

PRESENTATION HOW TO IMPROVE OPERATIONAL EFFICIENCY

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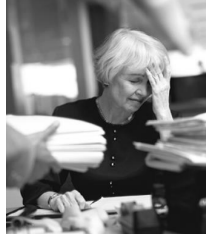
DIGITAL BUSINESS PLATFORM CAPABILITIES

DIGITAL BUSINESS PLATFORM



HOW TO IMPROVE OPERATIONAL EFFICIENCY

WHAT IS PAIN?



Support

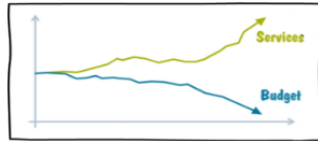
Why we do not get control over our processes?

WHAT IS THE PLAN ?



Operational intelligence providing transparency and complete visibility in the processes that support the model business.

WHAT IS THE GAIN?

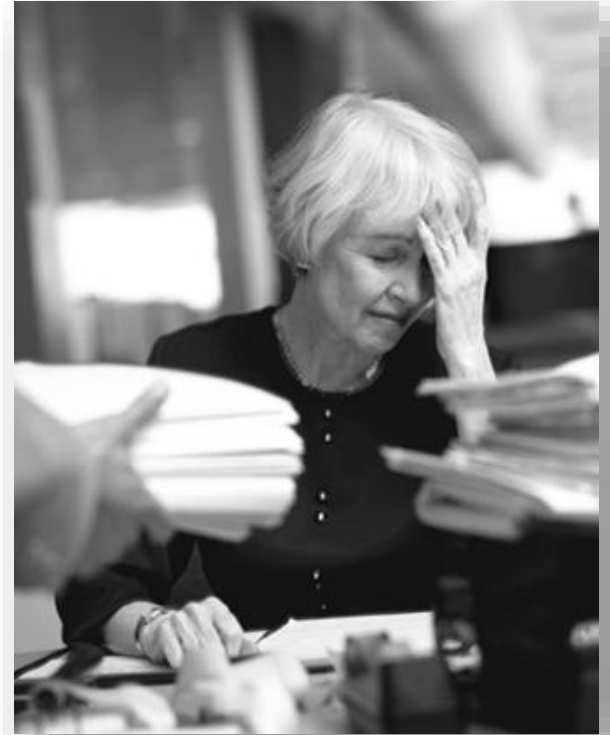


Effective transformation in a dynamic environment.

WHAT IS PAIN?

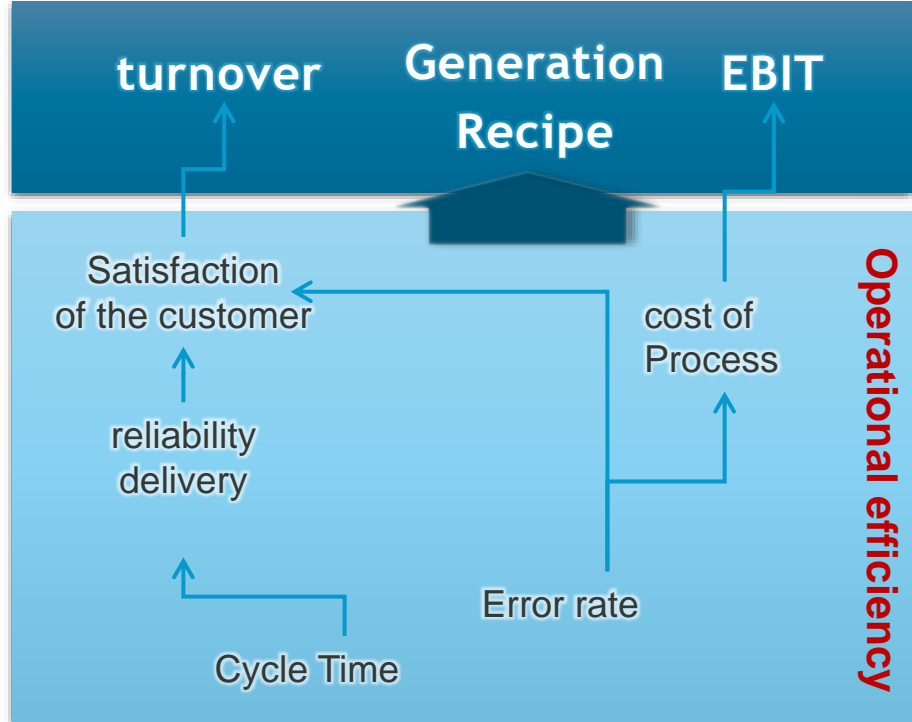
Why we do not get control over our processes?

- Dilemma: vs. Productivity Inventory
- Transparency limited in processes: structural and operational
- Today, reports are made on a monthly basis with aggregation of several indicators
- Specific reports require high effort and time.
- "Genealogy" = solve today's operating turbulence that occurred four weeks ago
- Dysfunctions and constant change processes



WHAT IS PAIN?

The intelligence in business is as important as a fuel gauge in a car. Although you can drive without it will not work for so long!

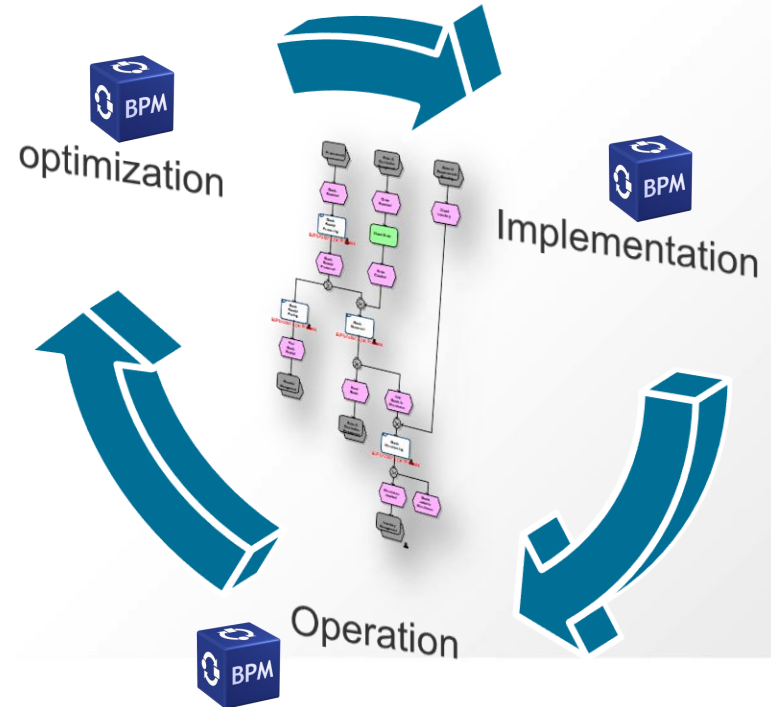


WHAT IS PAIN?

Support, it is the ability to sustain or support one or more conditions, displayed by something or someone. It is a characteristic or condition of a [process](#) or a [system](#) allowing their stay, at a certain level for a certain period.

Important points of support:

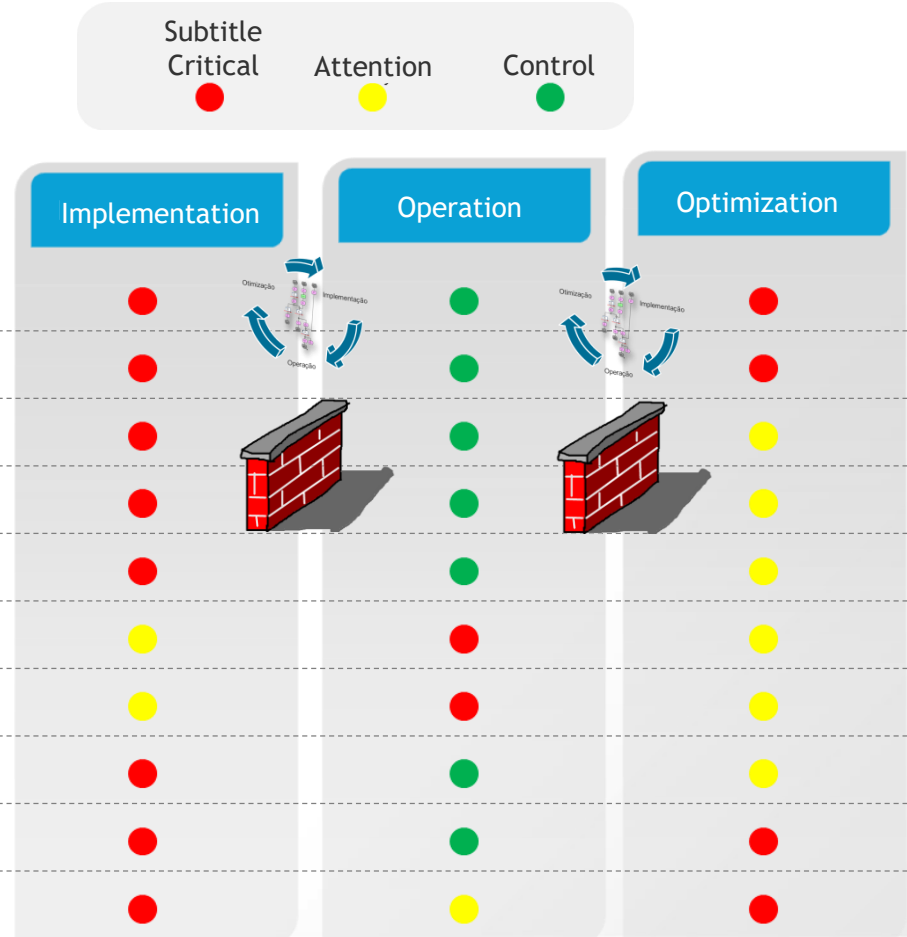
1. Business Value Chains
2. Business Process
3. Documentation
4. Information Security (SoD)
5. Methodological procedures
6. Indicator Management
7. Risk management
8. Tools
9. Training
10. Change Management



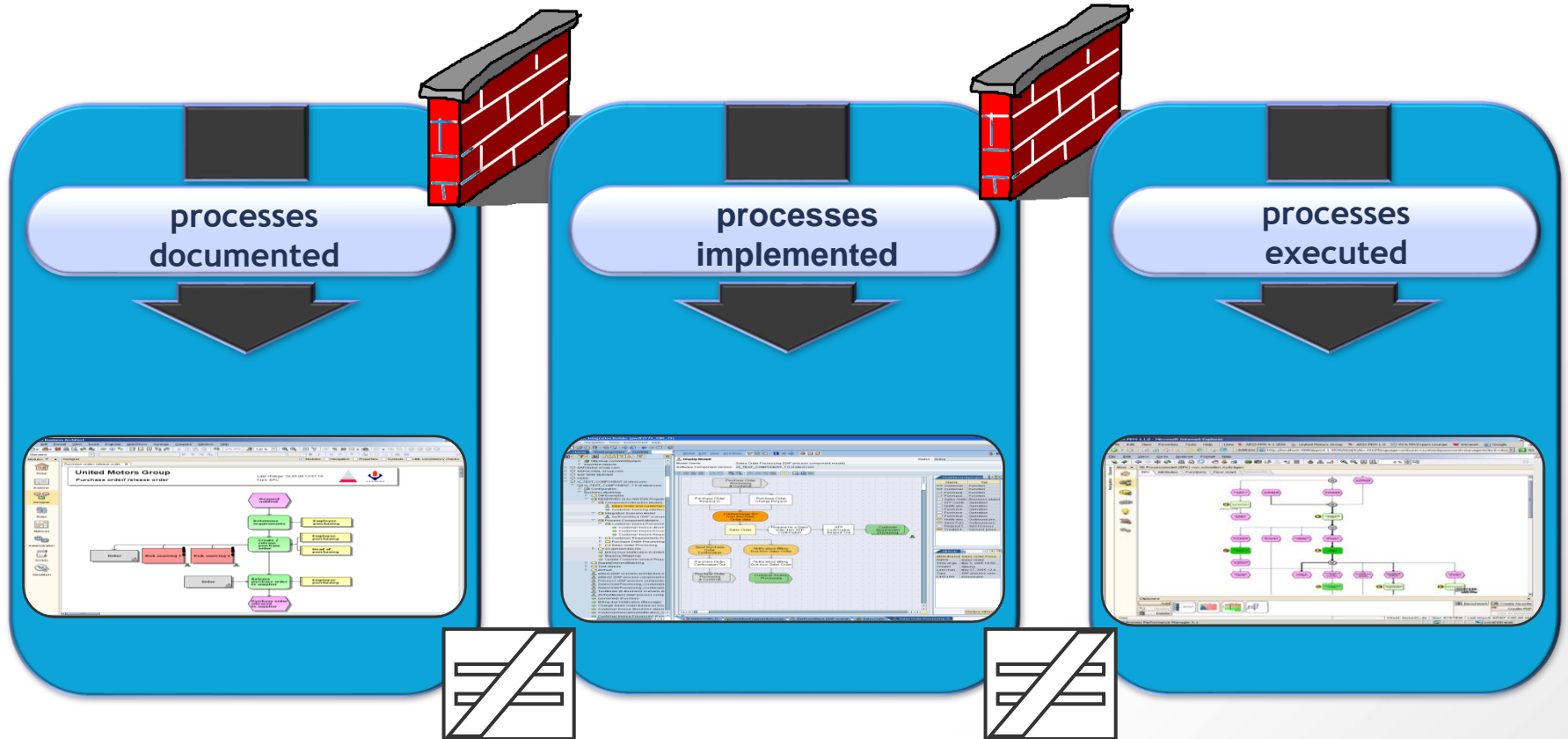
WHAT IS PAIN?

Important points of support:

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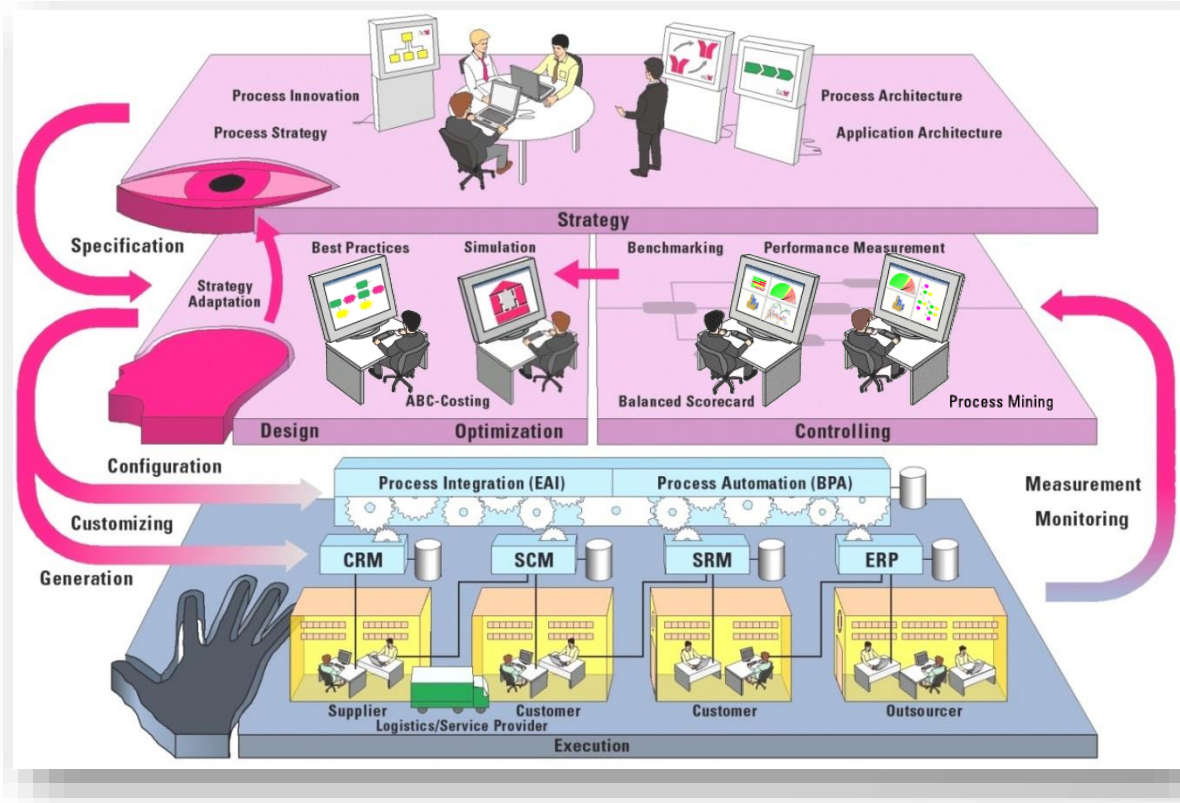
WHAT IS PAIN?



Because typically there are three different types of process ...

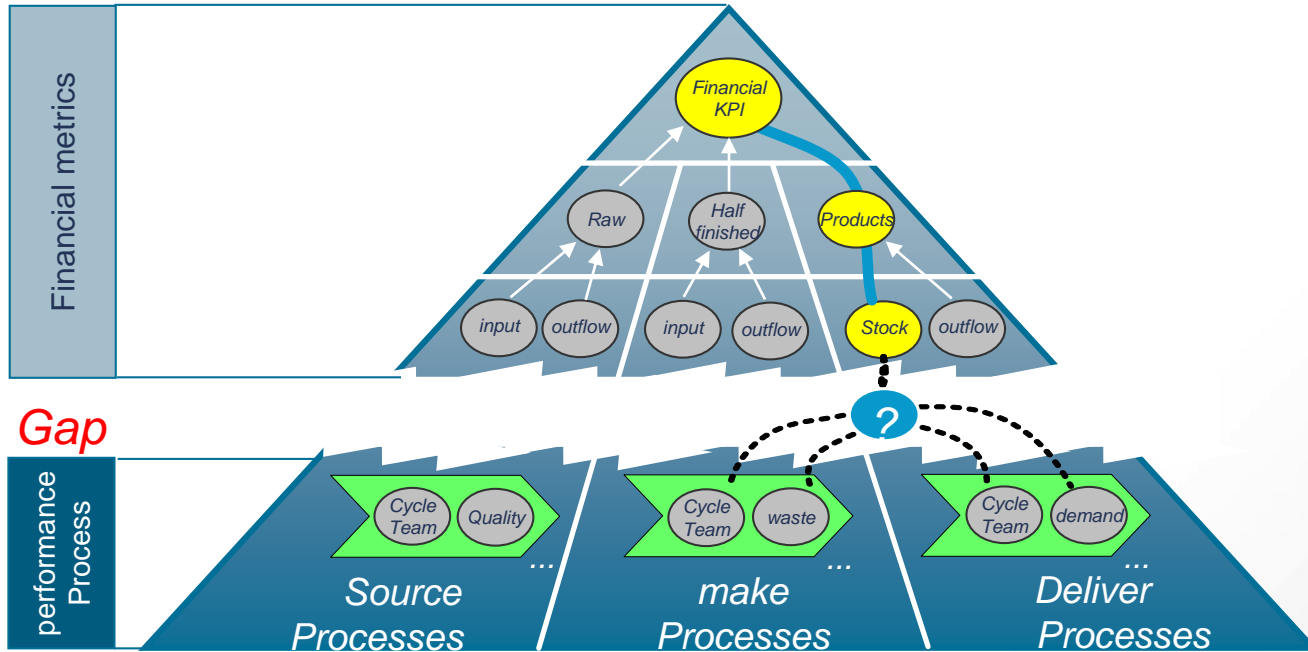
WHAT IS PAIN?

OVERVIEW OF AN ORGANIZATION



WHAT IS PAIN?

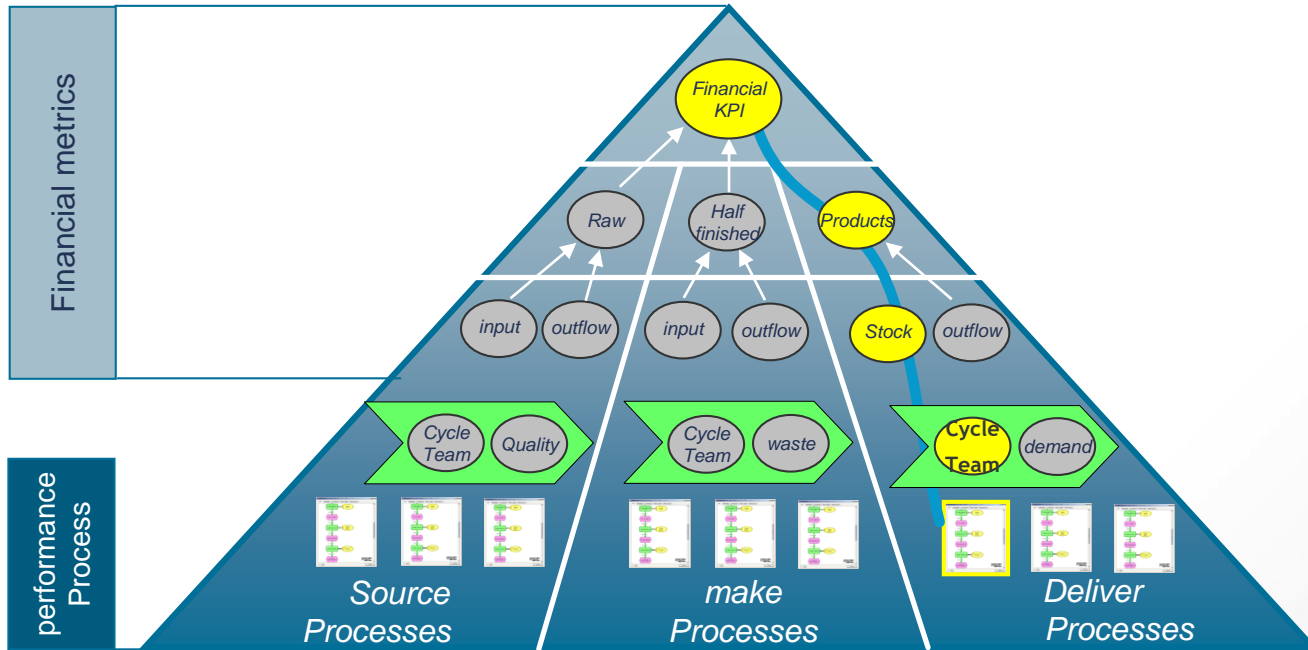
GAP BETWEEN INDICATORS AND OPERATIONAL PERFORMANCE



Gap between Strategic and Operational Performance Indicators

WHAT IS PAIN?

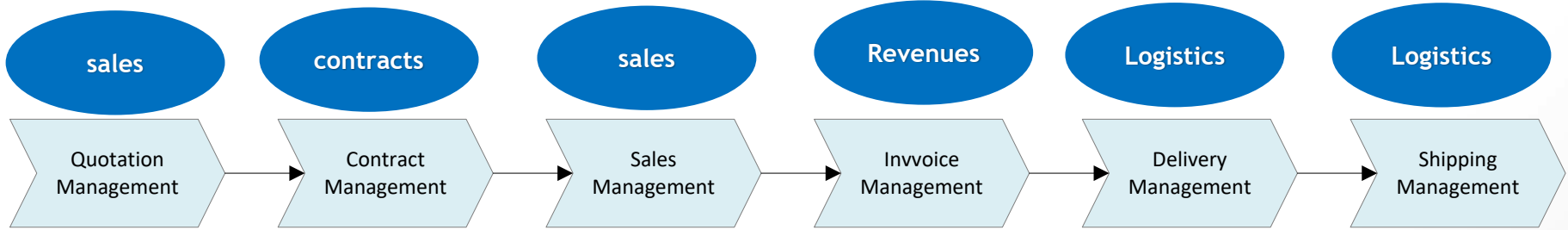
PARADIGM SHIFT TO "PROCESS INTELLIGENCE"



Gap between Strategic and Operational Performance Indicators

WHAT IS PAIN?

OTC INTEGRATED CHAIN



WHAT IS PAIN?

PERFORMANCE INDICATORS (KPI & PPI)

KEY PERFORMANCE INDICATORS

- ❑ KPIs represent the business goals that a company wants to achieve strategically
- ❑ Indicators are used by business owners to align strategy with business goals

Examples:

- ❑ Revenues
- ❑ Staff turnover
- ❑ New Employee Number
- ❑ Product license revenue

PROCESS PERFORMANCE INDICATORS

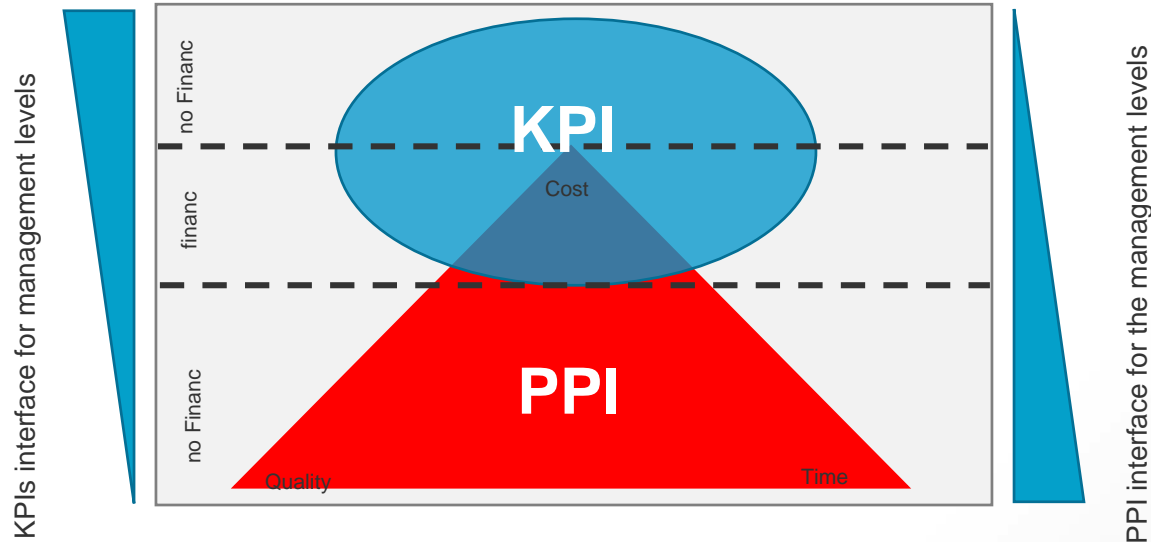
- ❑ PPIs represent the process of the goals that the company wants to achieve at the operational level
- ❑ Indicators are used by process owners in management processes in order to control the continuous improvement

Examples:

- ❑ Cost: cost applied by the applicant
- ❑ Time: average time to fill a position
- ❑ Quality: hiring Loss Factor

WHAT IS PAIN?

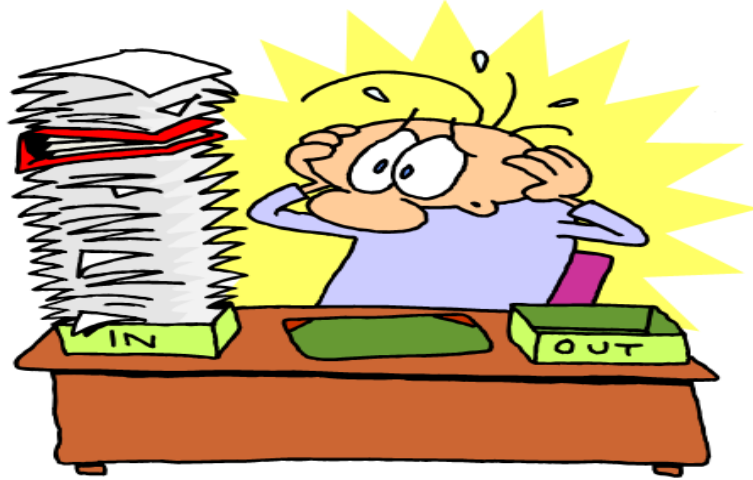
PERFORMANCE INDICATORS (KPI & PPI)



WHAT IS PAIN?

PERFORMANCE INDICATORS (KPI & PPI)

KPIs interface for management levels



PPI interface for the management levels

WHAT IS THE PLAN?

OPERATIONAL INTELLIGENCE

"Process Analytics"

- ✓ Act in the disability process using performance indicators

"Discovery Process"

- ✓ Ensure transparency through automatic discovery processes and identification of best practices



Provide transparency and complete visibility into the processes that support the business model.

Organizational analysis

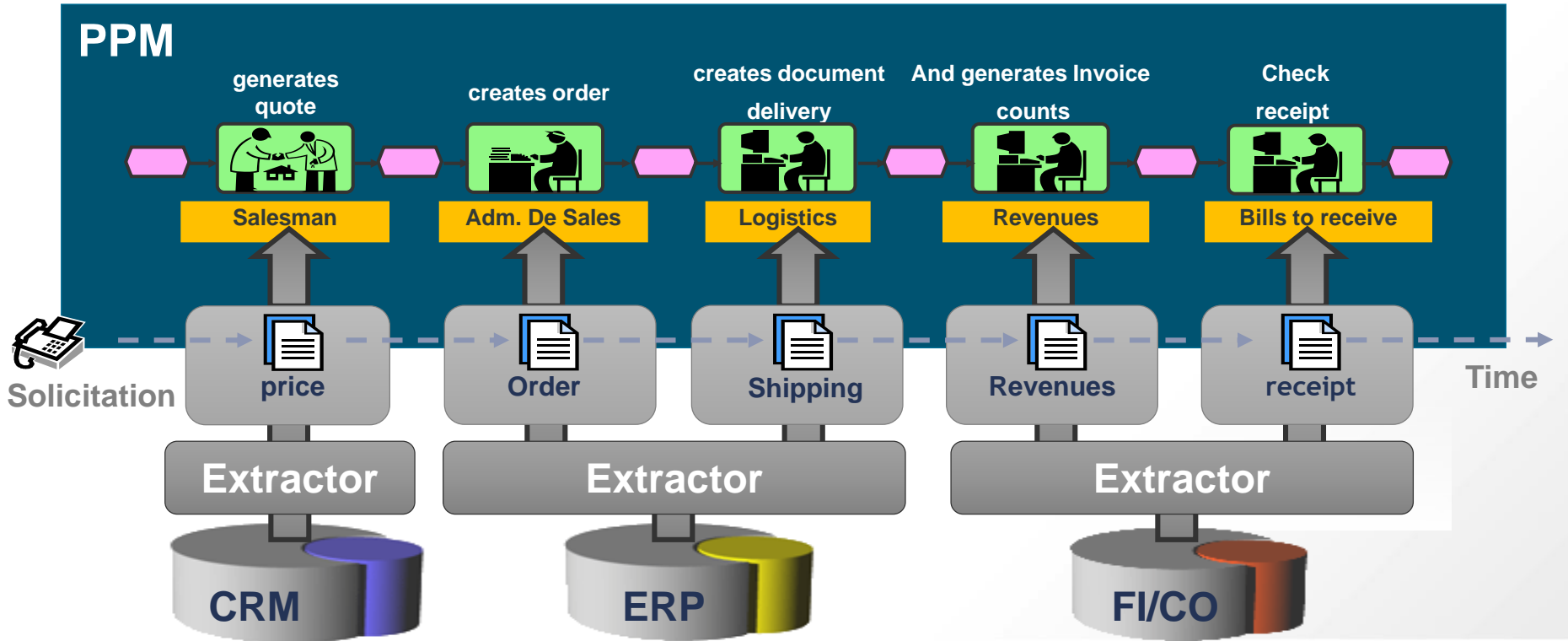
- ✓ Optimize team and collaboration structures with organizational analysis

dashboards

- ✓ Increase knowledge through "live" information on dashboards

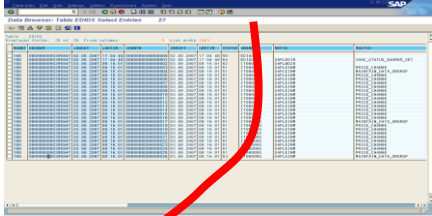
WHAT IS THE PLAN?

PROCESS DISCOVERY

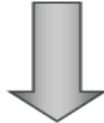


WHAT IS THE PLAN?

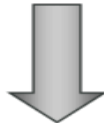
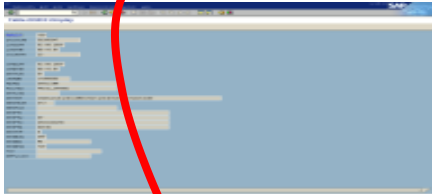
PROCESS END - TO - END = WALKTHROUGH!



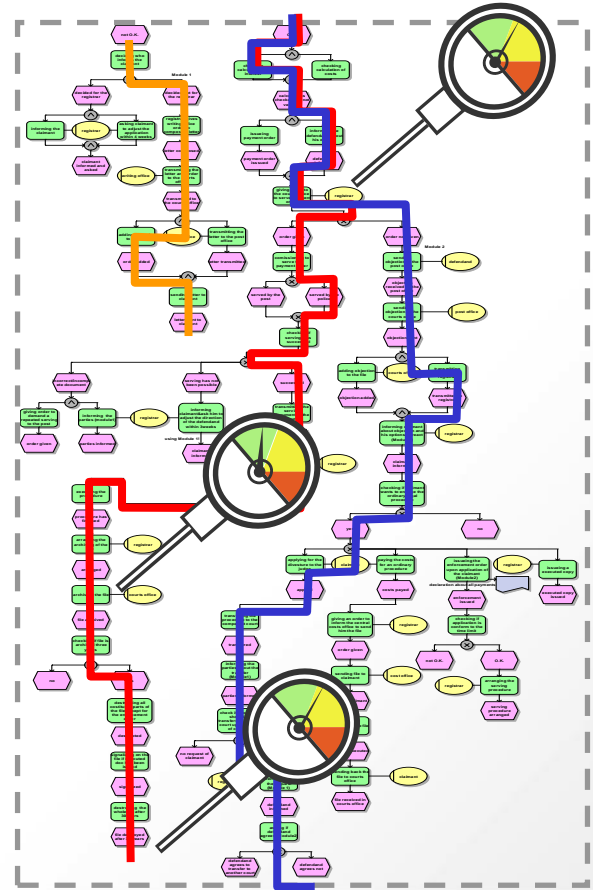
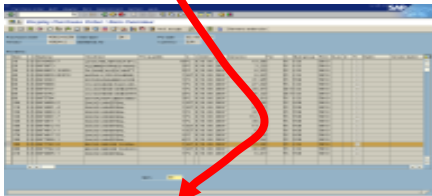
Order Sale



Shipping / Billing



Receiving (Case)



Analysis GUI
(Web Application)



Portal / Mashzone

API
(Web Service)

PPM Server

In-memory analysis server

Process warehouse

Import interface (xml)

JDBC extractor

SAP extractor

CSV extractor

JDBC Interface database system

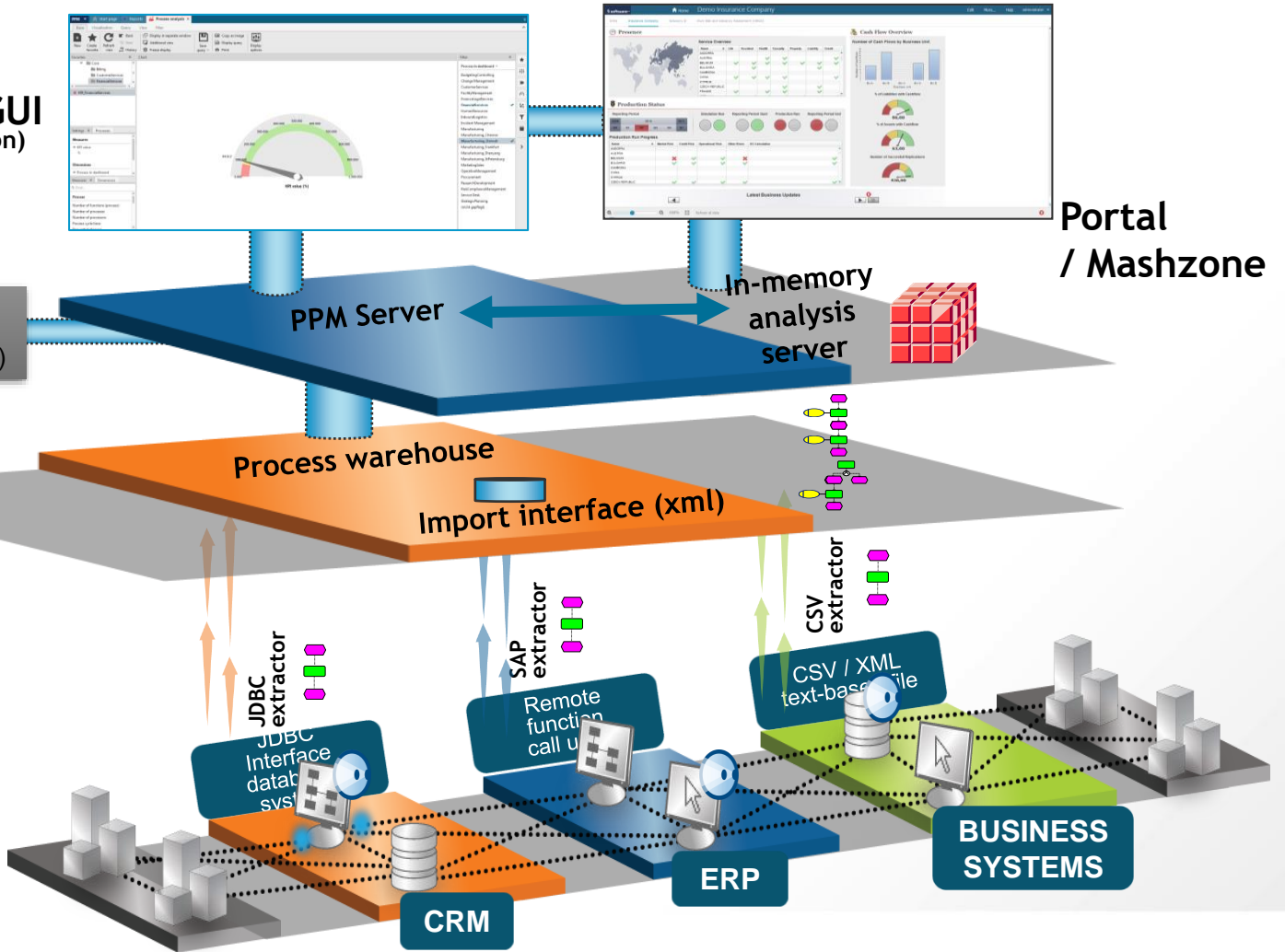
Remote function call u

CSV / XML text-base file

CRM

ERP

BUSINESS SYSTEMS



WHAT IS THE GAIN?

TRANSPARENCY

- ✓ Allows the transparency of business processes, giving managers instant fotos process performance.
- ✓ Identifies best practices and potential process optimization of business

INCREASING THE EFFECTIVENESS

- ✓ Automatic discovery of processes end-to-end of any system (ERP, CRM or legacy systems)
- ✓ Less effort to maintain documentation "as-is" business processes

PERFORMANCE OPTIMIZATION

- ✓ Monitor and analyze the performance of the operational business processes;
- ✓ Analyze changes in business processes from the point of view of organization and products



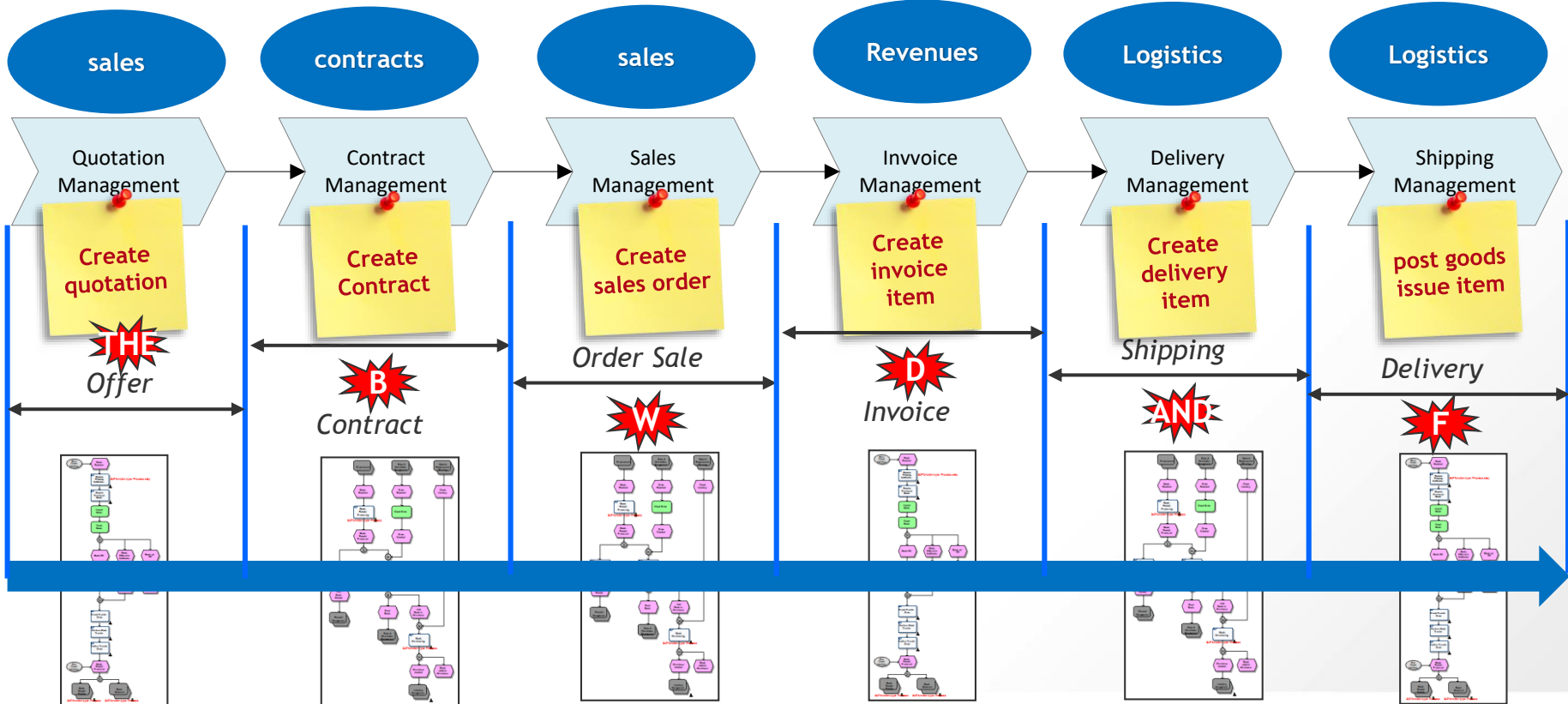
RISK REDUCTION

- ✓ Service level agreements (SLA) quickly measured to ensure the quality aspects of which do occur

Reliable data = = transparent decisions optimized planning

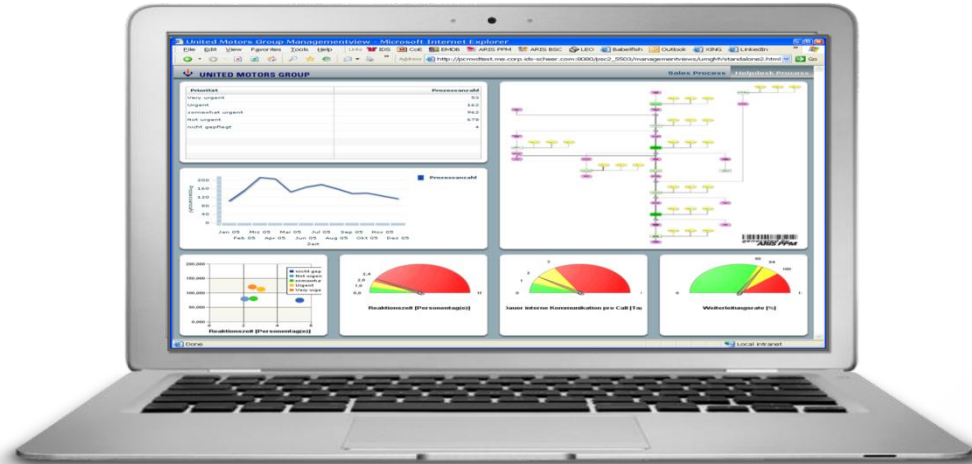
WHAT IS THE GAIN?

T Process cycle time



HOW DO WE DO IT ?

OTC ENVIRONMENT



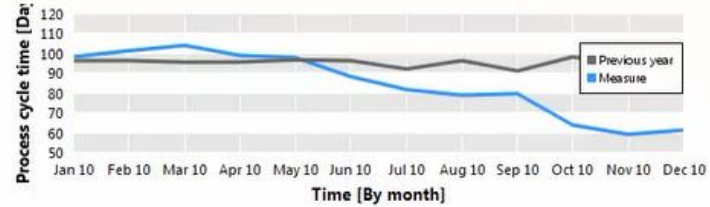
RESULTS

Process Performance Sales Order Processing

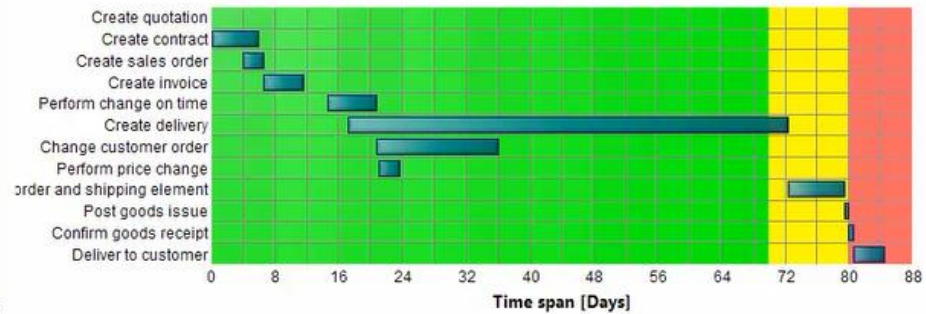
Current Cycle Time



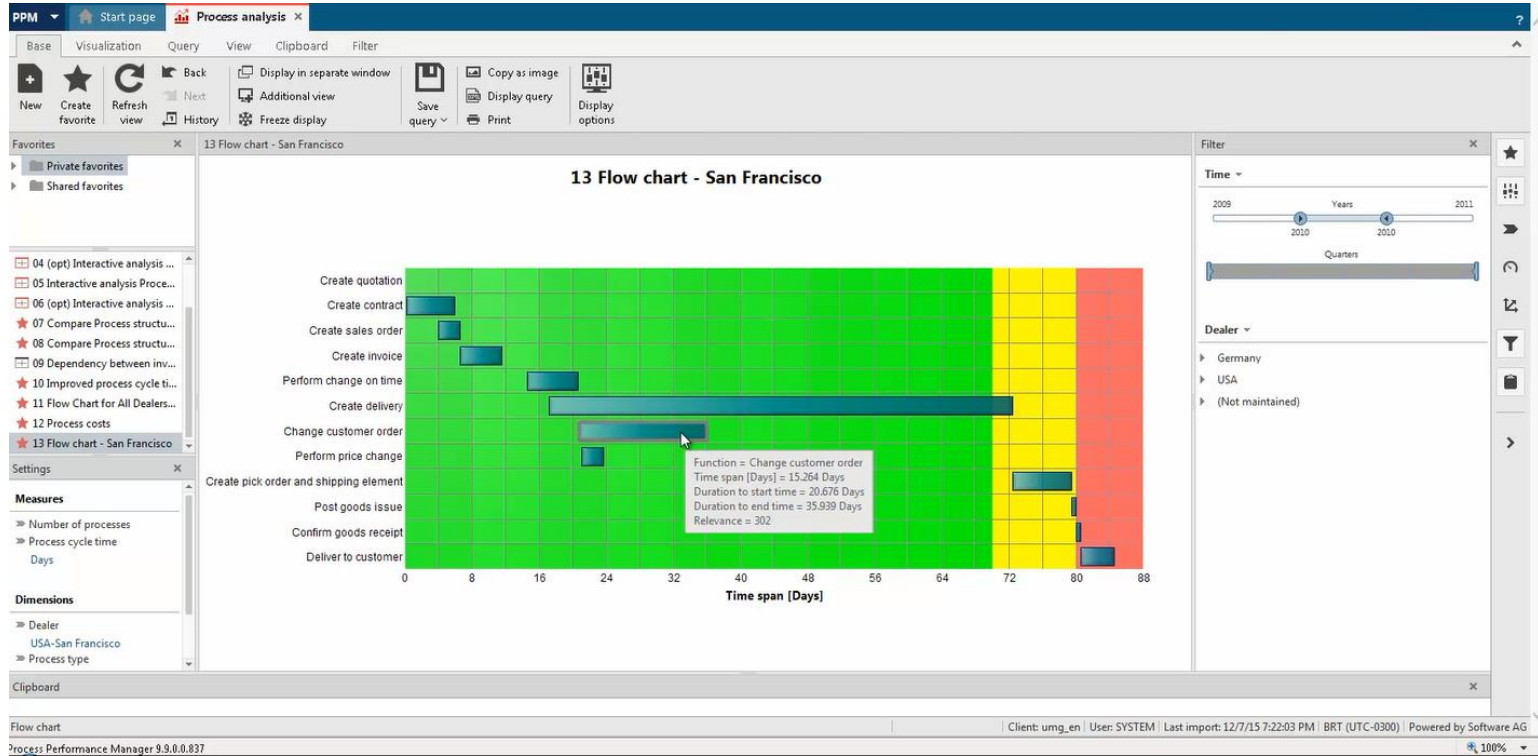
Process Cycle Time for San Francisco



Flow Chart for San Francisco in 2010



RESULTS



RESULTS

PPM Start page Process analysis x

Base Visualization Query View Clipboard Filter

New Create favorite Refresh view History Back Next Display in separate window Additional view Save query Copy as image Copy as image Export to Excel Display query Copy selection Print Find Display options

13 Flow chart - San Francisco

Order processing-cross series

| Process identification | Process cycle ti... | Number of processes |
|---------------------------|---------------------|---------------------|
| UMG#0000000080-3_43624... | 198 | 1 |
| UMG#0000000080-3_54647... | 174 | 1 |
| UMG#0000000080-3_43624... | 169 | 1 |
| UMG#0000000080-3_43624... | 169 | 1 |
| UMG#0000000080-3_43624... | 168 | 1 |
| UMG#0000000080-3_54646... | 167 | 1 |
| UMG#0000000080-3_54646... | 167 | 1 |
| UMG#0000000080-3_54646... | 166 | 1 |
| UMG#0000000080-3_54647... | 164 | 1 |
| UMG#0000000080-3_43624... | 164 | 1 |
| UMG#0000000080-3_43624... | 164 | 1 |
| UMG#0000000080-3_43624... | 163 | 1 |
| UMG#0000000080-3_43624... | 163 | 1 |
| UMG#0000000080-3_43624... | 161 | 1 |
| UMG#0000000080-3_43624... | 161 | 1 |
| UMG#0000000080-3_54646... | 159 | 1 |
| UMG#0000000080-3_43624... | 159 | 1 |
| UMG#0000000080-3_54646... | 158 | 1 |
| UMG#0000000080-3_54646... | 158 | 1 |
| UMG#0000000080-3_43624... | 157 | 1 |
| UMG#0000000080-3_43624... | 157 | 1 |

EPC Attributes Functions Flow chart Resources

Process type group: Order processing
Process type: cross series

Time 2009 2010 2011
Years
Quarters

Dealer
Germany
USA
(Not maintained)

RESULTS

Benchmark

| Process Identification | Process cycle time | Number of pro |
|----------------------------|--------------------|---------------|
| UMG#0000000080-3_436247636 | 198 | |
| UMG#0000000080-3_54647314 | 174 | |
| UMG#0000000080-3_436247630 | 169 | |
| UMG#0000000080-3_436247696 | 169 | |
| UMG#0000000080-3_436247796 | 168 | |
| UMG#0000000080-3_54646215 | 167 | |
| UMG#0000000080-3_54646316 | 167 | |
| UMG#0000000080-3_54646304 | 166 | |
| UMG#0000000080-3_54647406 | 164 | |
| UMG#0000000080-3_436247693 | 164 | |
| UMG#0000000080-3_436247871 | 164 | |
| UMG#0000000080-3_436247686 | 163 | |
| UMG#0000000080-3_436247699 | 163 | |
| UMG#0000000080-3_436247548 | 161 | |
| UMG#0000000080-3_436247786 | 161 | |
| UMG#0000000080-3_54646075 | 159 | |
| UMG#0000000080-3_436247765 | 159 | |
| UMG#0000000080-3_54646637 | 158 | |
| UMG#0000000080-3_54646675 | 158 | |
| UMG#0000000080-3_436247492 | 157 | |
| UMG#0000000080-3_436247788 | 157 | |
| UMG#0000000080-3_436247526 | 156 | |
| UMG#0000000080-3_436247601 | 156 | |
| UMG#0000000080-3_436247691 | 156 | |
| UMG#0000000080-3_436247768 | 155 | |
| UMG#0000000080-3_54646972 | 155 | |
| UMG#0000000080-3_436247623 | 155 | |
| UMG#0000000080-3_436247715 | 155 | |

Order processing-cross series

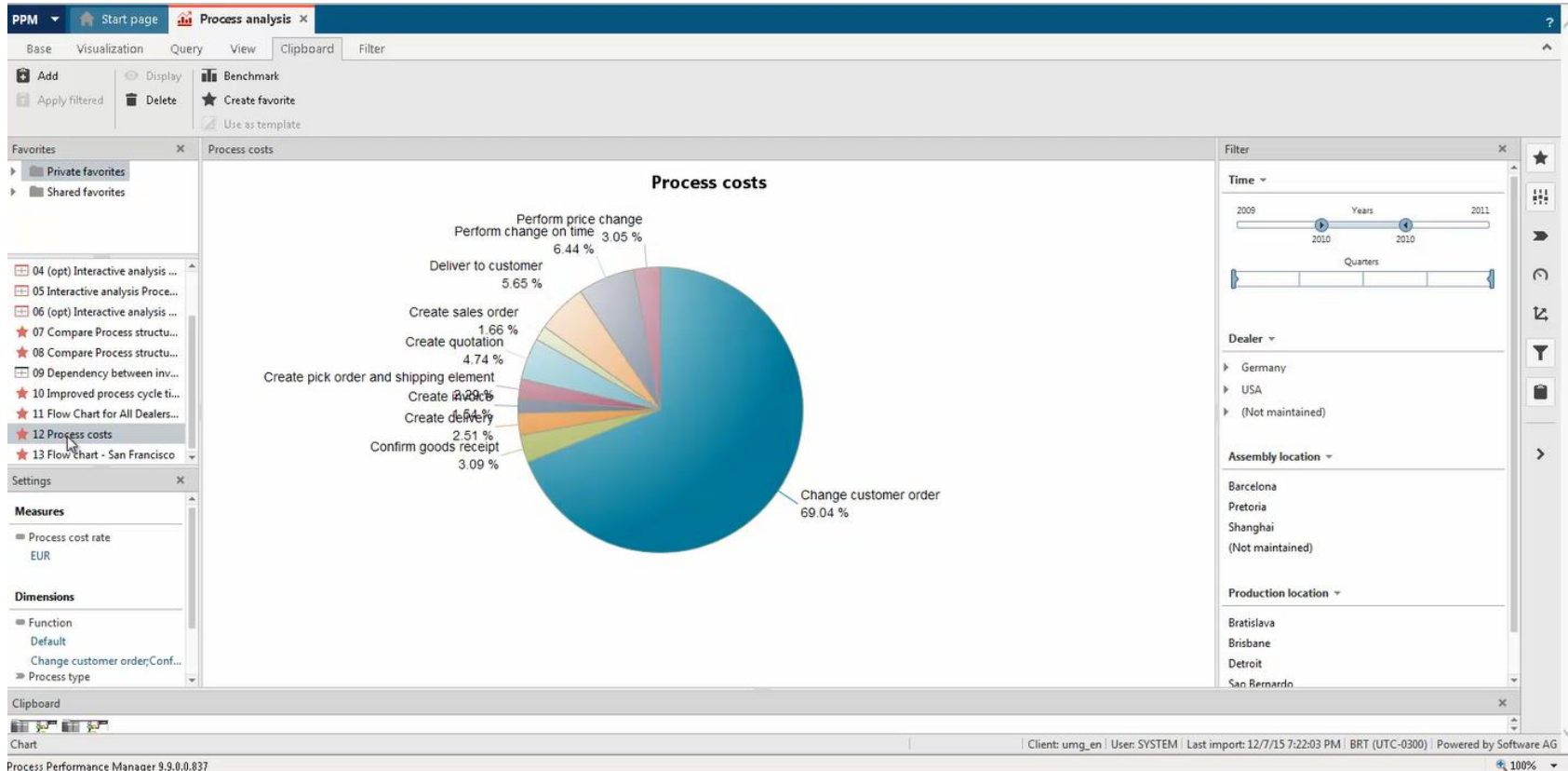
| Process Identification | Process cycle time | Number of pro |
|---------------------------|--------------------|---------------|
| UMG#0000000080-3_2147930 | 45 | |
| UMG#0000000080-3_3759264 | 44 | |
| UMG#0000000080-3_3759336 | 44 | |
| UMG#0000000080-3_3759366 | 44 | |
| UMG#0000000080-3_7658824 | 44 | |
| UMG#0000000080-3_3758950 | 44 | |
| UMG#0000000080-3_3758779 | 44 | |
| UMG#0000000080-3_2148064 | 43 | |
| UMG#0000000080-3_749217 | 43 | |
| UMG#0000000080-3_3758859 | 43 | |
| UMG#0000000080-3_54647483 | 43 | |
| UMG#0000000080-3_3758951 | 43 | |
| UMG#0000000080-3_3758946 | 43 | |
| UMG#0000000080-3_3759737 | 42 | |
| UMG#0000000080-3_3759590 | 42 | |
| UMG#0000000080-3_3758567 | 42 | |
| UMG#0000000080-3_7658598 | 42 | |
| UMG#0000000080-3_3758985 | 41 | |
| UMG#0000000080-3_3758281 | 41 | |
| UMG#0000000080-3_7658910 | 40 | |
| UMG#0000000080-3_3759436 | 39 | |
| UMG#0000000080-3_3758543 | 39 | |
| UMG#0000000080-3_3758669 | 38 | |
| UMG#0000000080-3_3758990 | 38 | |
| UMG#0000000080-3_3759394 | 38 | |
| UMG#0000000080-3_3759204 | 37 | |
| UMG#0000000080-3_3759124 | 36 | |
| UMG#0000000080-3_2750236 | 24 | |

Order processing-cross series

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|---------------------------|--------------------|---------------|
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| UMG#0000000080-3_3759336 | 44 | |
| UMG#0000000080-3_3759366 | 44 | |
| UMG#0000000080-3_7658824 | 44 | |
| UMG#0000000080-3_3758950 | 44 | |
| UMG#0000000080-3_3758779 | 44 | |
| UMG#0000000080-3_2148064 | 43 | |
| UMG#0000000080-3_749217 | 43 | |
| UMG#0000000080-3_3758859 | 43 | |
| UMG#0000000080-3_54647483 | 43 | |
| UMG#0000000080-3_3758951 | 43 | |
| UMG#0000000080-3_3758946 | 43 | |
| UMG#0000000080-3_3759737 | 42 | |
| UMG#0000000080-3_3759590 | 42 | |
| UMG#0000000080-3_3758567 | 42 | |
| UMG#0000000080-3_7658598 | 42 | |
| UMG#0000000080-3_3758985 | 41 | |
| UMG#0000000080-3_3758281 | 41 | |
| UMG#0000000080-3_7658910 | 40 | |
| UMG#0000000080-3_3759436 | 39 | |
| UMG#0000000080-3_3758543 | 39 | |
| UMG#0000000080-3_3758669 | 38 | |
| UMG#0000000080-3_3758990 | 38 | |
| UMG#0000000080-3_3759394 | 38 | |
| UMG#0000000080-3_3759204 | 37 | |
| UMG#0000000080-3_3759124 | 36 | |
| UMG#0000000080-3_2750236 | 24 | |

Close Help

RESULTS



RESULTS

