



The innovator's guide to

PROCESS ANALYTICS

Are your processes failing to reach their objectives? Process analytics can put them back on track by aligning all of the factors that enhance operational efficiency on your asset.

#8 IN A SERIES

What is it?

In the days of old-fashioned production lines, business processes could be made more efficient by subjecting them to a relatively simple time/cost analysis. But in the digital era, the job of optimising human organisations has become enormously complex, requiring a data-based approach known as process analytics.

The relationship between assets, data and personnel is constantly evolving, with plenty of moving targets. Process analytics therefore needs to draw on a wide range of data sets in order to understand the organisation better, then provide real-time insights that help improve performance.

When process analytics is done right, collaborative teams empowered by data insights are aligned with the asset in a way that reaches the owner's strategic objectives more efficiently than before.

Why should I care?

Maybe you've optimised your asset's processes already, but they've not been executed as you intended, or they're failing to deliver the efficiency gains you expected.

Process analytics can help solve that problem. For example, it might match re-sources, roles and work shifts to the fluctuations of incoming orders. Or it could capture and analyse broader external factors in the marketplace, providing real-time insights that improve decision making.

All the while, process analytics is able to evaluate your internal decision-making processes by means of a practical metric. This enables continual improvement, which is a key feature of lean and agile management.

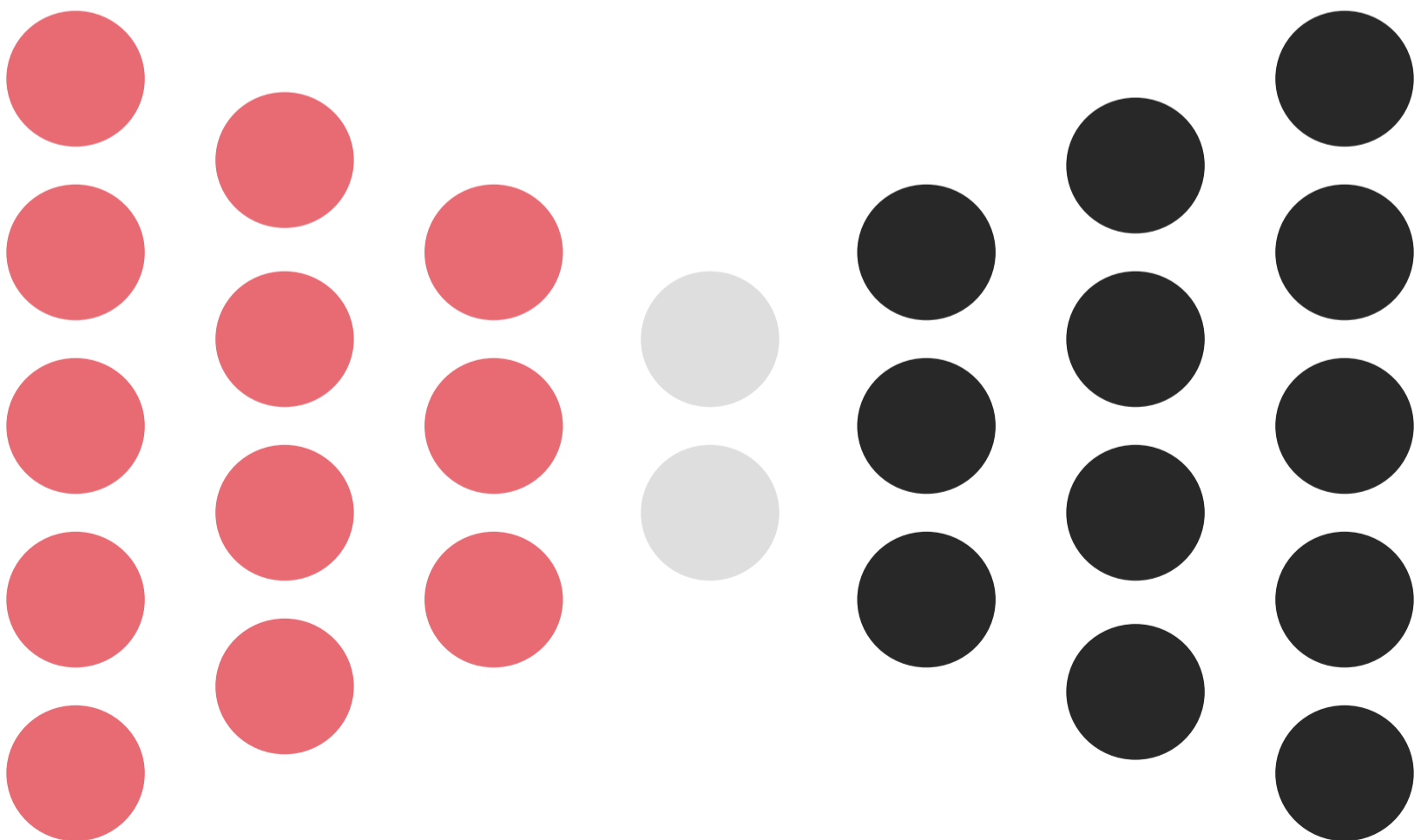
What can I do about it?

Quantifiable metrics are essential to process analytics.

01

DEFINE OUTPUTS AND INPUTS

Identify some quantifiable KPIs and rank them in terms of importance. These are your outputs. Now identify the factors that can be adjusted to improve those KPIs. These are the inputs.



02

MAKE PROCESSES TRANSPARENT

Process transparency enables everyone to make more informed decisions. It also creates an audit trail, driving cultural change based on accountability and collaboration. So start off by making those outputs available to everyone in real time.

03

INSTALL PREDICTIVE ANALYTICS

A predictive service is able to model various process configurations and performance trade-offs to optimise your organisation. Predictive analytics can also ascertain whether a new process is likely to work within existing constraints.

Innovator's checklist

- ▶ Try adjusting your KPIs to reflect outcomes and value added rather than conventional measurements such as time spent on producing something.
- ▶ Standardise scalable processes wherever possible as this retains knowledge, delivers consistency and allows for automation. It also provides a centralised view of work scope and progress.
- ▶ Encourage teams to help improve processes. This may require a cultural change, but it will get easier over time as information silos come down.



Learn more about Process Analytics at silverhorsetech.com/process-analytics

Learn more about AssetHive refer to guides 1, 2, 3, 4, 5, 6 and 7 at silverhorsetech.com/assethive

