Institut für
Supply Chain Management

Universität St.Gallen

"Science-based, practice-driven"

Performance Evaluation for Global SCM-Processes

Compatibility Study for Big Data Approach of Process-Mining
Factsheet

Data Centralization: Challenges of ERP-supported SCM-Processes

- Within a company's global supply chains there are multiple variants for the same SCM-Process, causing high operational and administrative costs
- Especially when faced with the need to centralize SCM-Data, companies have to identify and evaluate these process variants upon their effectiveness
- In order to reduce the multiple variants without decreasing performance, big data analysis for processes is required – namely «process-mining»
- Out of multiple applications not every process mining solution is applicable to every corporation's heterogeneous IT environment and SCM process framework

Unique Approach offered by ISCM-HSG

- ISCM-HSG offers an unbiased and research-driven apporach towards the evaluation of SCM process-mining (solutions) for your company
- Benefiting from university-exclusive access to performance data, applications and research publications within the field, ISCM-HSG has unique access to information required for a comprehensive feasibility study for process-mining solutions
- During previous research-projects with MNCs, ISCM-HSG has already gained substantial insight into various IT infrastructures and data requirements of SCM

Concrete Deliverables of Feasiblity Study and Optional Project Extension

Kick-off

1 Day: Company specific Analysis and Discussion:
Objectives, SCM-Organization, IT-Infrastructure, Key-Contacts

3 to 6 Months: **Analysis by ISCM-HSG** (partly on-site)

Deliverables

Cost-Benefit Analysis	Compatibility Study regarding	
Cost-benefit evaluation of currently available process mining solutions	Compatibility with the heterogeneous IT infrastructure of your corporation	Compatibility with SCM-process framework

Access to unbiased information regarding functionality and prices as well as trial versions (previews) of process mining solutions

Option for integral project extension

Analysis	→	Process Mining	→	Optimization
Objective analysis by ISCM-HSG, providing necessary insights		Implementation of process mining solution with optional support by ISCM-HSG		Evaluation of findings and implementation of process improvements

Find more information about performance evaluation for Global SCM-Processes under iscm.unisg.ch

Institut für
Supply Chain Management

Universität St.Gallen

"Science-based, practice-driven"

Performance Evaluation for Global SCM-Processes

Feasibility study for Big Data Approach of Process-Mining
Factsheet

Impact on your Corporation: Analysis

- Availability of performance data allows reduction of process variants, higher effectiveness and throughput of purchase orders
- Feasibility evaluation regarding SCM-data integration of various IT-sources
- Analysis provides knowledge foundation for sound decision-making upon upcoming process actions, process directions and possible areas to improve, as well as upcoming service purchase negotiations
- Efficient analysis process and application of tested framework – performed by a lean project team from ISCM-HSG requires little involvement of internal resources

Impact on your Corporation: Implementation

- Corporation-wide analysis conduction: application of process mining, summary of data on an overall-basis, thus, the optimal practice can be obtained and ideally implemented corporation-wide
- Discovery of so far unknown derivations from happy path plus reasons for derivations

→ Identification of «targets» with cost-optimization potential

Impact on your Corporation: Optimization

- Focus on reasons for derivations from happy path, rather than solving resulting issues
- Alignment of SCM-processes corporation-wide – increased efficiency, reduced costs, eased process-structure and handling

Suitable Project Participants

- Supply Chain Management divisions of multinational enterprises and international corporations, operating their supply chains via (various) ERP-systems on a daily basis and confronted with barriers of worldwide data harmonization, data processing and IT-infrastructure

Contact

Prof. Dr. Wolfgang Stölzle
Managing Director
Institute of Supply Chain Management
University St.Gallen
Telefon: +41 71 224 7280
E-Mail:
wolfgang.stoelzle@unisg.ch

Elisabeth Altmayer, M.A. HSG
Research Assistant & Project Manager
Institute of Supply Chain Management
University St.Gallen
Telefon: +41 71 224 7284
E-Mail:
elisabeth.altmayer@unisg.ch

Julia Burkhardt, M.Sc.
Research Assistant & Project Manager
Institute of Supply Chain Management
University St.Gallen
Telefon: +41 71 224 7258
E-Mail:
julia.burkhardt@unisg.ch

Find more information about performance evaluation for Global SCM-Processes under iscm.unisg.ch