

# Process Mining Camp 2017

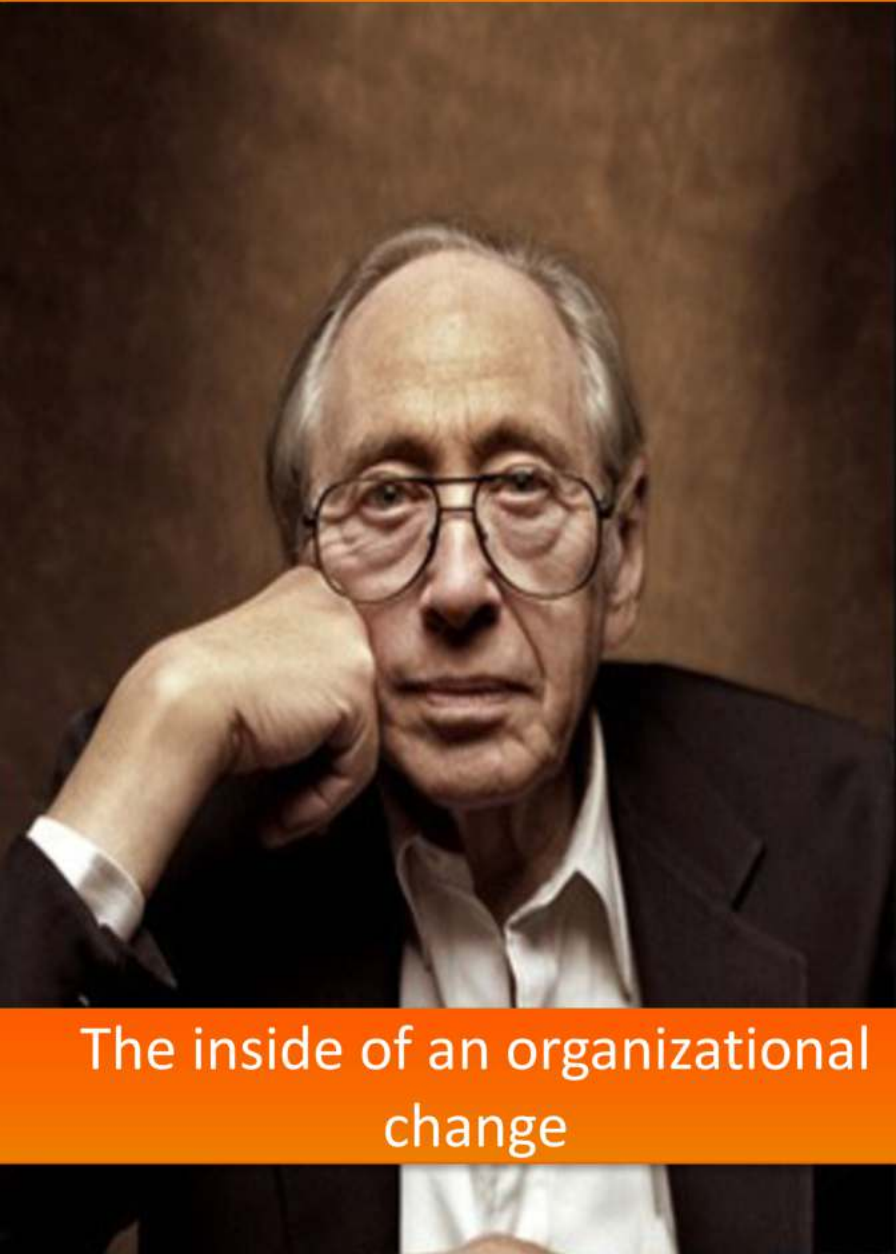
Changing NN with  
process mining







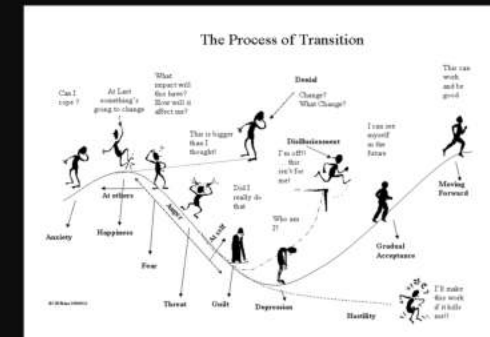
# Process mining as a bottom up change process



The inside of an organizational change

Change is non-linear and can go backwards, forwards and sideways

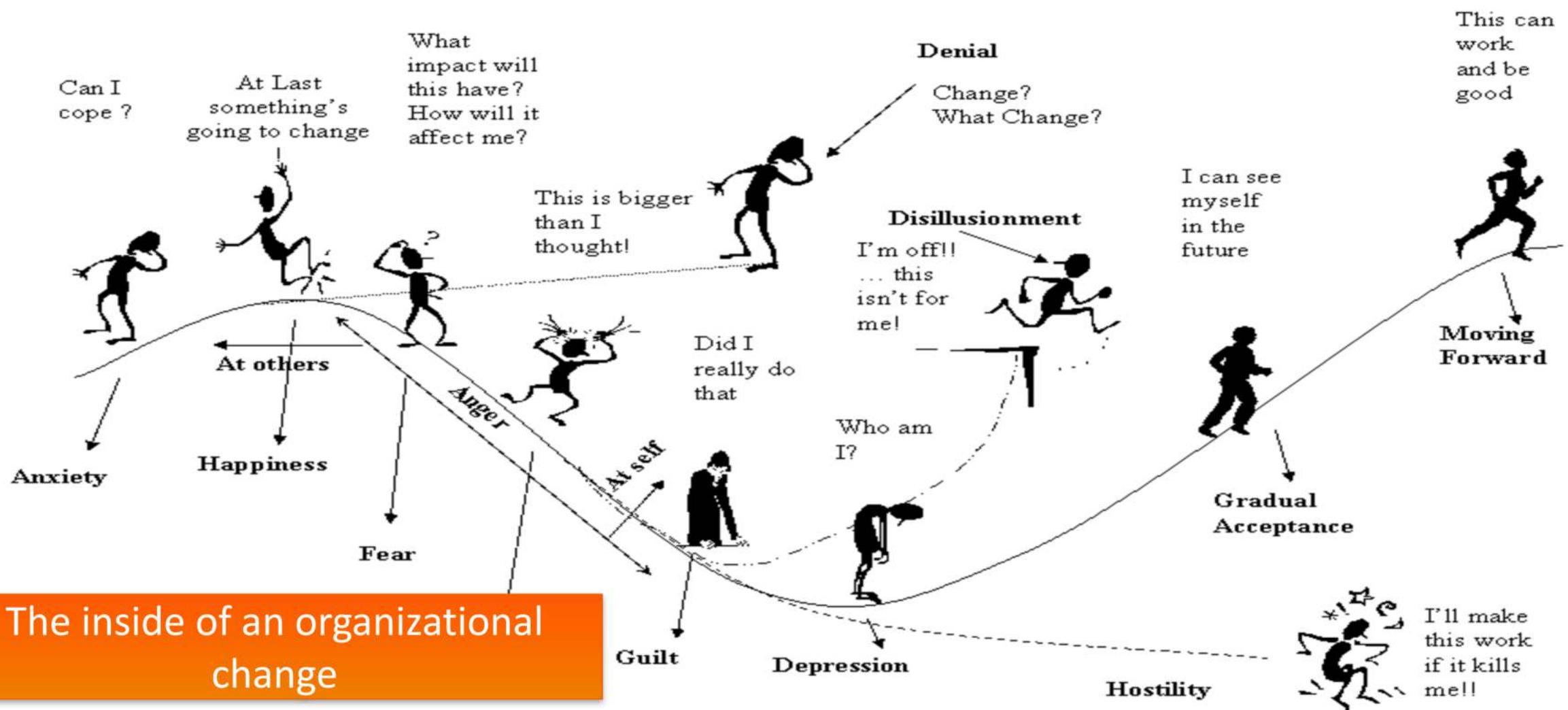
— Alvin Toffler —





# Process mining as a bottom up change process

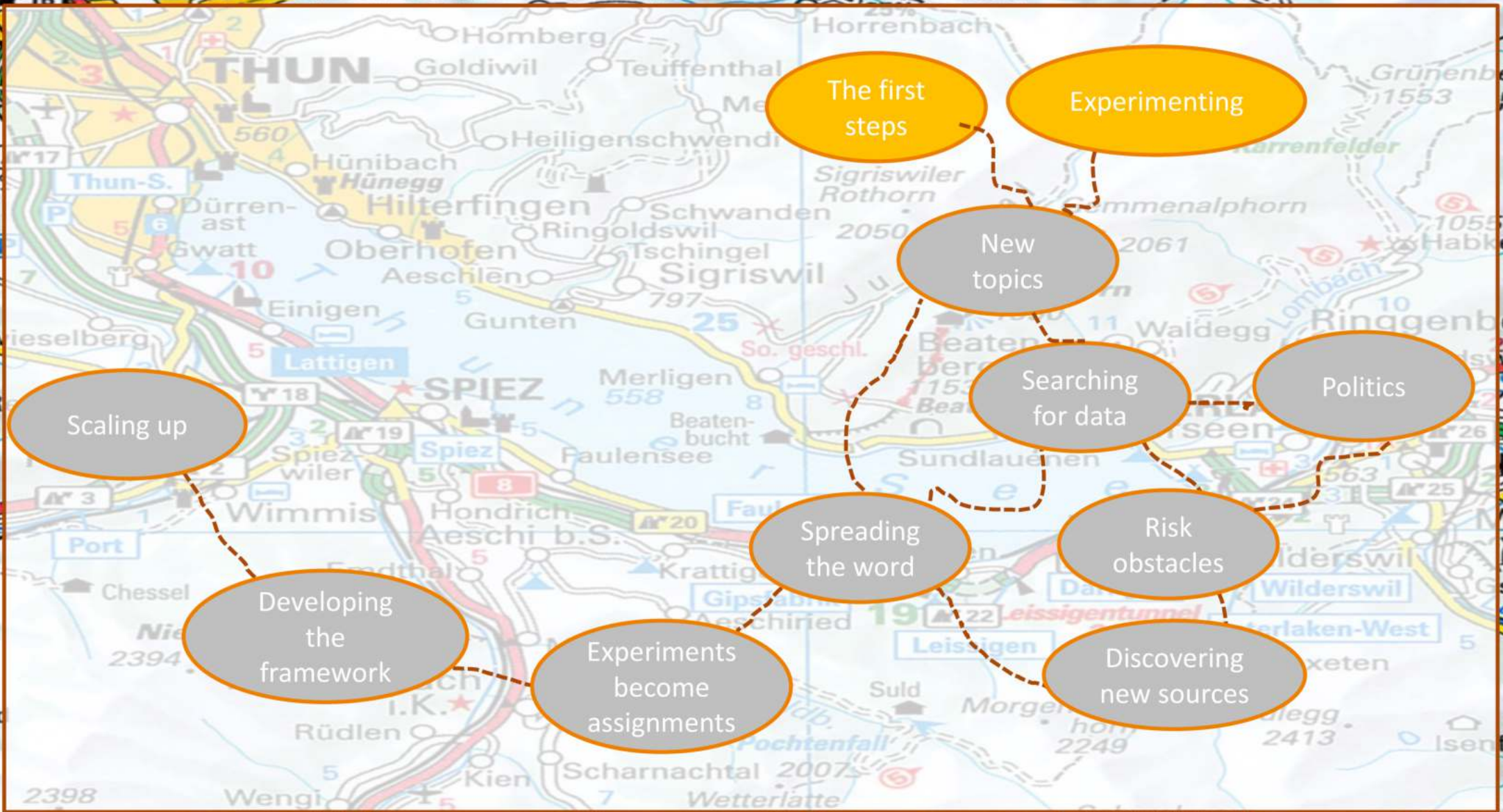
## The Process of Transition



The inside of an organizational change

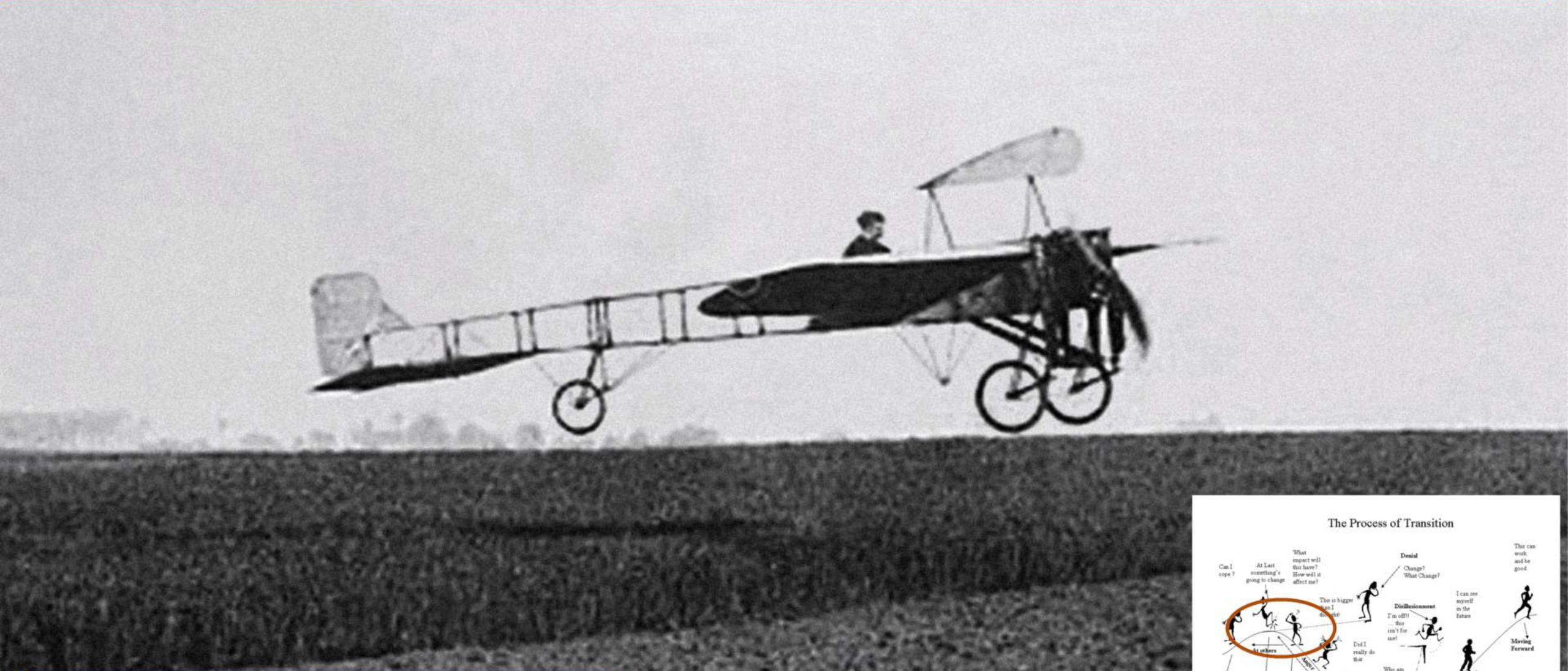


# The Journey

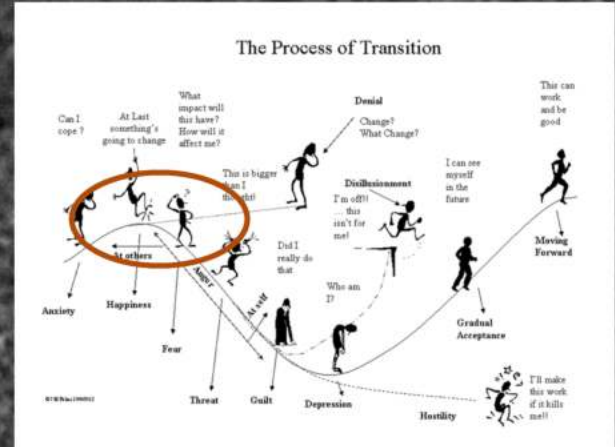




# Experimenting

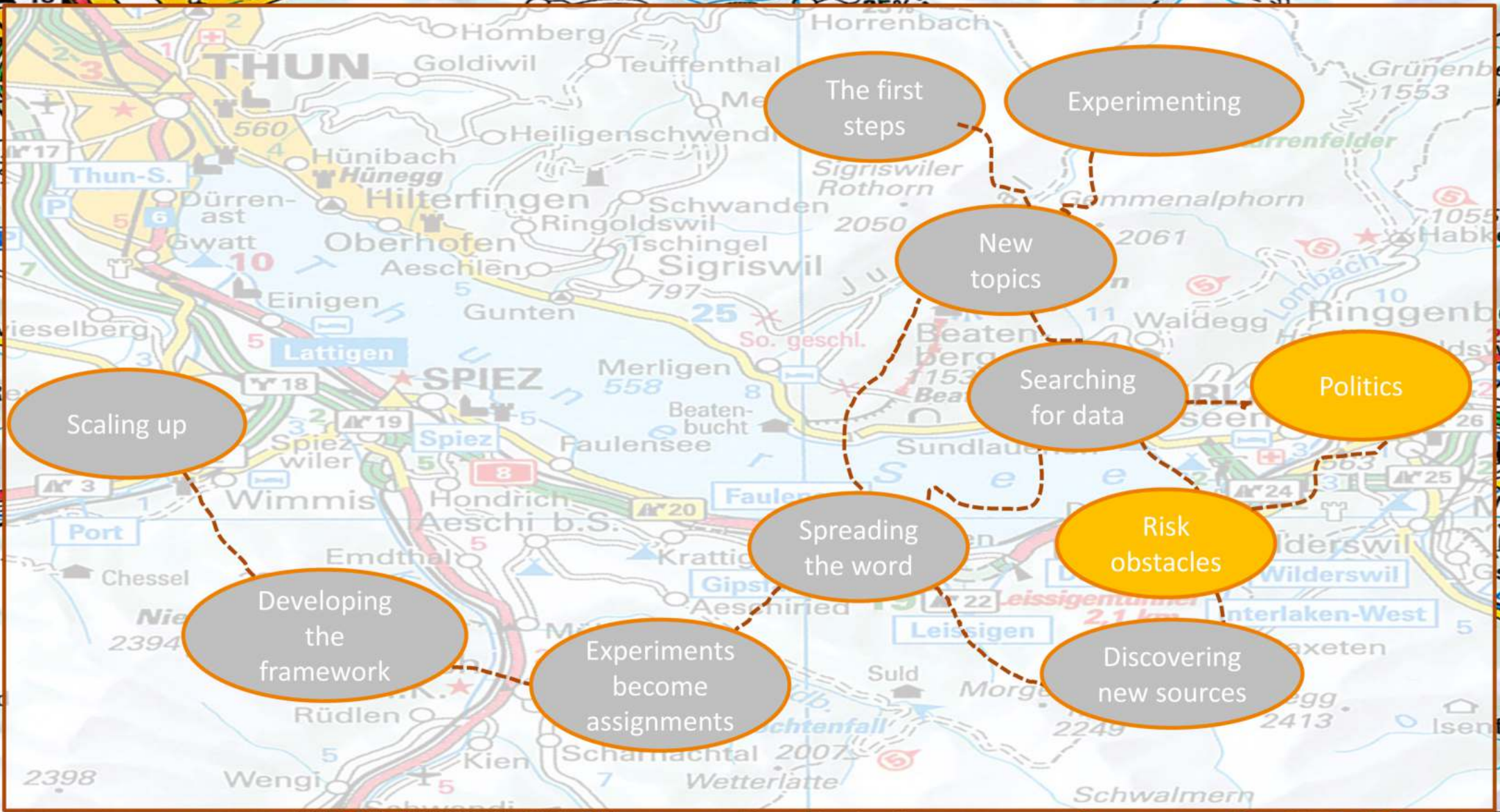


Every beginning is exciting and difficult even with process mining





# The Journey

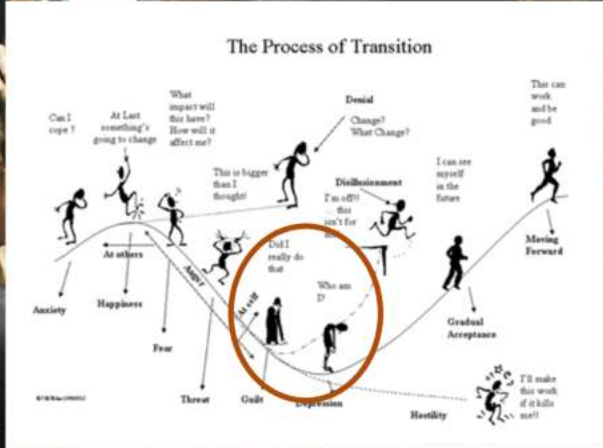




# Politics

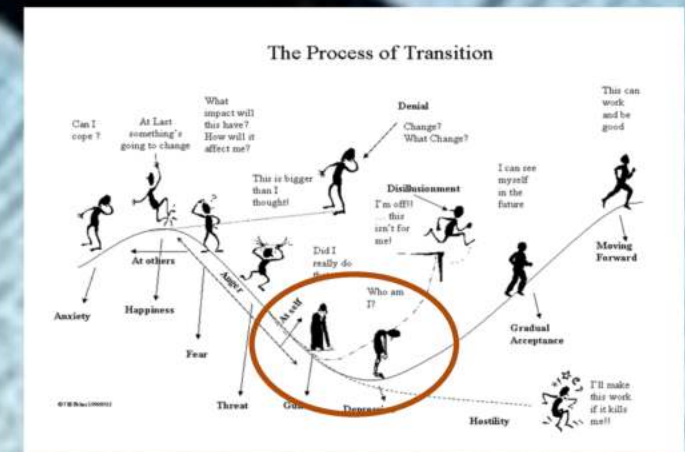


Politics enter the scene





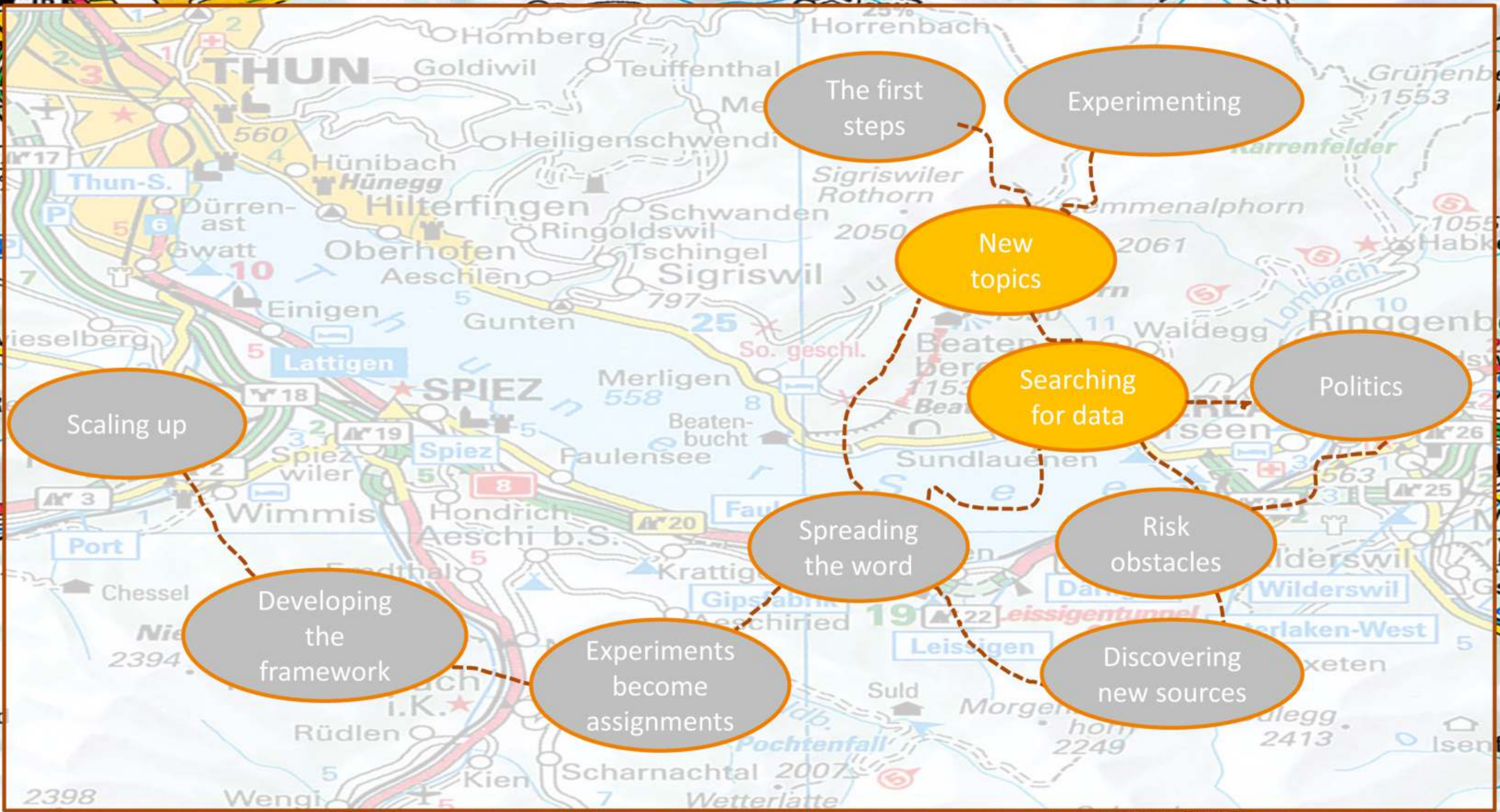
# Risk Obstacles



Transparency is not everybody's friend



# The Journey

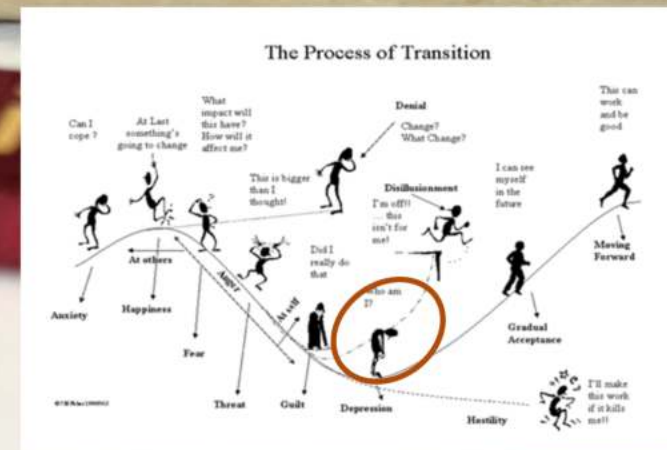




# Anecdote

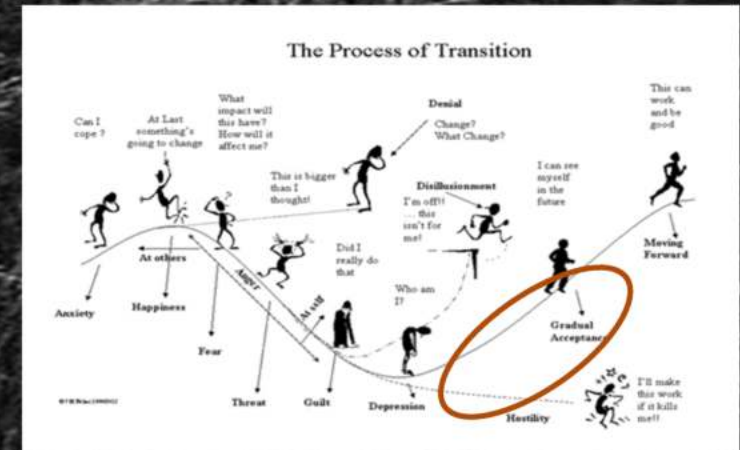
T R U T H

Sometimes the truth is hard to find





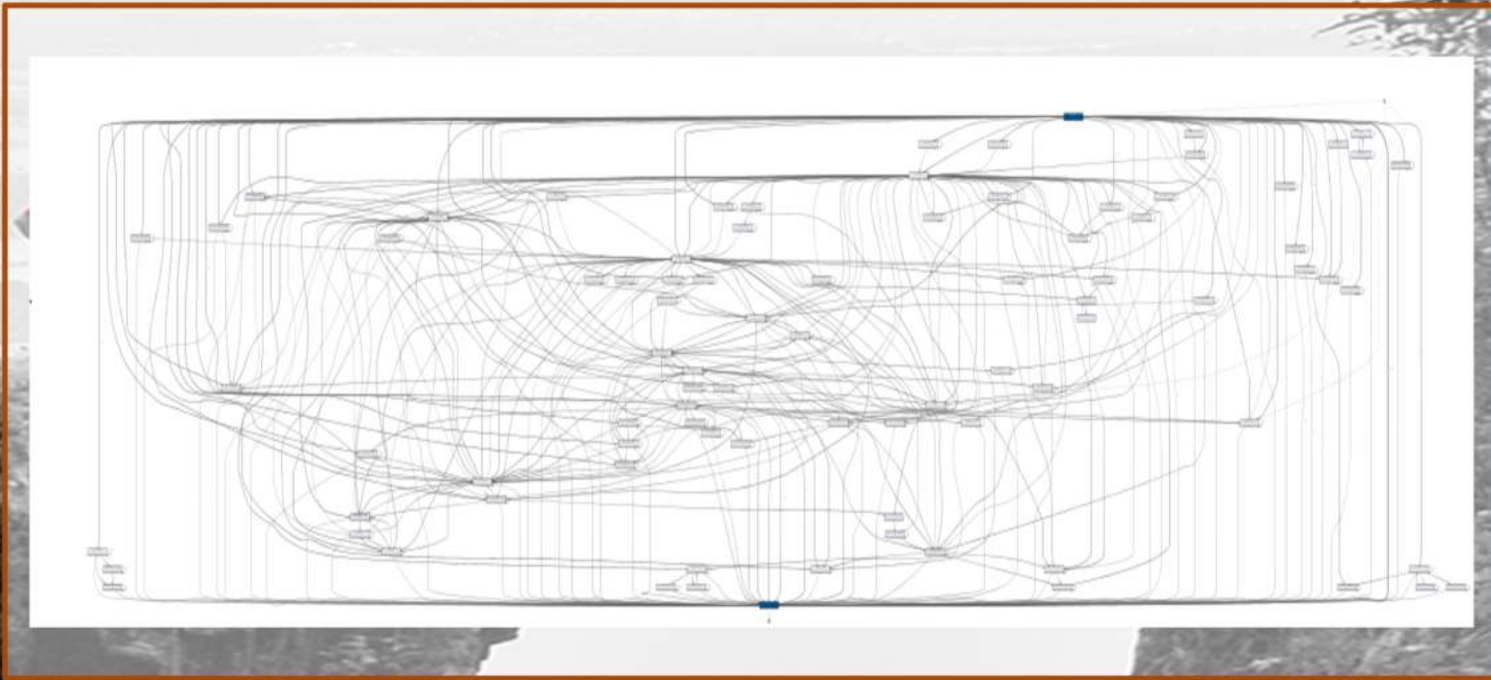
# The gap between IT and Business



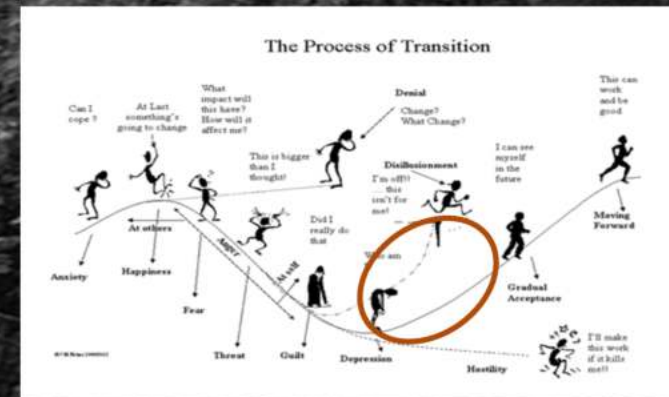
But we found the truth



# Facts & gut feeling

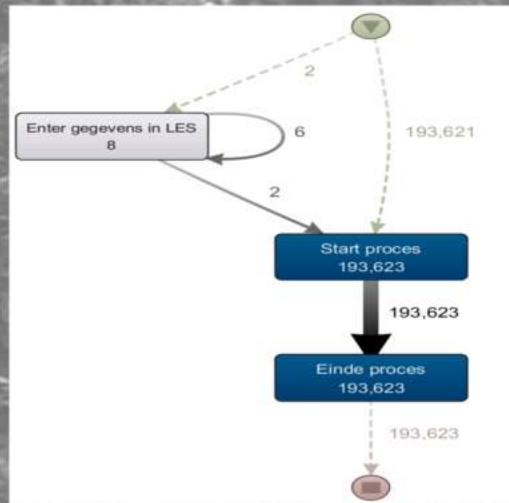
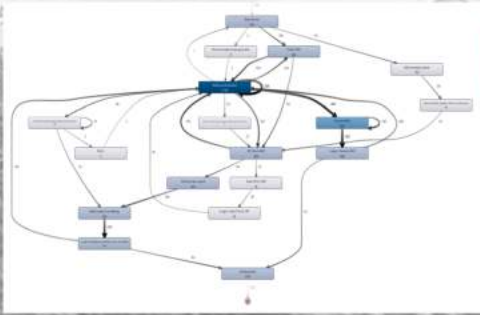


Starting with a gap between facts  
and gut feeling

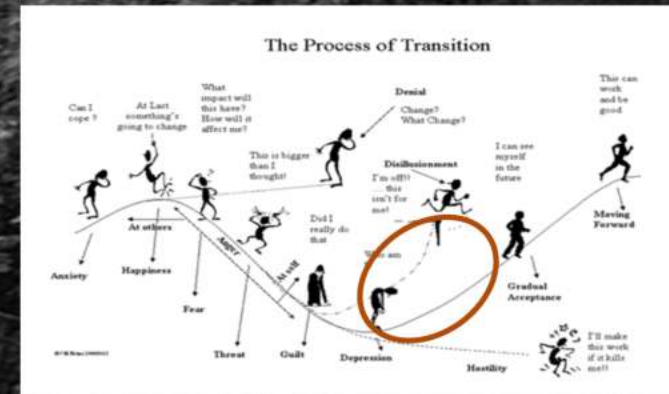




# The insight

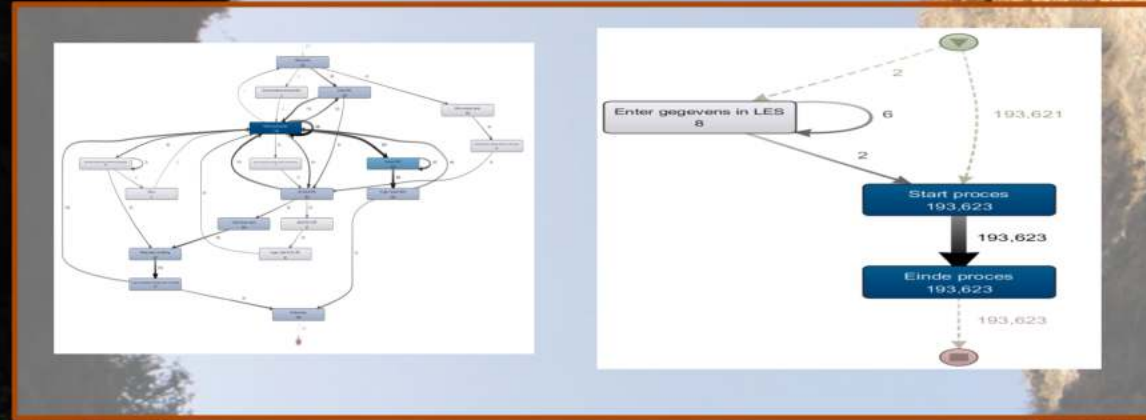


Process mining gave us the facts

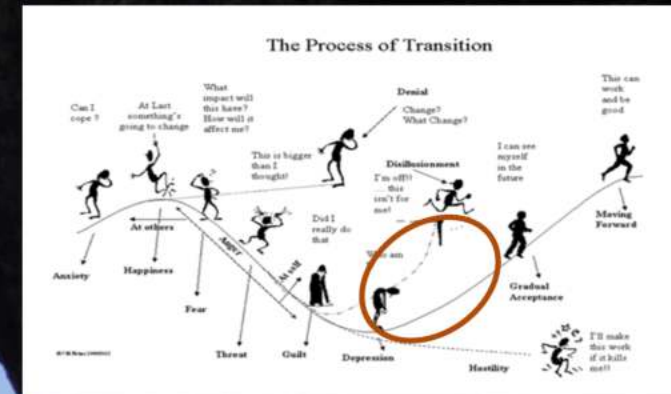




# The connection



And we succeeded to discover the real facts

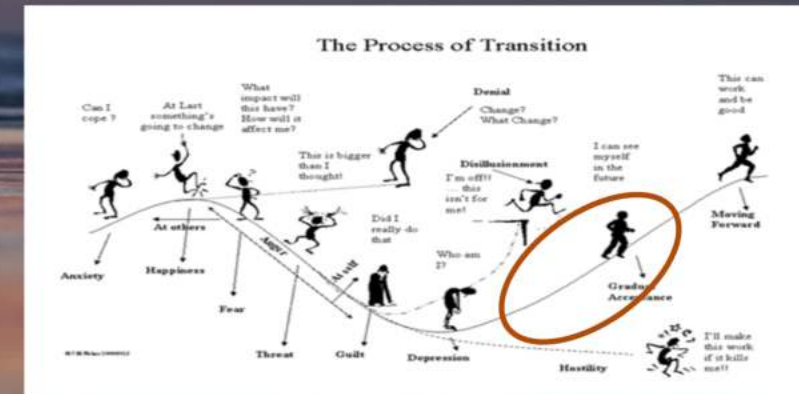




# The outcome

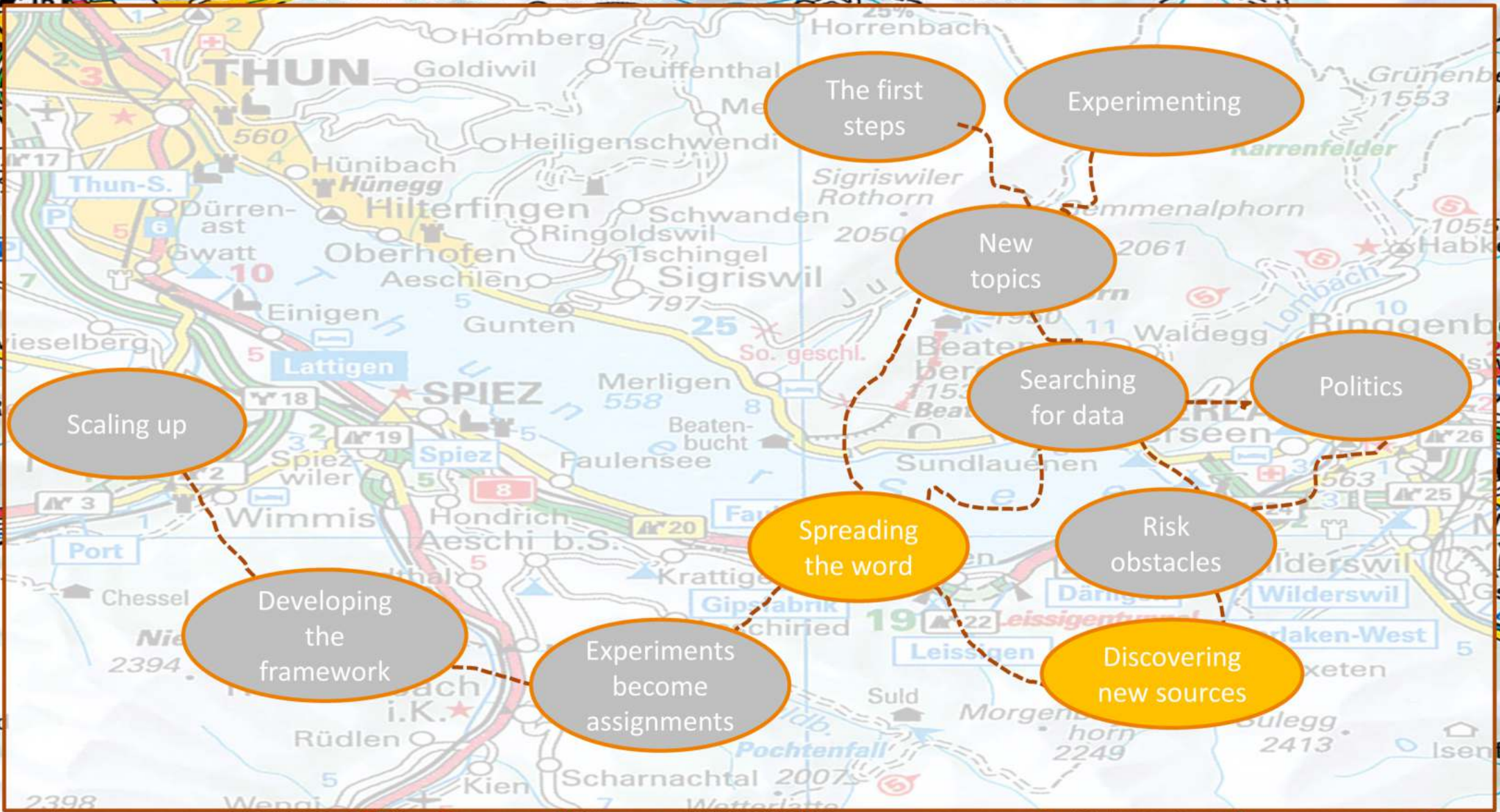
- ✓ 225.000 process ID's
- ✓ 600.000 records
- ✓ STP Rate 87%
- ✓ Non STP processes (#44) could ranked bases on % of variants an lead time.

And objectivity and insight brings  
peace



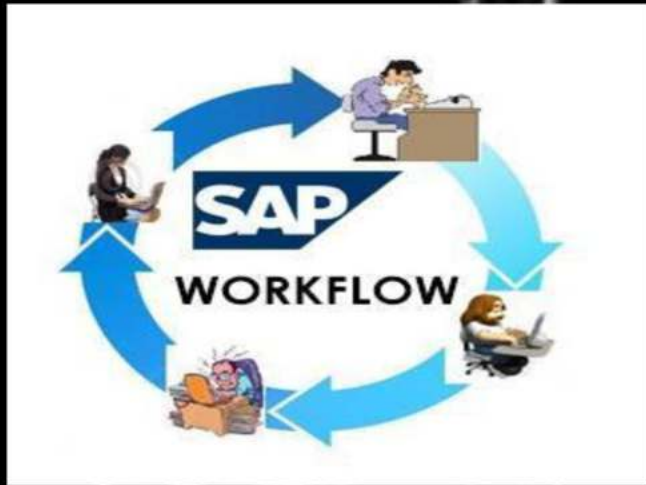


# The Journey

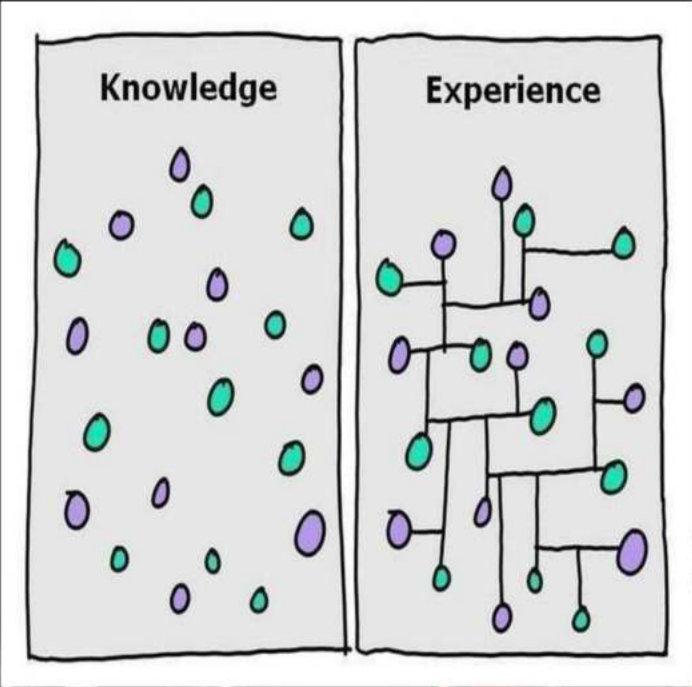




# New experiments



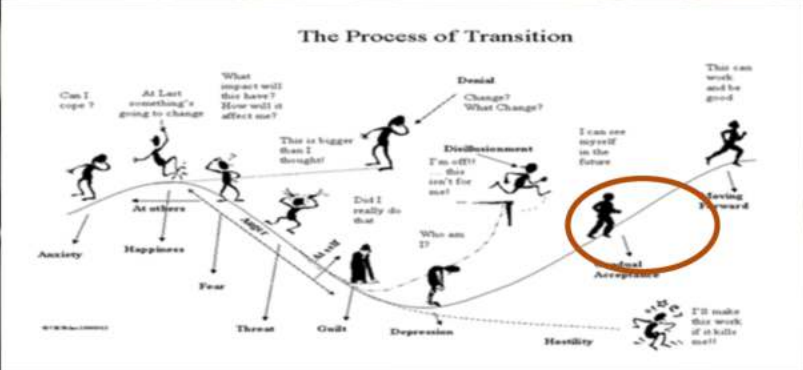
Discover new sources



Building up experience

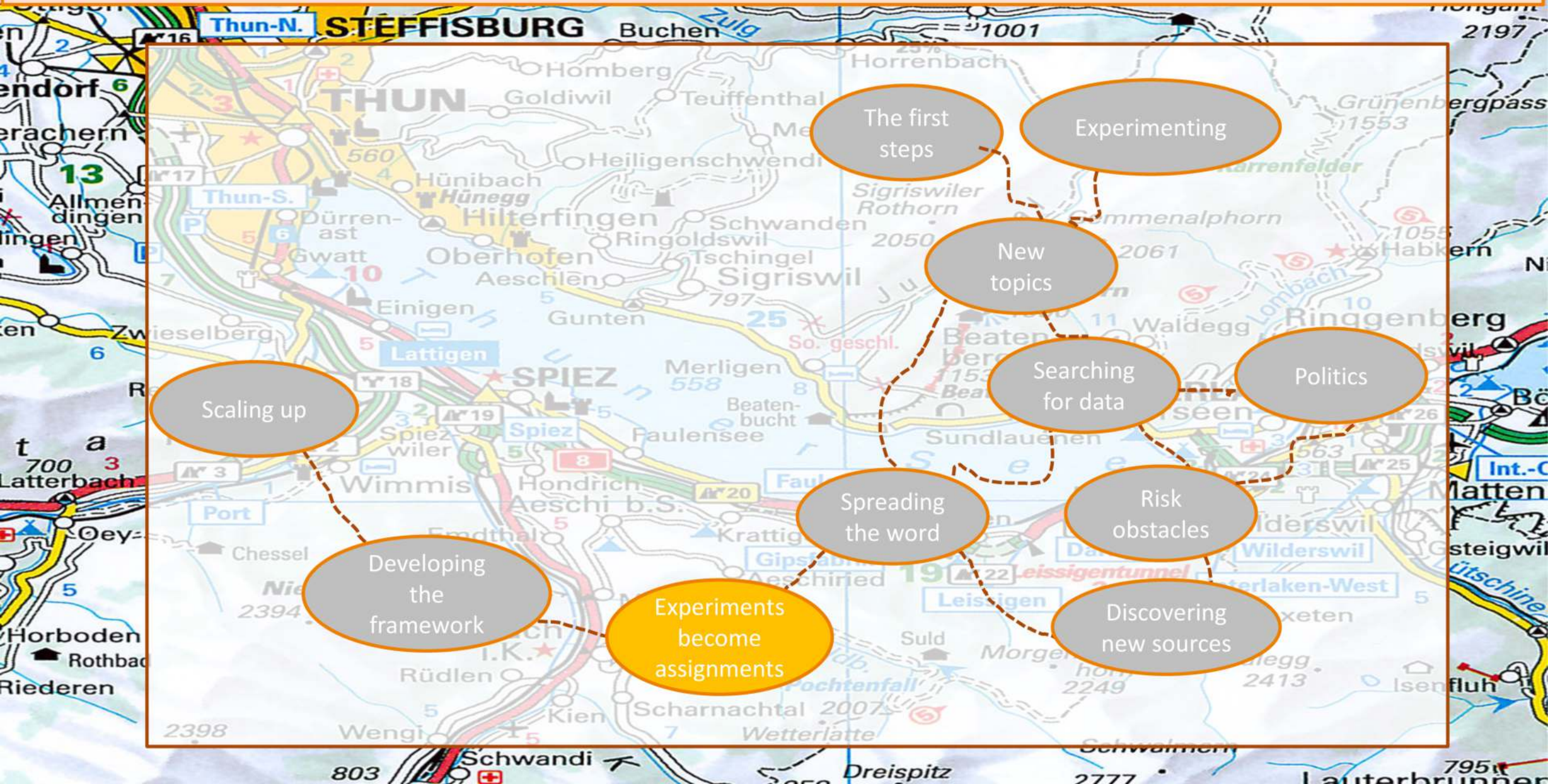


And keep spreading the word



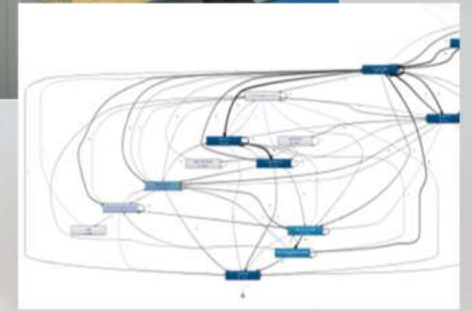


# The Journey

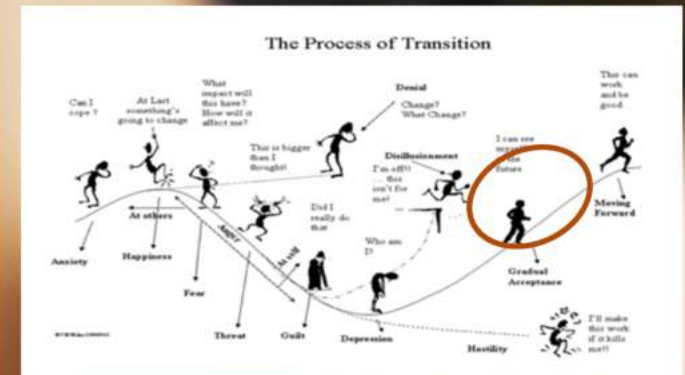




# Experiments become real assignments

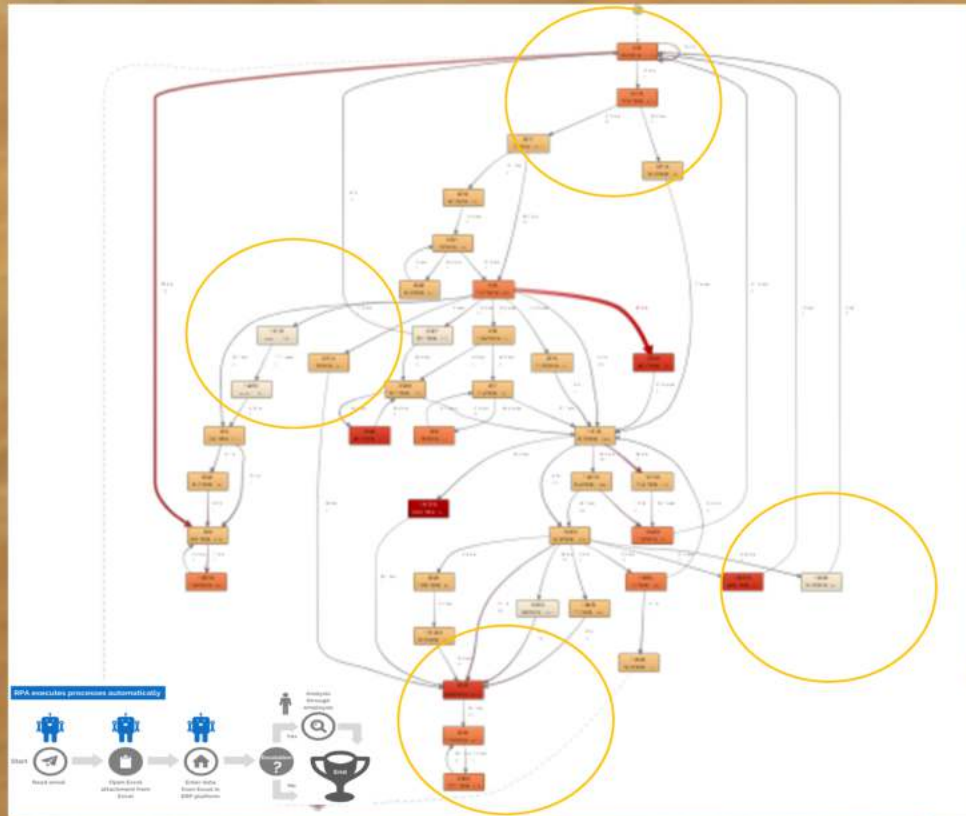


Old tools are being replaced by new ones



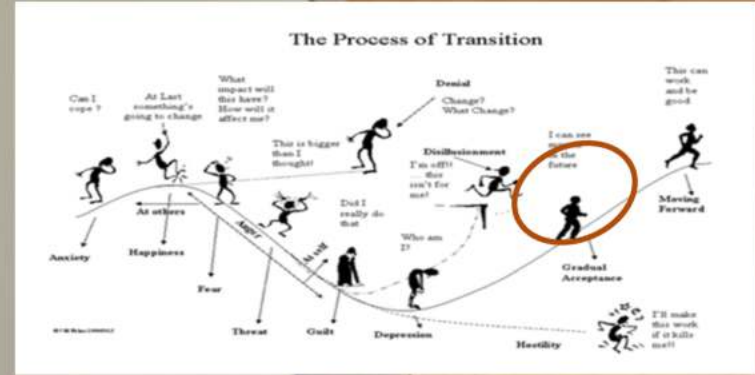


# Experiments become real assignments



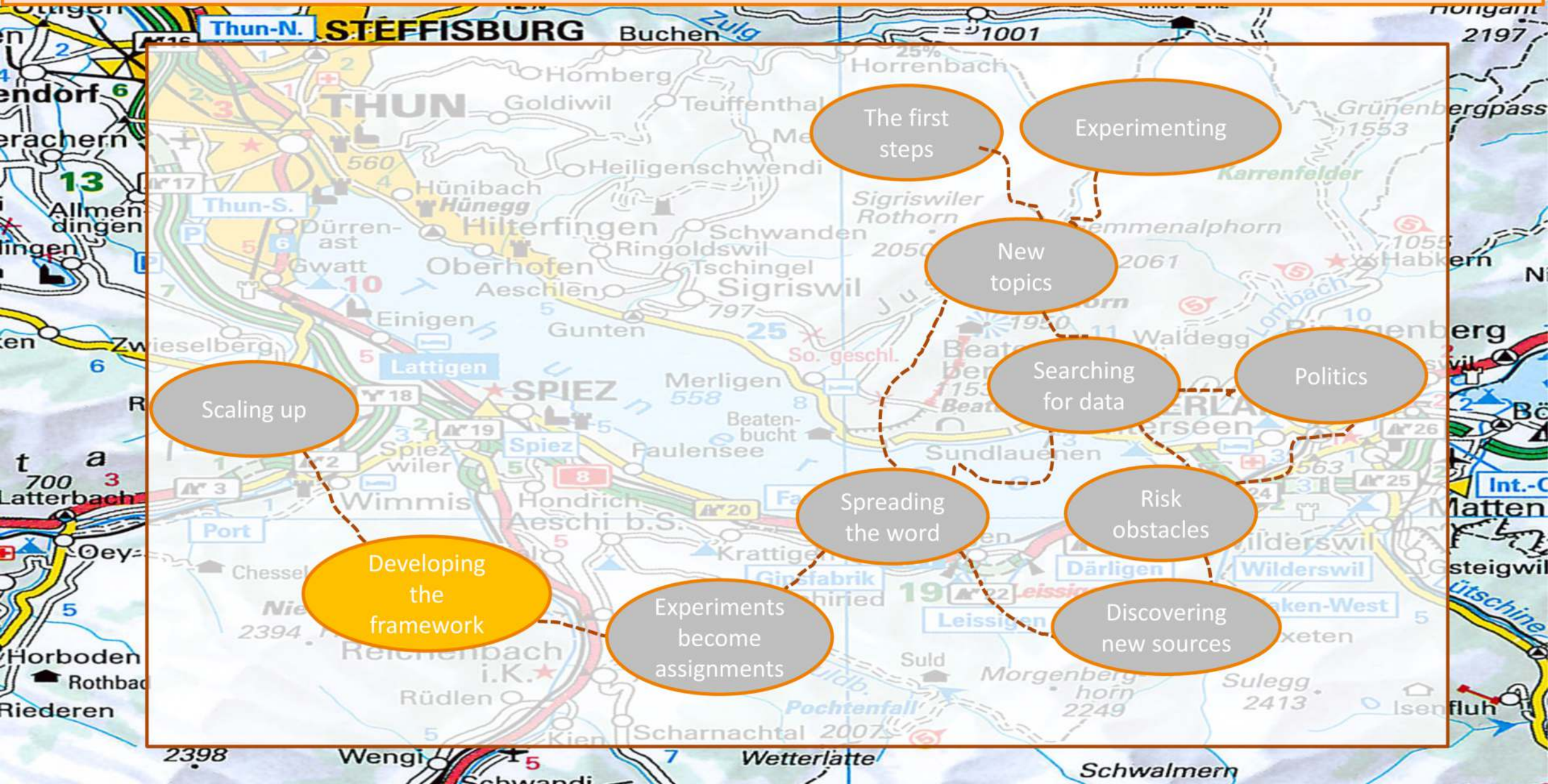
- ✓ 4 Registration systems combined in one log file
- ✓ 5 Use cases
- ✓ Baseline performance based on lead team and processing time per use case

Baseline performance of a complex process made possible by process mining





# The Journey





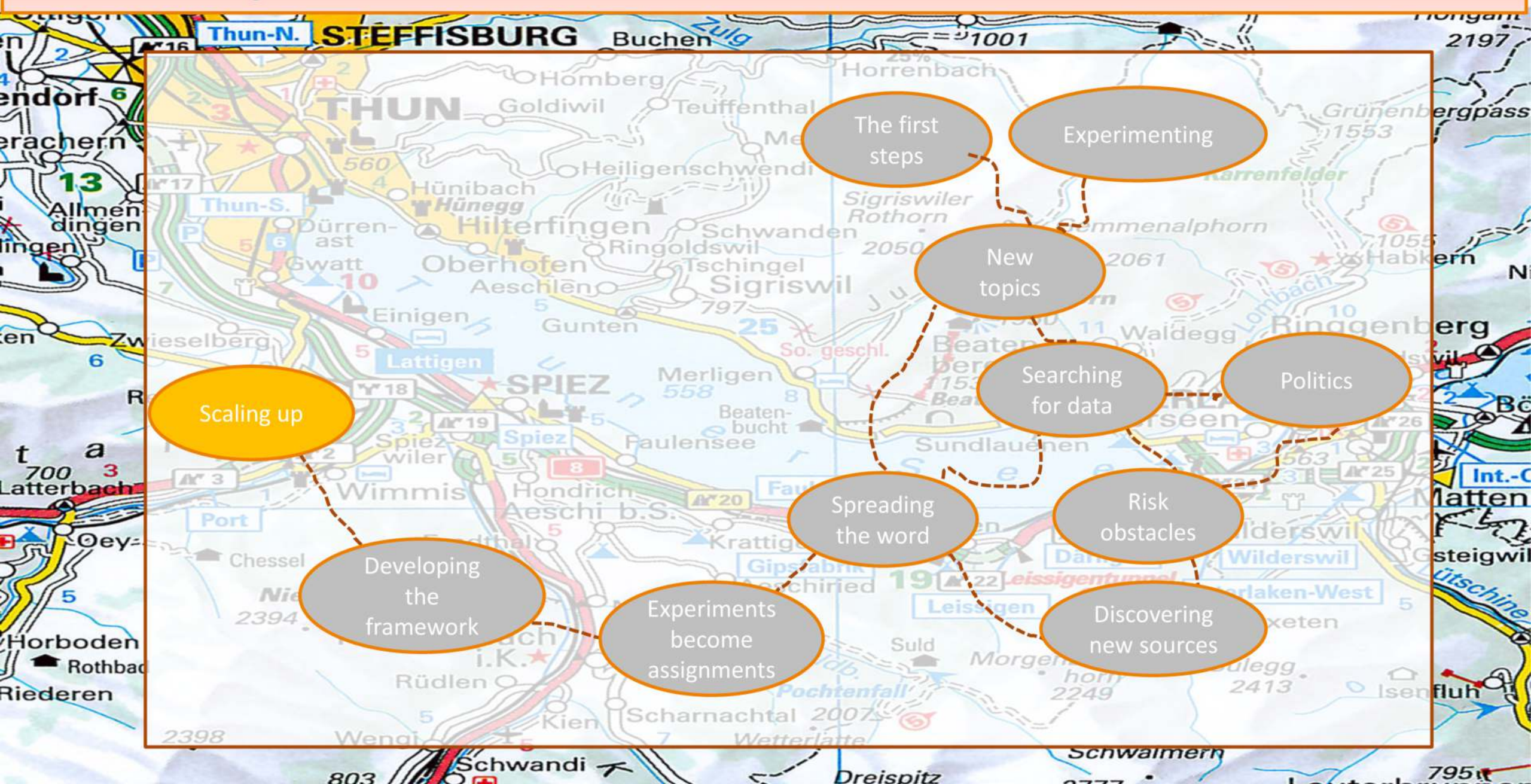
# In search for the right framework



Never stop asking, and remember that data and process specialists are your best friends

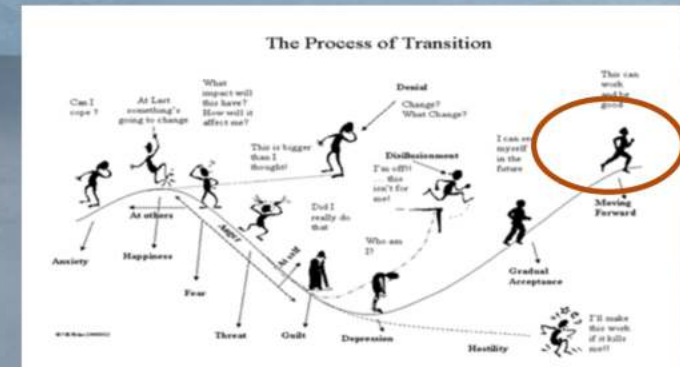


# The Journey



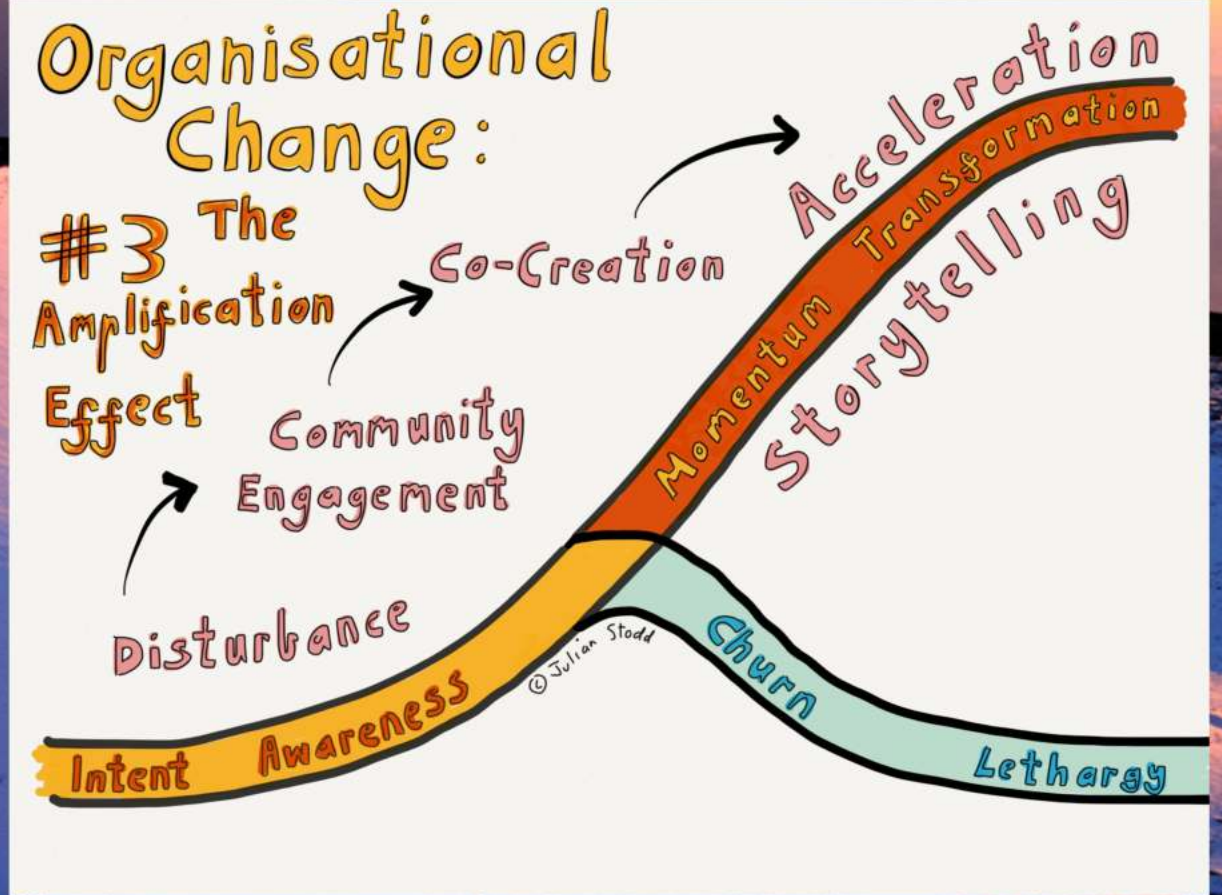


# Scaling up





# Some good advice



The change curve is a fact. Acceptance is the advice and don't forget to enjoy every step you take