

How do I check for process deviations without a sample audit approach?

Scenario: Compliance



I am part of the compliance department of a mid-tier bank. Ideally, we have stringent processes in place for loan application sanctions. However, the KYC process itself isn't systematically undertaken due to many reasons.

Is there a way I can see the extent of deviation without manually reconciling each case? I also want to know if the deviation is specific to a few branches/ professionals or endemic to the system?

How Process Mining Can Help

One of the key features of process mining is to identify deviation (or confirmation) from the ideal or expected process path and understand the extent of deviations (or confirmation).

In a KYC context, this means you can see the extent of deviation at the individual level, branch level, and zone/ cluster level. Comparisons between categories are also possible for benchmarking and analysis. So you can know if Branch A is more deviant than Branch B and if so, in what areas.

Process mining can show the actual process paths that exist in your organisation, and has the ability to be configured at any level of custom granularity.

