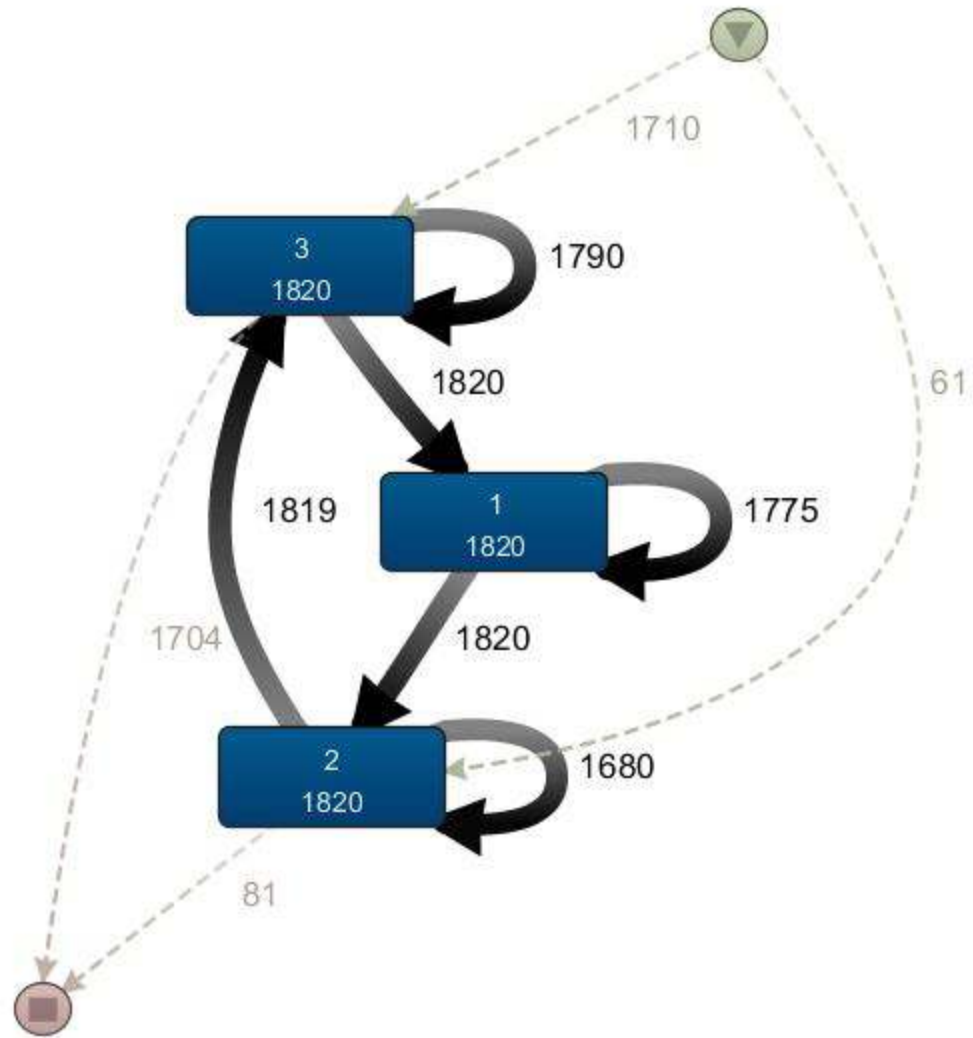
~~Plan A~~

Plan B



Responserates labour force survey 2013 1st poll, telephone





Time needed to handle appointments

	total time hours	appointments	appointment- handling %
Morning	1339	456	34,1%
Afternoon	1039	331	31,9%
Evening	3158	1092	34,6%
Total	5537	1879	33,9%

Summary

Process mining helps

- 😊 Fast analysis
- 😊 Identify causes
- 😊 Testability of causes
- 😊 No scripting

- 😞 More filters needed
- 😞 Postprocessing