

Process Mining and Lean

A workshop to identify where PM
can help your Lean initiative

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Speaker Bio



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1st Certified Lean Service Professional in Europe

ITIL Expert, ITIL Service Manager, CISA, [...]

28 years in IT

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Campfire workshop

A group of people, including men and women of various ages, are sitting in a circle around a campfire at night. The fire is bright and central, casting a warm, orange glow on the participants. The background is dark, suggesting an outdoor setting. The people are looking towards the camera or the fire, some smiling. The overall atmosphere is cozy and communal.

Who are you?

What's your relationship with Lean and PM?

Do you need a quick “introduction to Lean”?

Do you need a quick “introduction to Process Mining”?

What do you want to take home from this workshop?

A brief intro to Lean



Lean Thinking is a **management strategy** focused on maximizing stakeholder **value** by achieving the fastest rate of improvement in customer satisfaction, cost, quality, process speed, and return from invested capital

It describes a **holistic** and sustainable approach that uses less resources to achieve goals

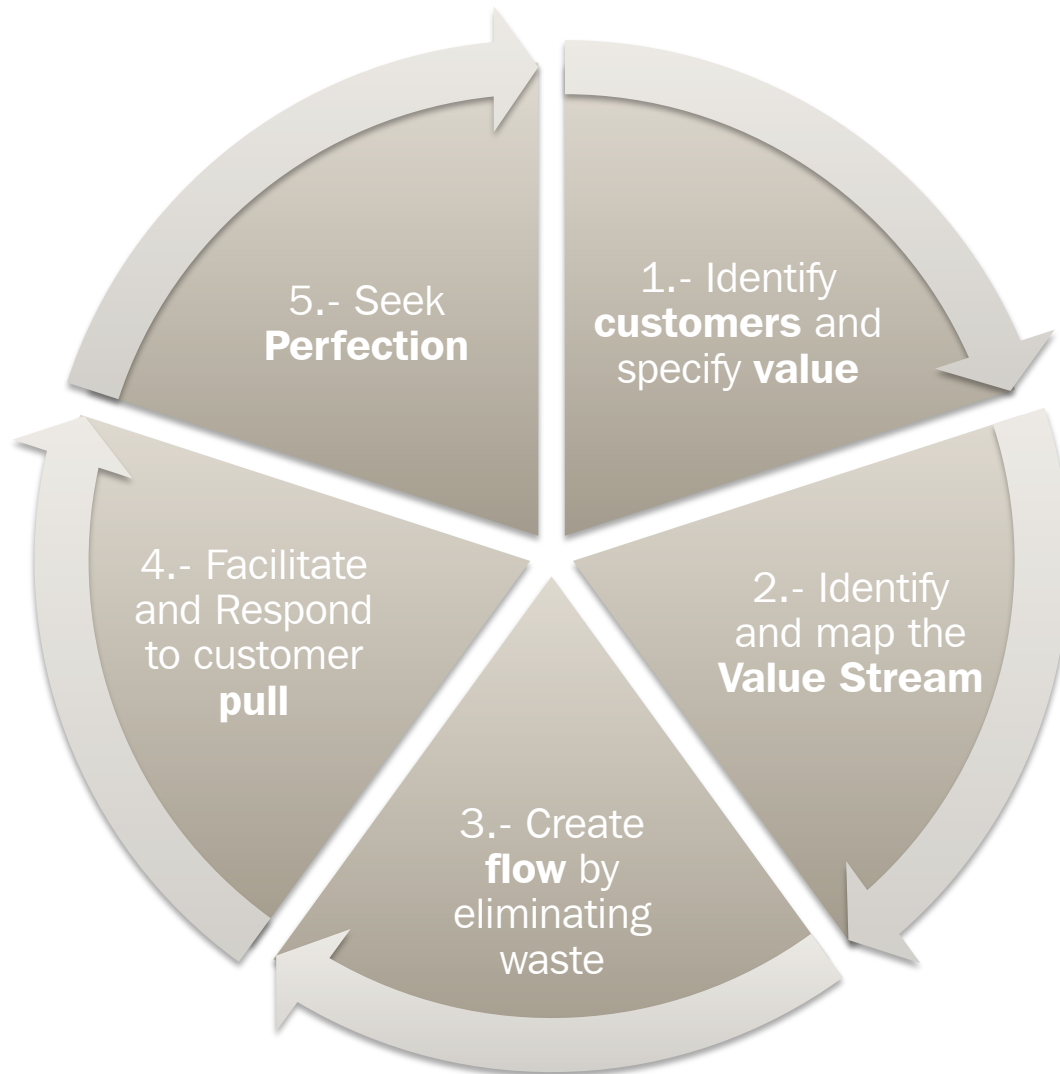
Lean methods find and eliminate **waste** in both the consumption (customer) and provision (provider) activities (value streams)

Its main focus is to maximize stakeholder value, and not cost reduction. Cost reduction appears as a secondary effect.

The lean (TPS) house



Core principles

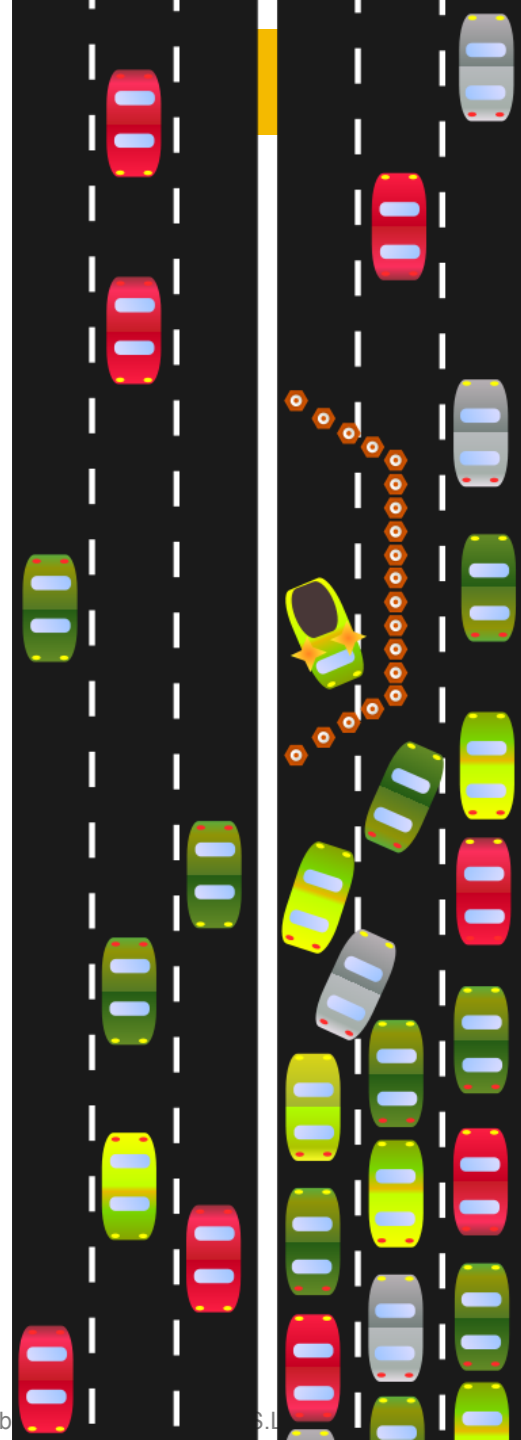


So everything is about flow

Ensure each step in the flow is:

- Valuable
- Capable
- Available
- Adequate
- Flexible

Stable



A method? A toolset? An approach?

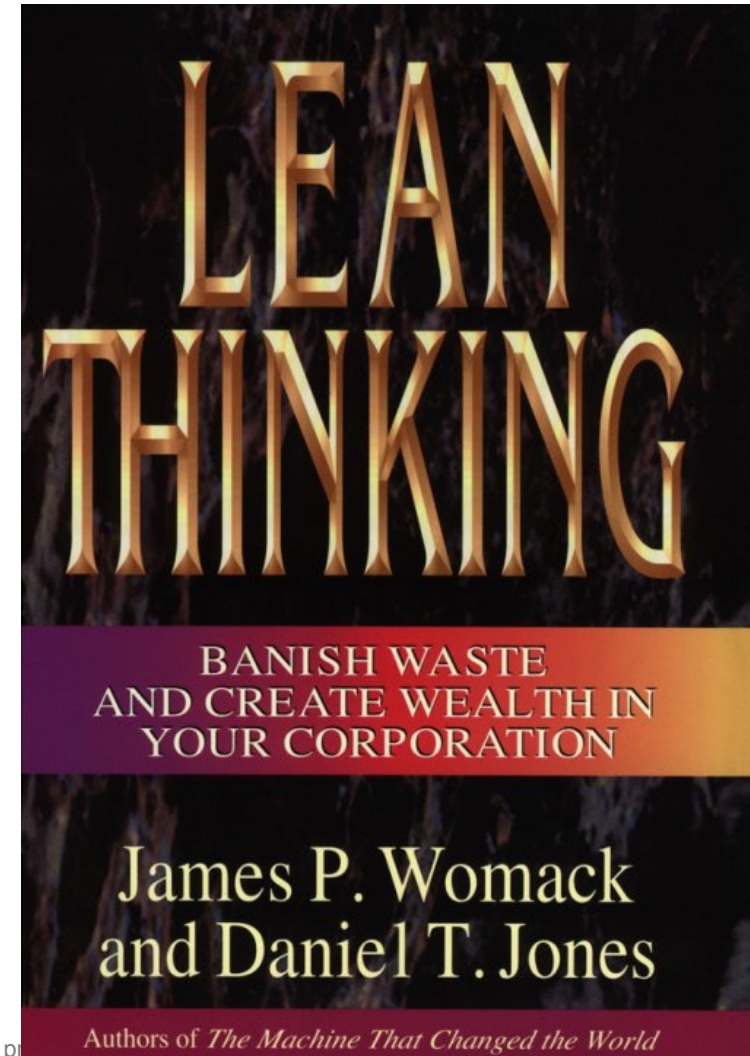


The book was not called “Lean Methodology” nor “Lean Framework” nor even “Lean Standard”...

The book was called “Lean Thinking”.

The change needed is more related with **how the organization thinks** than with what the organization does.

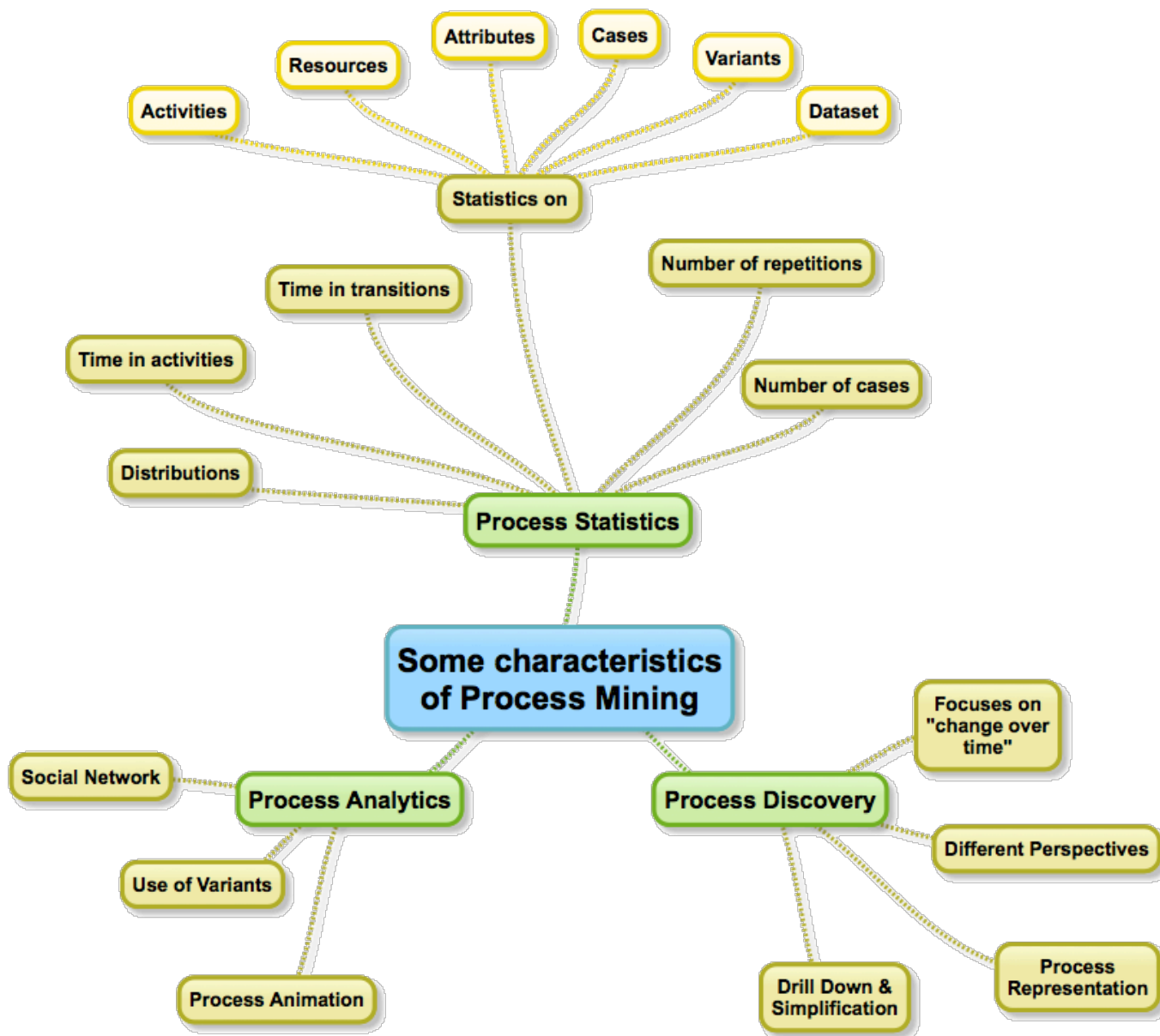
This change in thinking will trigger the change in what the organization does and how do the organization perform its activities and even will affect in hoe the organization relates to others (partners and customers)

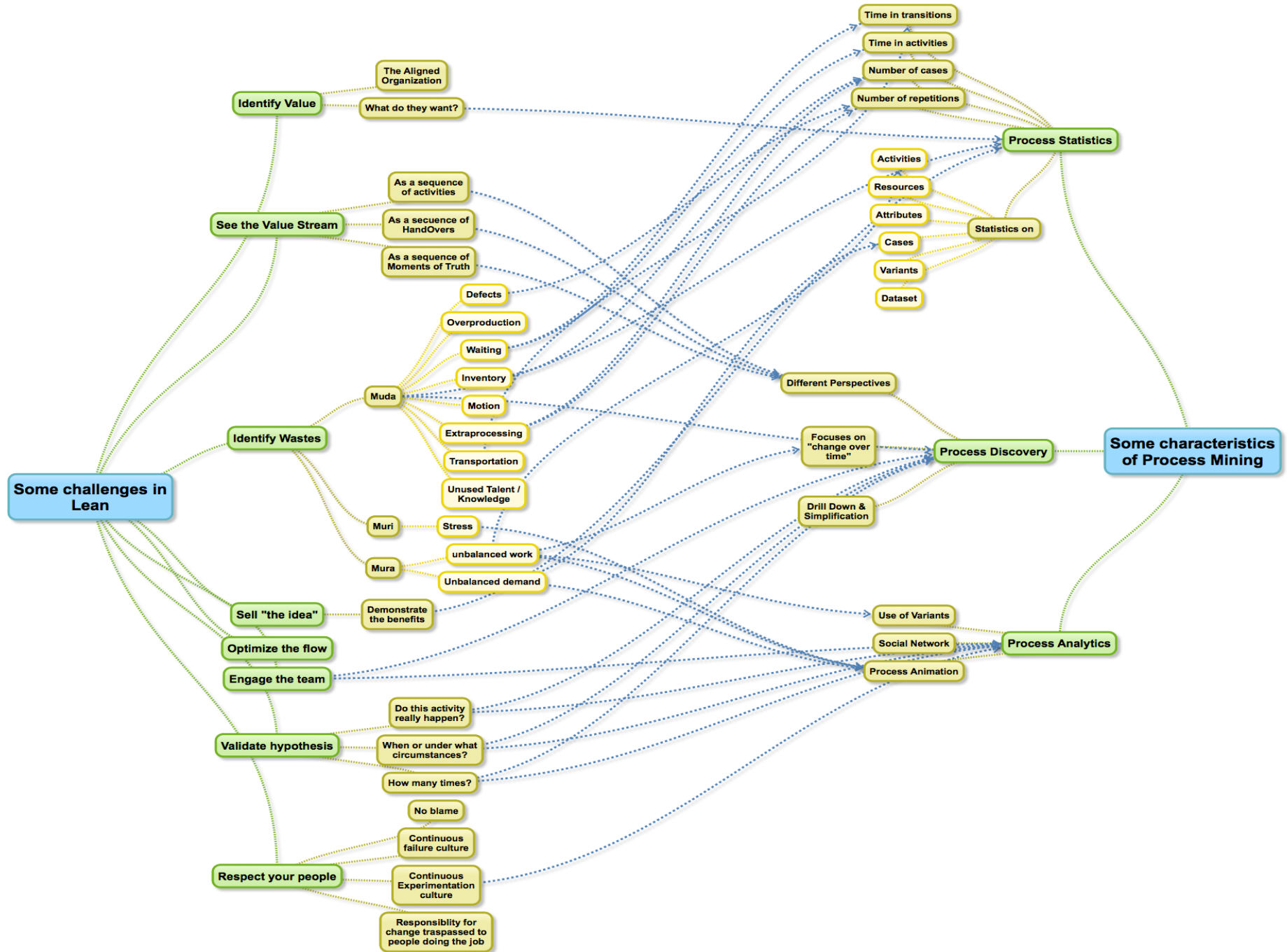


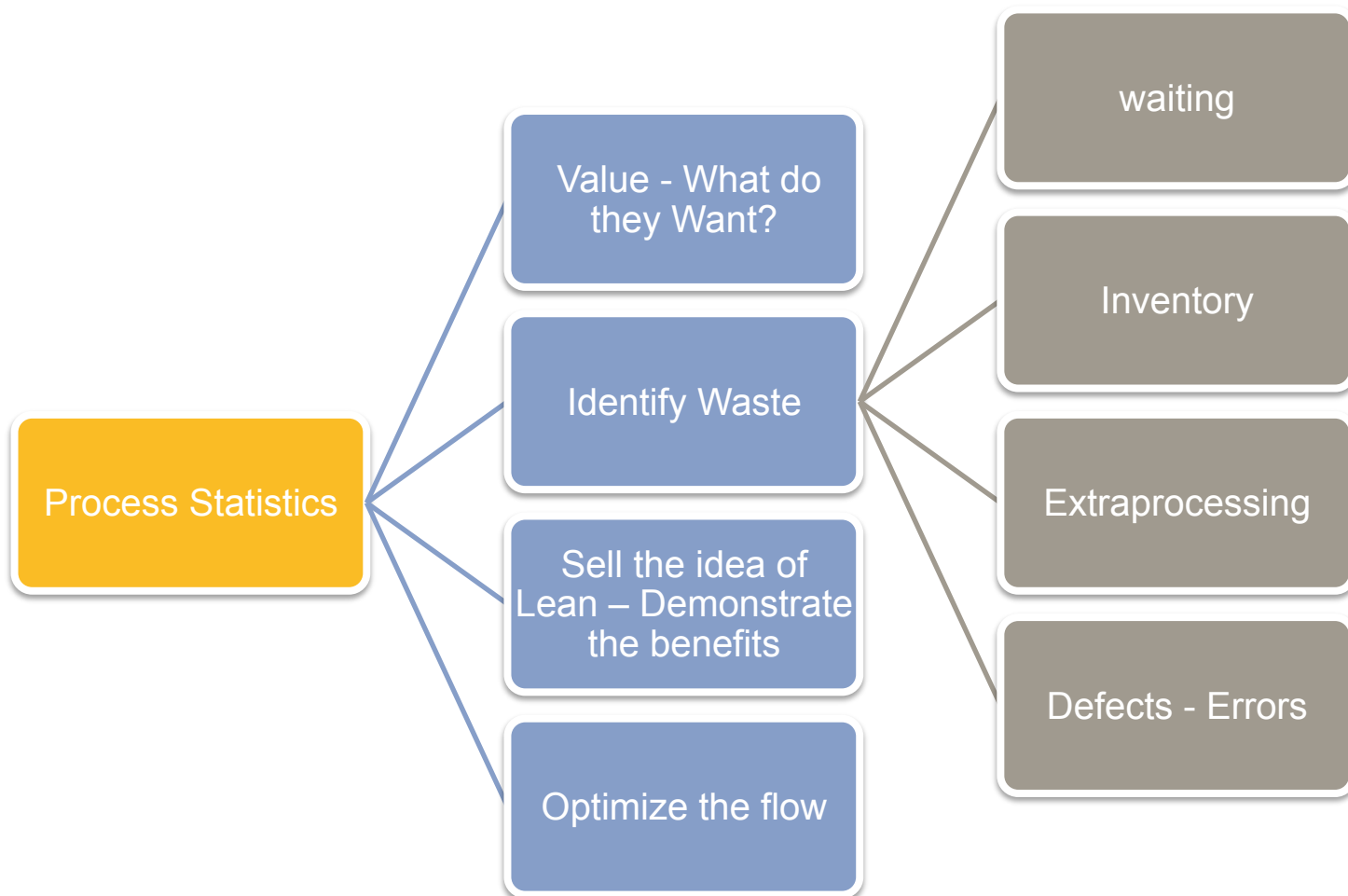
Some of the challenges in Lean



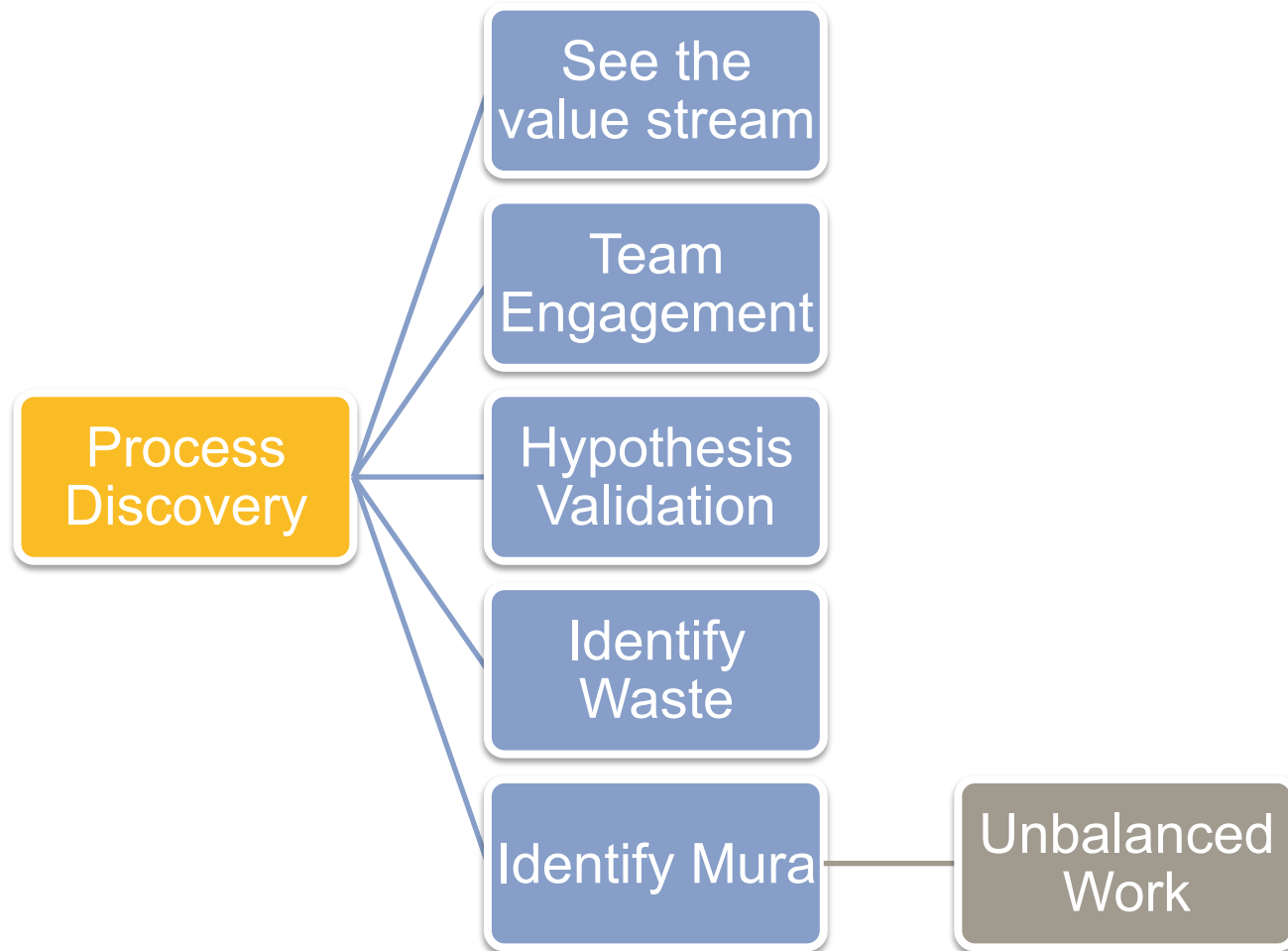
Some of the Process Mining characteristics

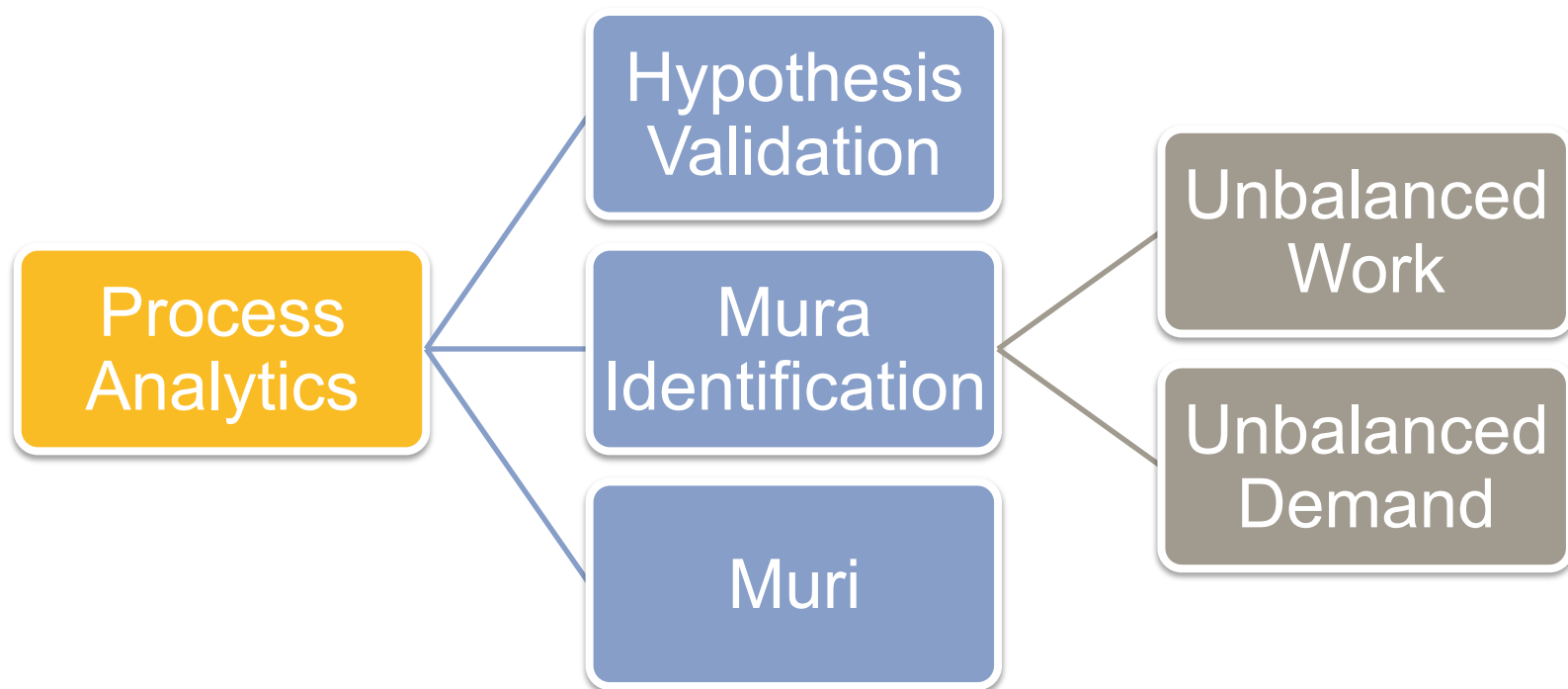






Food for thoughts





Some ideas for PM Investigators and Developers



To have a map that clearly identifies VA, NVA and NNVA activities



Maybe something that can help identifying bottlenecks?



To have metrics associated to the map that shows average and distribution of size of the queues



CAMPERS: Your input is needed here!!

Thank you!



You just earned the Process Mining Camping skills badge

