

# How do I replicate best practices across operations?

## Scenario: GIC best practices adoption



I am responsible for a large GIC center for a global manufacturing organisation. In my initial study, we identified certain production centres that had highly optimised processes that I am keen to replicate for centers either being built or centers with inefficient processes. How can process mining help leverage best practices from one center to another?

## How Process Mining Can Help

Replicating best practices across different businesses can be tricky. While the sequence of activities or operations, and key enablers can be easy to replicate, the extent of success post implementation can vary. Process mining provides a systematic way to measure process parameters and compare them at an activity or task level, thereby providing you tangible inputs to act on.

**This means if a process takes three days more in Centre A, compared to the average across all centers, you can identify which sub-process is causing the delay and find ways to remediate this. The remediation can take many forms – automating the sub-process, eliminating the sub-process if found irrelevant, or simply transferring it to a centralised facility that is better equipped to handle this.**

Further, through process mining you can compare business processes and key activity level information between different centres. These inputs can help narrow down inefficient and deviant areas that can be considered potential starting points for applying best practices.

