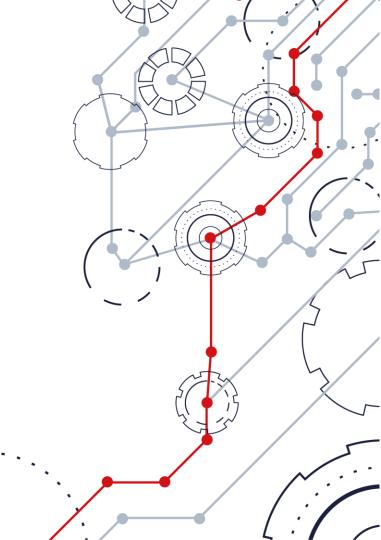
The Road to Operational Excellence

Hilversum, Mavim Connect

Jurgen van Wijck & Martijn Tolsma





Introduction – Who we are





Jurgen van Wijck

Senior Consultant MLC | IG&H Operational Excellence | Supply Chain

> Jurgen.van.Wijck@m-lc.nl +31 6 83 24 86 20

Martijn Tolsma

Managing Director MLC | IG&H Solution lead | BPM

Martijn.Tolsma@m-lc.nl +31 6 12 02 76 64



Agenda

Introduction

How we look at Operational Excellence enabled by BPM

- The foundation for Operational Excellence: Business Process Management (BPM)
- Our Growth Model & Trends

How this works in practice

- Successful application in practice
- Success factors

Questions

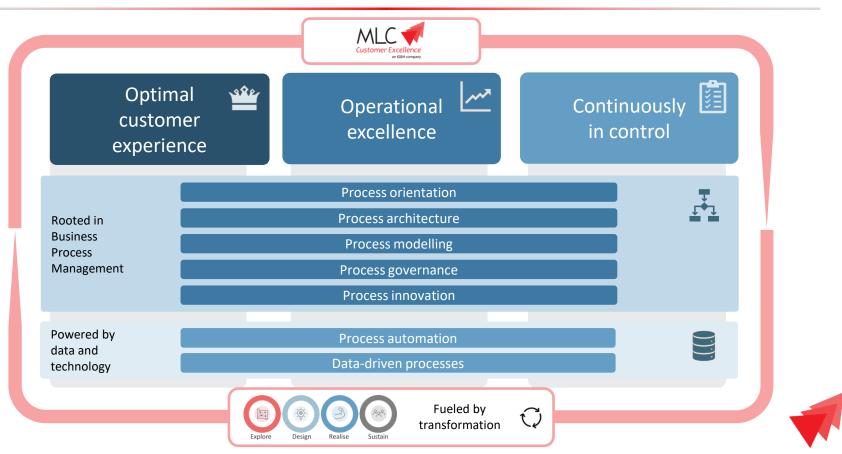


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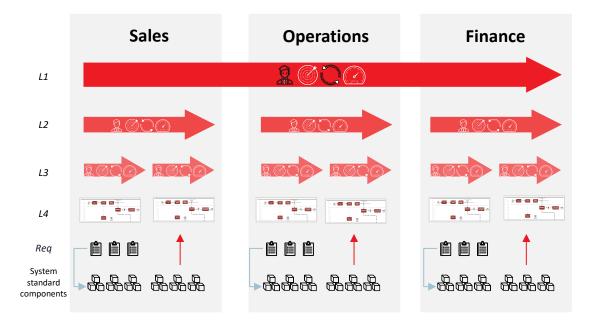


How we look at Operational Excellence enabled by BPM

The foundation for Operational Excellence: Business Process Management



The foundation for Operational Excellence: Business Process Management



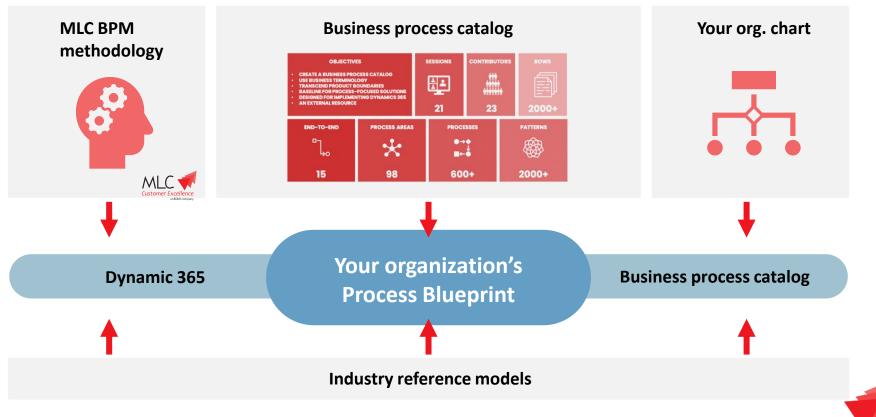
System standard component (L6)
 Customer specific requirements (L5)

Process centric approach

- Scope & design processes based on management structures (top-down)
- Assign process owners and managers for **horizontal steering**
- Cascade KPI's and use data for real time insights
- Define **detailed IT requirements** based on detailed process models
 - Apply continuous improvement



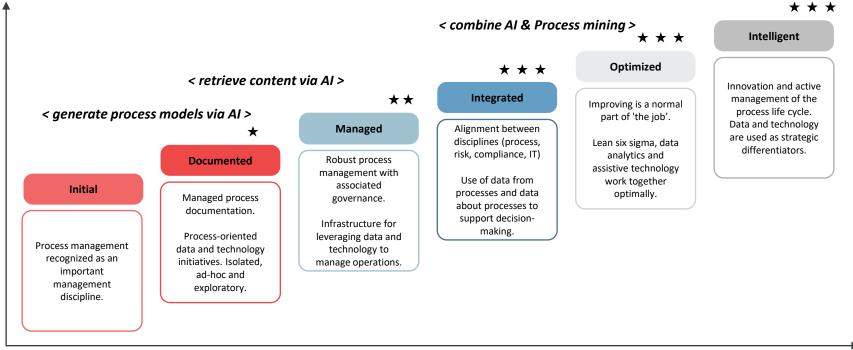
Realizing a Process Blueprint based on different components



Our Growth Model & Trends

Value added

< data analysis via AI; predictive analytics >



Time

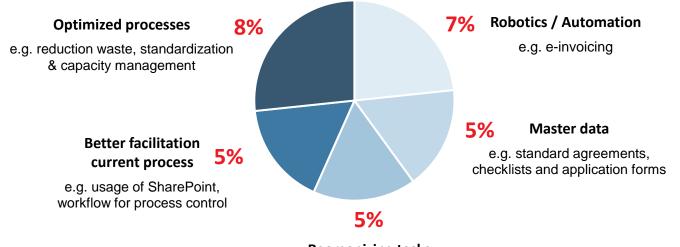
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How this works in practice

Based on our vision we achieved 30% efficiency gains in 2 years in a reference case at a dairy trading company

Origin of 30% efficiency increase

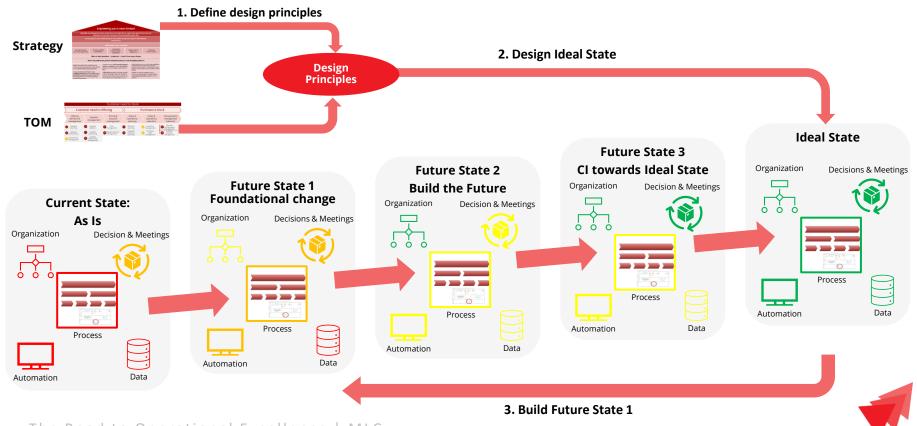


Reorganizing tasks

e.g. distinction between standard ('fast track') and complex (custom) processes; centralize administrative

work

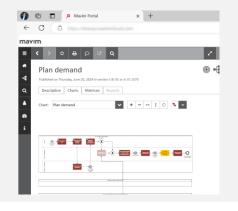
We started with strategy and TOM, based on this we created ideal state and sliced it in multiple transformation stages



Then we determined the current state in a pressure cooker

"AS IS" processes mapped

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100+ improvements per topic and subject





Improvement workshop





process mining

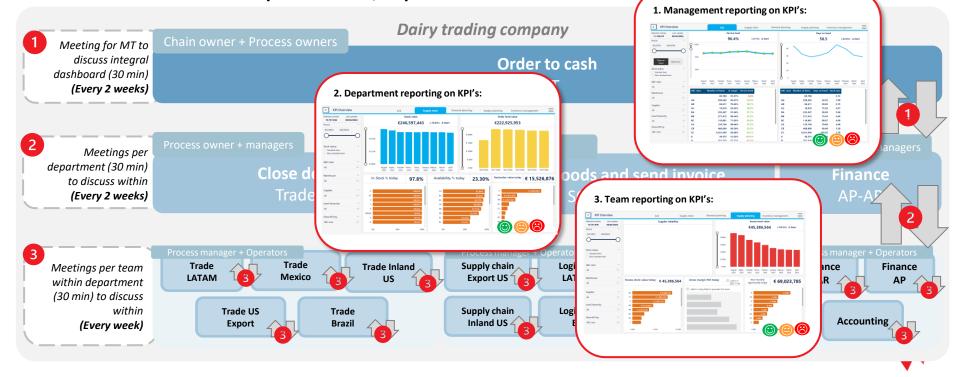


Mavim can support this by connecting process (AS IS & TO BE), KPI's meetings and roles & responsibilities (RACI)

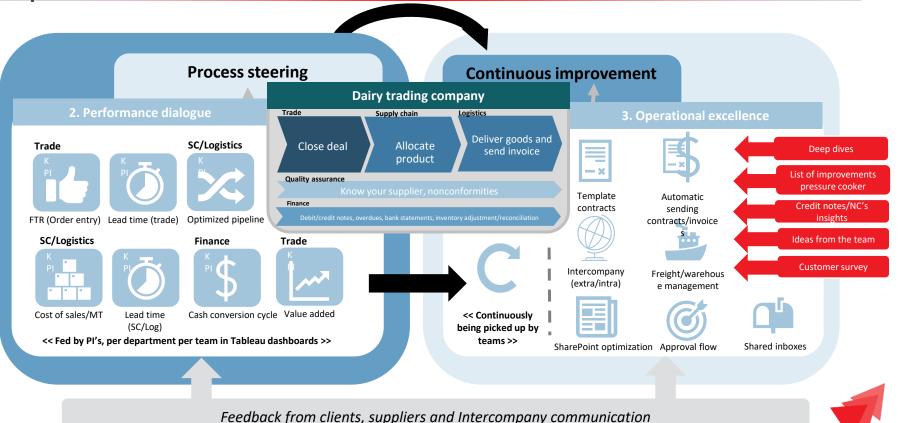
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For managing the different process levels we applied the following structure

"Each level discuss the right level of KPI's periodically to steer on their process (run & change). Here **performance, improvement** and **successes** are



Performance dialogue for monitoring KPI performance & realizing improvements



What are key factors for success?



Active sponsorship senior management

BPM as part of overall strategy with clear goals

Structured approach for decisionmaking around improvements and keep track on results View processes in conjunction with data & ai, kpis, technology, risks & controls Build an internal center of excellence for knowledge retention



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Let us know in case you would like more information