

How do I have end-to-end visibility on my process? Some of my processes are offline and verbally communicated.

Scenario: Procurement



I run the procurement function at a mid-sized organisation. Although we have process guidelines for vendors to follow, often discussions on requirements, tend to happen over informal channels such as WhatsApp, or through phone calls. I don't get the full picture of discussions.

How Process Mining Can Help

By identifying patterns in your organisation's procurement data, process mining links ideal process structures to actual outcomes.

What this means is if two proposals are in the approval stage, you can know which of it has followed all your internal processes, and which one has jumped the queue and directly come to the approval stage. Upon examination, you can understand if offline conversations were held to finalise the proposal and initiate course correction accordingly.

Sometimes, if processes aren't reviewed regularly, some stages/ approvals tend to become obsolete and can increase your response time. Process mining also helps you identify such stages in the procurement process.

