
From Data To Business

- How To Use Process Mining In The Financial Sector

Introduction to:

PROCESS MINING

About me

John Hansen

- Process Scientist
- Owner Project2 ApS
- Freelance consultant since 2005
- Specialising in Business Process Management and IT Requirements
- ChangeGroup Partner (2007-2013)
- Member of IEEE Task Force On Process Mining (<http://www.win.tue.nl/ieeetfpm/doku.php?id=start>)

Author of :

- Enterprise Development With VS.Net, UML, and MSF

Author of the blogs:

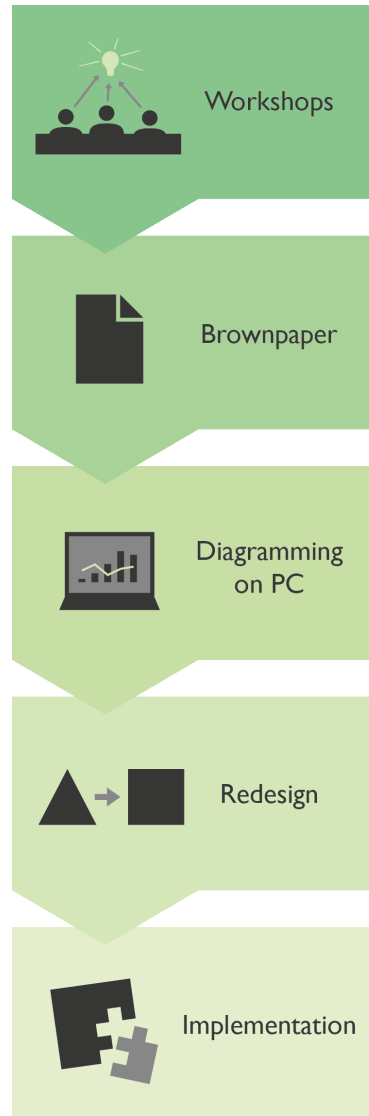
- www.processmining.dk
- www.allaboutrequirements.com

Link with me:

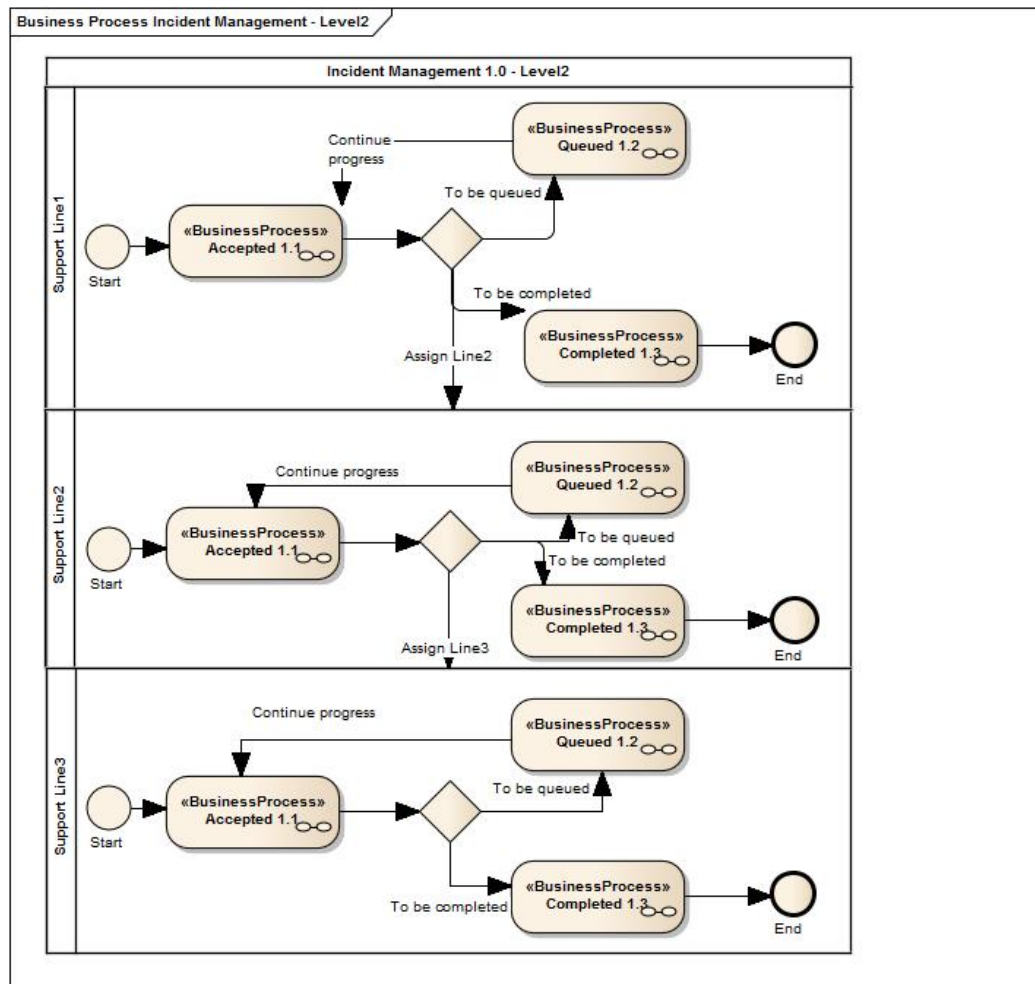
- <https://www.linkedin.com/in/JohnErikHansen>
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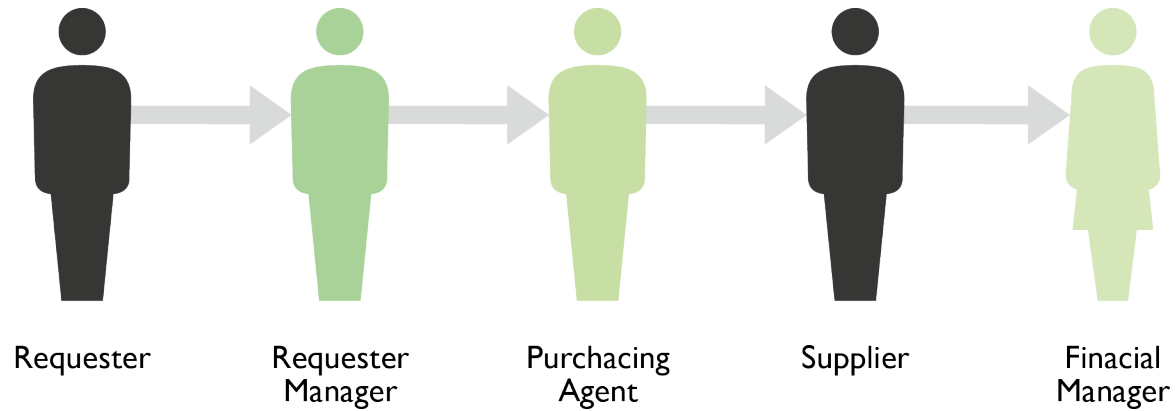
Traditional Process Optimisation




Looking For Patterns



Demo



Looking at...

- Complaints about the process
 - KPI – max 21 days
 - Are we compliant with process guide line?
- 

Case Story



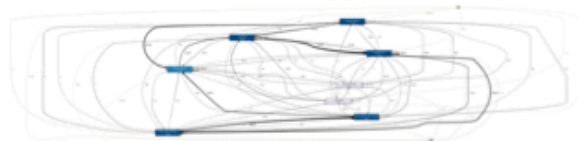
Copenhagen Airports A/S Process Mining Case Story

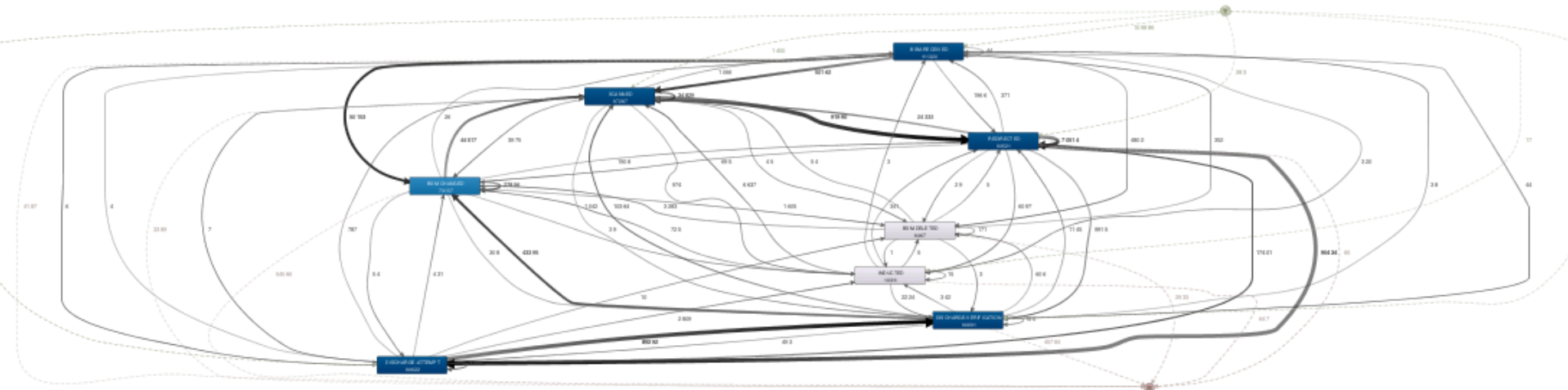
The Process Mining pilot case in Copenhagen Airports A/S was targeting Bag-tag data extracted from the Bag-tag system. Every bag being checked-in or transferred through the airport is having a bag-tag containing valuable information about the destination flight. All bags are handled in the baggage sortation factory, ensuring they end up on the right flight on time.

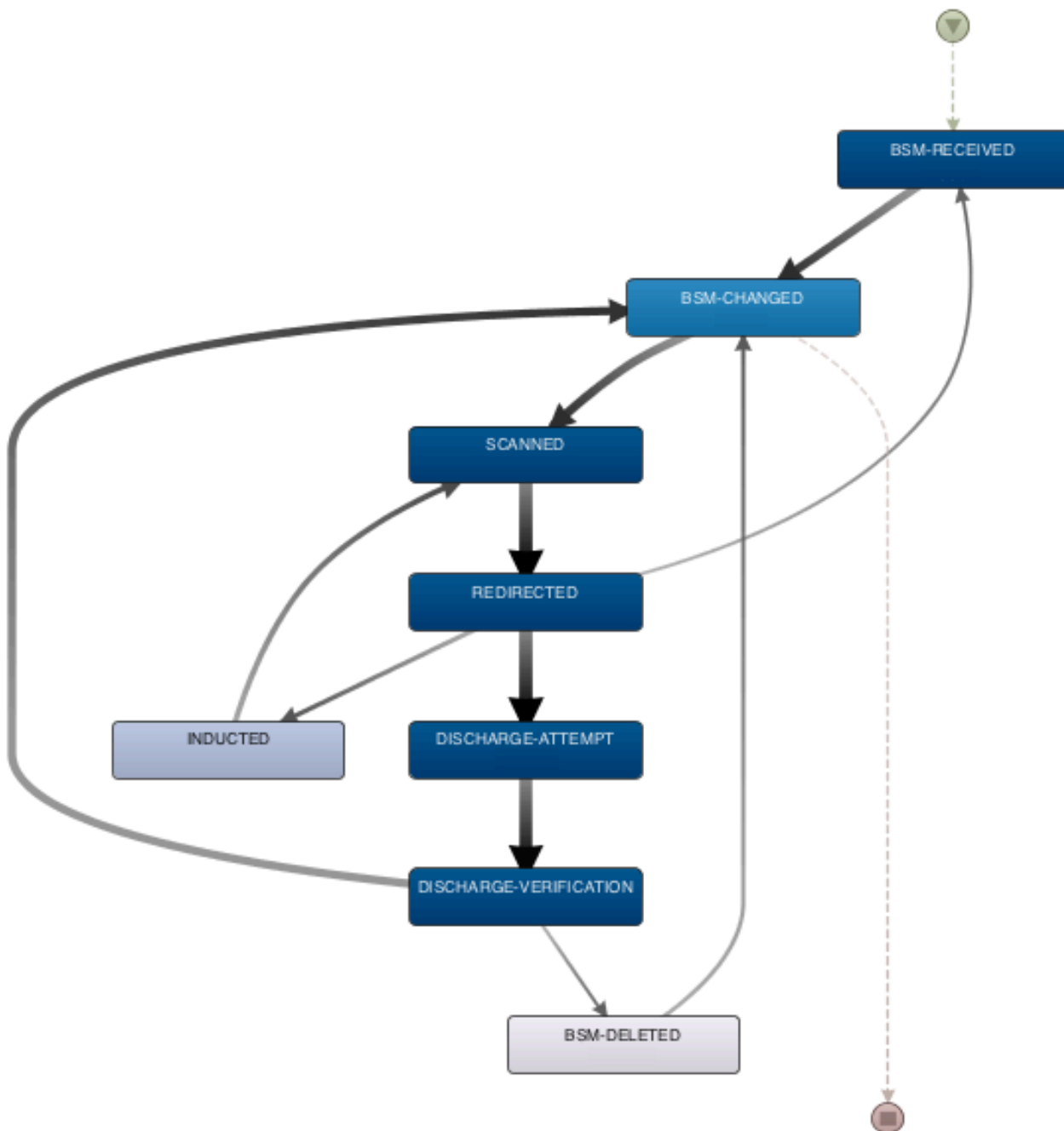
As the Bag-tag is scanned multiple times on its way from check-in, through the baggage factory, and to the aircraft - and needs to meet several performance KPIs, and because the process can vary significantly depending on different events such as need for storage due to early arrival etc., it was interesting to have a closer look at the process using Process Mining.

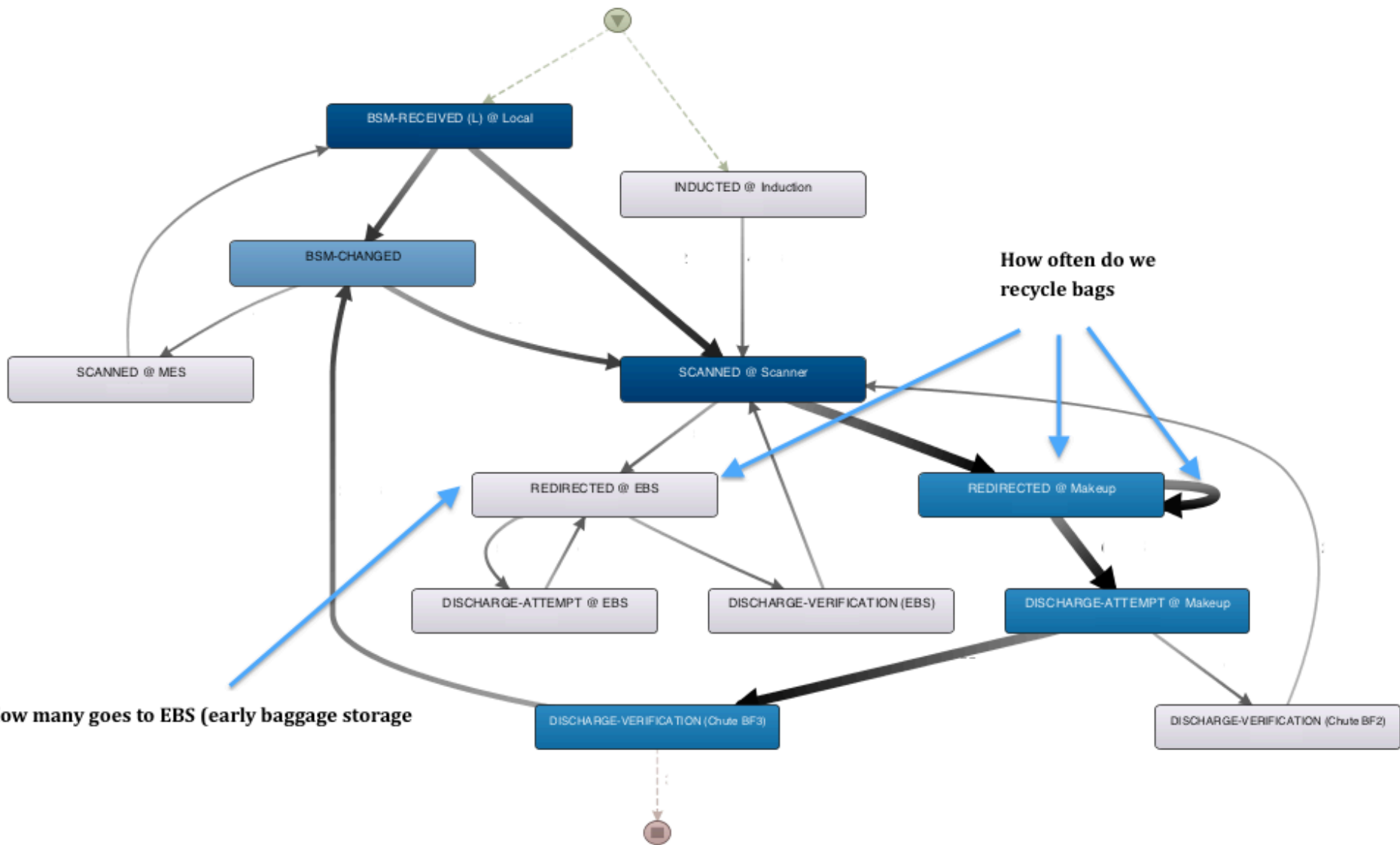
The approach to mining the data is to look at the data from two different process perspectives and analyse the results in iterative cycles. Using that approach the analysis revealed more details and insights as the analysis was re-generated.

First the data was analysed in order to generate a process map and for getting to know the process in detail. This went from a spaghetti-like process overview into meaningful details by filtering and slicing the process data.









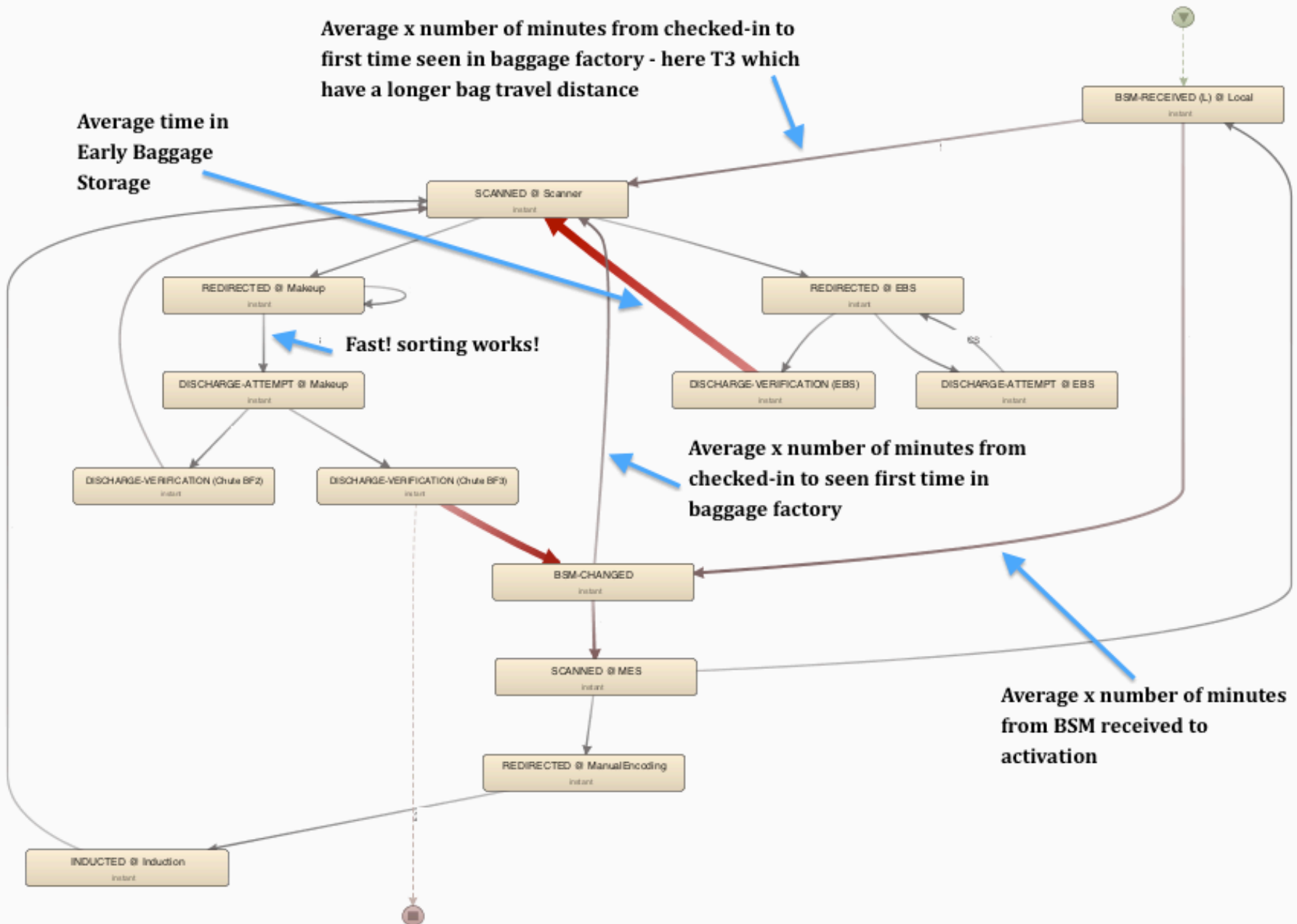
Average x number of minutes from checked-in to first time seen in baggage factory - here T3 which have a longer bag travel distance

Average time in Early Baggage Storage

Fast! sorting works!

Average x number of minutes from checked-in to seen first time in baggage factory

Average x number of minutes from BSM received to activation



Process Mining In financial services

- Where To Apply It

- Process owners improving their own process
- Customer journeys
- Auditing
- Cost reduction projects
- IT – outlining current state assessment



Rabobank

- Business → Digital Business

Advanced Data Analytics department

Advanced analytics

Data analysis,

Advanced analysis

Machine learning

Text mining

Process mining

- all under the same umbrella; Big Data

Proof of Concept

Small group of people.

All enthusiasts - evangelists

Passion for Big Data, process mining and data driven business.

Established a set of success factors. The goal was to explore these new techniques and tools, and see what advantages and insights they could bring.

PoC executed in around a year

Process mining turned out to be very valuable, bringing new ways of looking at processes.

The Strategy

Managers identified their urgent challenges and agreed on what main driver should be.

The focus was on cost reduction.

E.g. the mortgage process. Here process mining was used to really understand the process and especially understand what the customers are doing in the process

KPIs verified and challenged

Lessons Learned

Start small

Identify drivers

Formalise specialist team

PM + LEAN

Pilot projects (PoC)

Insights and cost reduction

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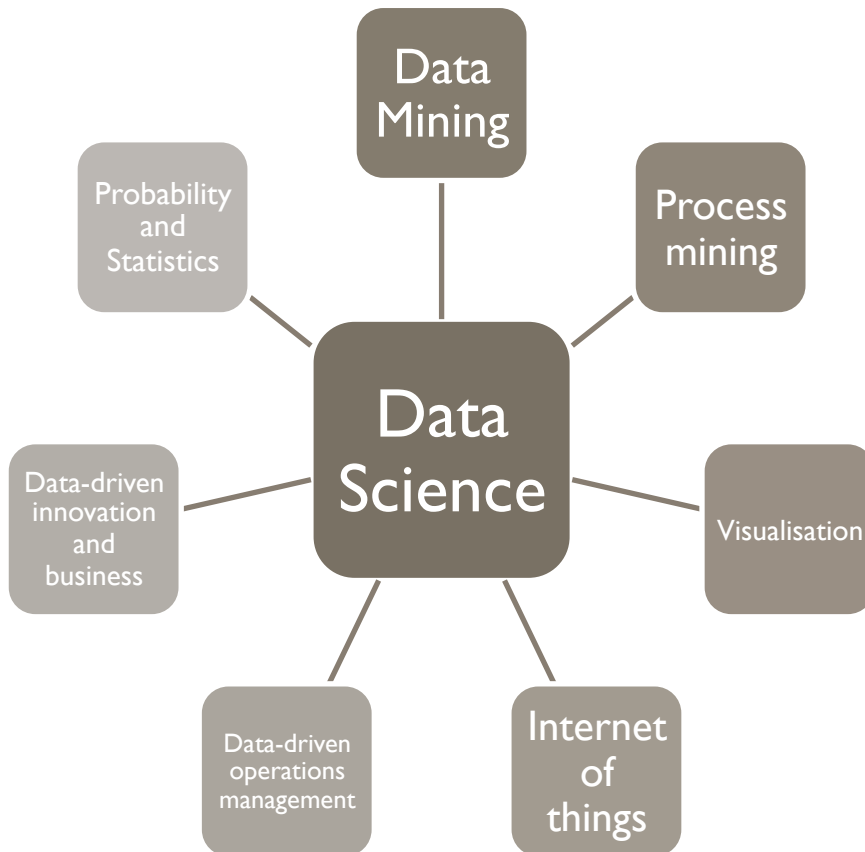
Insights and cost reduction

Data Science

From bank branches and paper → smartphones and big data

We are not Danske Bank and don't have capacity to a "Danske Bank" Operation X.

- Sven Blomberg, Vice Adm. Dir., Jyske Bank





Tilmeld dig

ProcessMining.dk nyhedsbrevet

...og modtag jævnligt viden om hvordan dine
processer automatisk kan forbedres og skabe mere
forretning

Email:

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