



Symbol Consultancy & Academy

Uitdagingen rondom Process mining

26 NOVEMBER 2025

Inspire. Improve. Impact.

Symbol



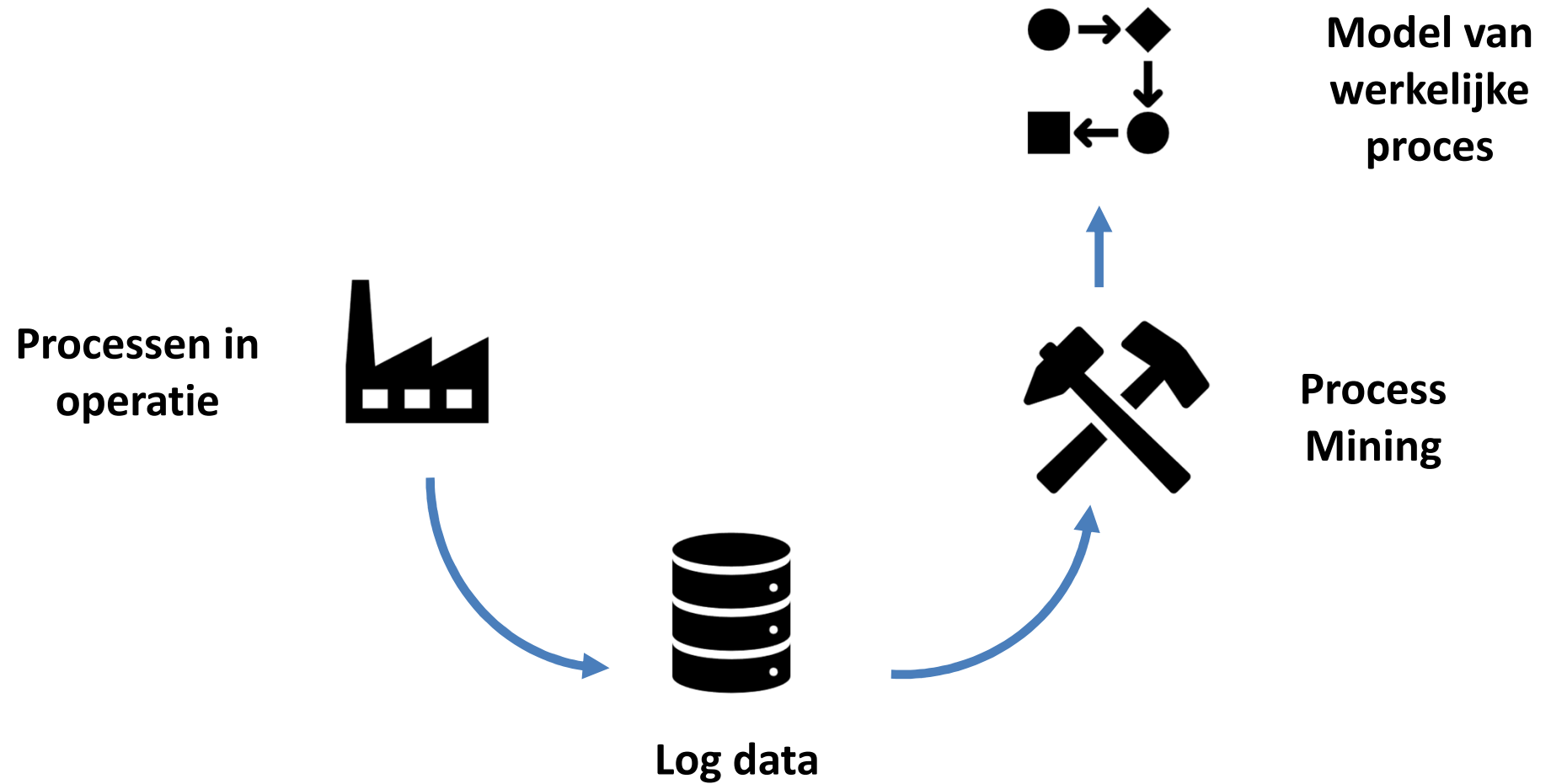


Process Mining



Wat is Process Mining?

Process Mining

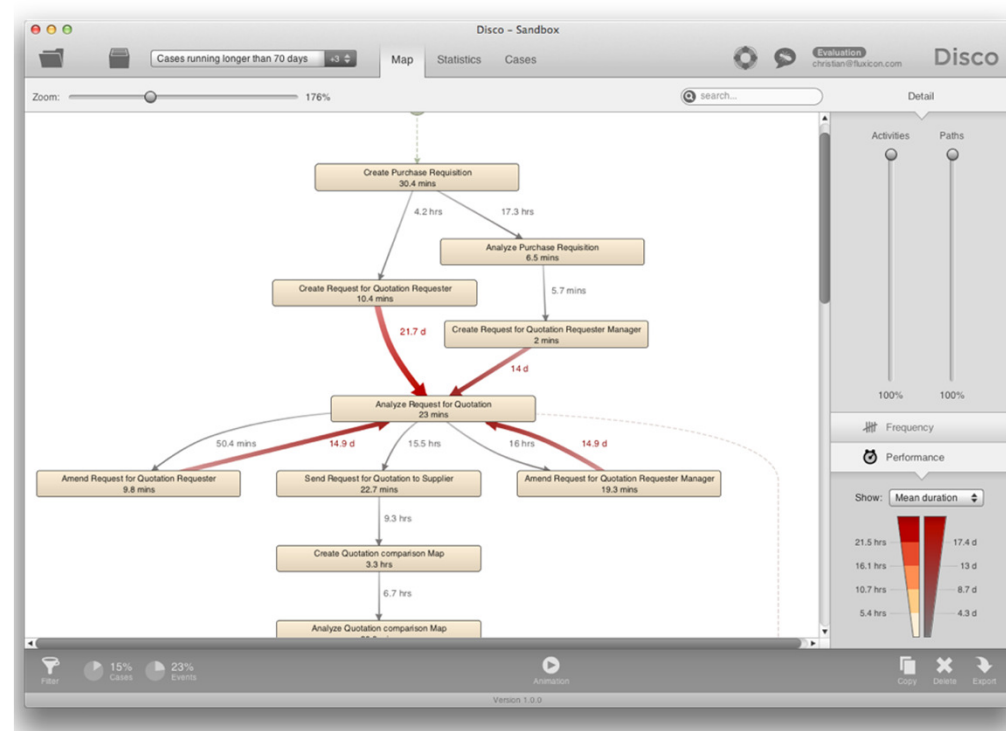


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33214	DV	10.0 EN	26.2	2.10 12:00	0 3.2 10 10:52	310000	26.2 10 12:59	615000	Translation	GA	TRA
1714	DV	14.0 EN	26.2	2.10 12:00	0 3.2 10 10:52	310000	1.3 10 18:03	508000	Classification	GA	TRA
1714	DV	10.0 EN	26.2	2.10 12:00	0 3.2 10 10:52	310000	1.3 10 16:54	426000	Bookout	GA	BKO
14	RR	14.0 EN	15.3	10 15:00	0 3.2 10 14:27	520000	8.3 10 13:19	424000	Allocation	ET	ALO
14	RR	14.0 EN	15.3	10 15:00	0 3.2 10 14:13	605000	3.2 10 14:13	52000	Allocation	SK	ALO
14	RR	14.0 EN	15.3	10 15:00	0 3.2 10 14:13	122000	8.3 10 13:19	395000	Allocation	HL	ALO
14	RR	14.0 EN	15.3	10 15:00	0 3.2 10 12:13	740000	3.2 10 12:13	122000	Allocation	CS	ALO
14	RR	14.0 EN	15.3	10 15:00	0 3.2 10 11:59	497000	3.2 10 11:59	727000	Allocation	SV	ALO
14	RR	14.0 EN	15.3	10 15:00	0 3.2 10 11:46	84000	3.2 10 11:46	96000	Allocation	PT	ALO
12.0 EN		15.3 10 15:00		0 3.2 10 12:54		878000	3.2 10 12:54	104000	Allocation	BG	ALO
12.0 EN		15.3 10 15:00		0 3.2 10 11:46		837000	9.2 10 12:05	970000	Preprocessing	RO	PRE
12.0 EN		15.3 10 15:00		0 3.2 10 11:46		884000	10.3 10 10:38	796000	Translation	PT	TRA
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2.0 EN		15.3 10 15:00		0 3.2 10 11:53		121000	15.3 10 13:45	933000	Bookout	LV	BKO
15.3 10 15:00		0 3.2 10 11:59		497000	8.3 10 17:35	912000	Preprocessing	SV	PRE		
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Process Mining



Proces kaart



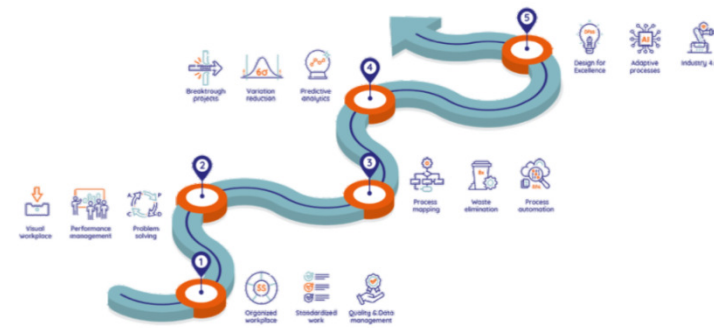


De uitdagingen

Process mining



Uitgangssituatie



Process mining



Containerterminal Rotterdam

Process mining



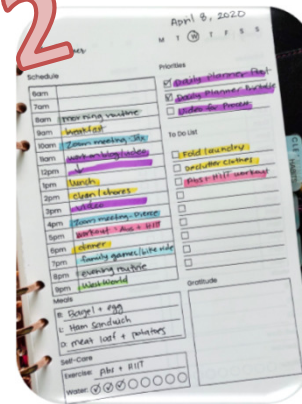
Opdracht

1. Herbewerkingen achteraf inzichtelijk krijgen van het financiële proces
2. Werkelijk beeld van het financiële proces krijgen
3. Kracht Process mining laten zien

Process mining



UITDAGING 2

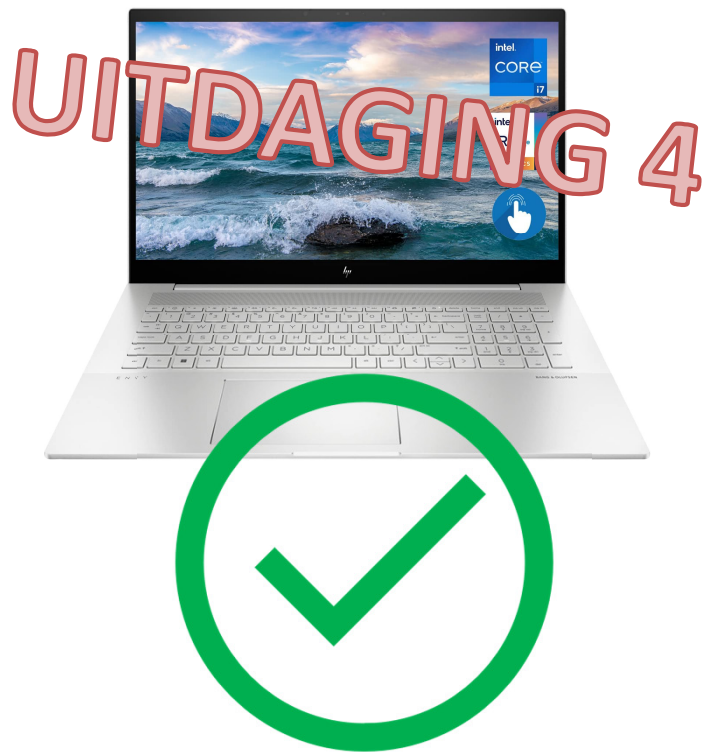


De eerste dag

UITDAGING 3



Process mining



Process mining



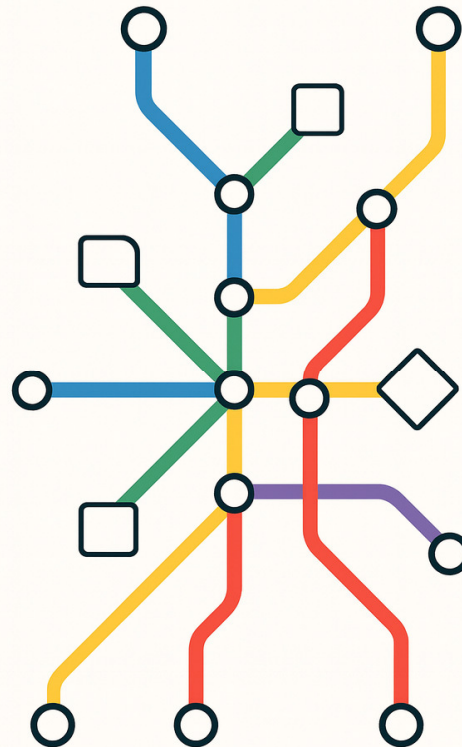
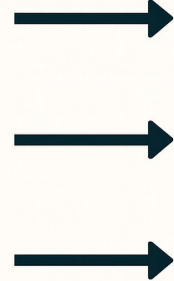
UITDAGING 7









Process mining



UITDAGING 8



-  Type 1
-  Type 2
-  Type 3
-  Type 4
-  Type 5
-  Type 5

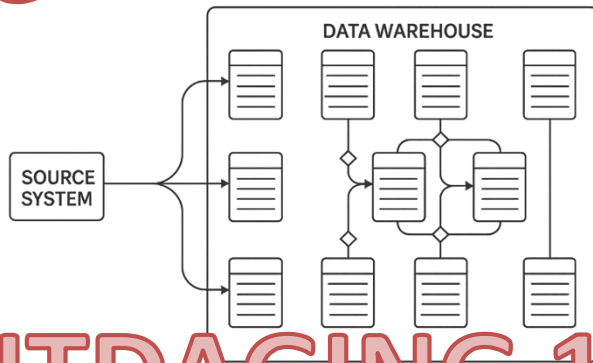
UITDAGING 9

Process mining



Data analyseren

UITDAGING 10



```
SELECT
  OrderH.invoiceNo, OrderH.invoiceDate, OrderH.customerCode, OrderH.itemCode,
  OrderD.itemCode, I.itemName, OrderD.qty, OrderD.unitPrice, OrderD.netPrice
FROM
  OrderHeader AS OrderH
  INNER JOIN Customer AS Cust ON OrderH.customerCode = Cust.customerCode
  INNER JOIN OrderDetail AS OrderD ON OrderH.invoiceNo = OrderD.invoiceNo
  INNER JOIN Item AS I ON OrderD.itemCode = I.itemCode
WHERE
  OrderD.netPrice > 1000
ORDER BY
  OrderH.customerCode, OrderD.netPrice
```

UITDAGING 13



UITDAGING 11

UITDAGING 12

Process mining



Vervolg



UITDAGING 14



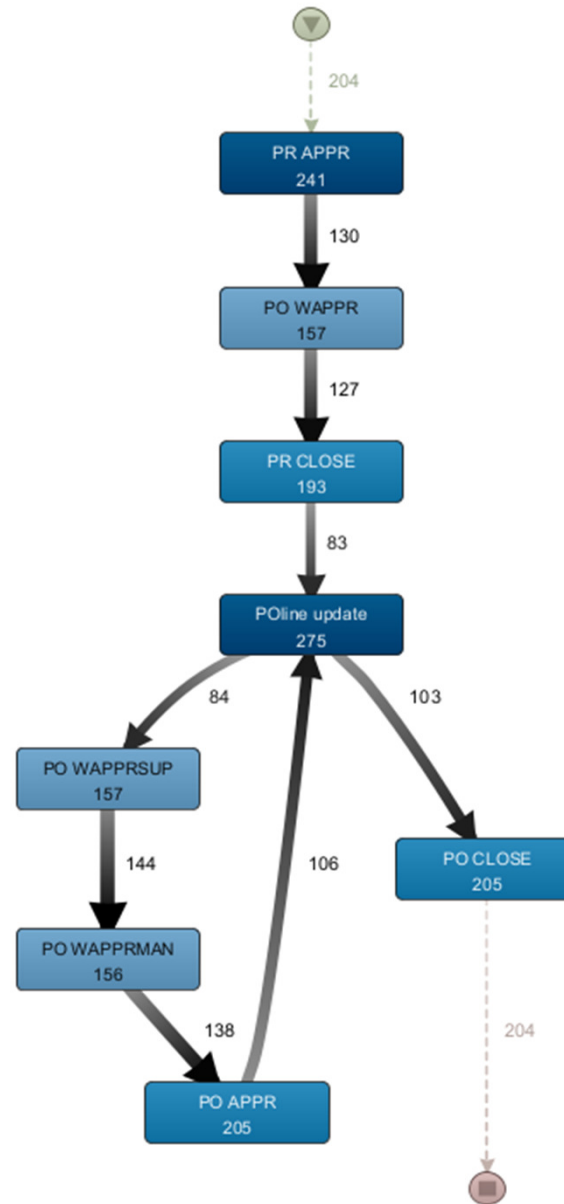
De uitkomst . . .

UITDAGING 15



Process mining

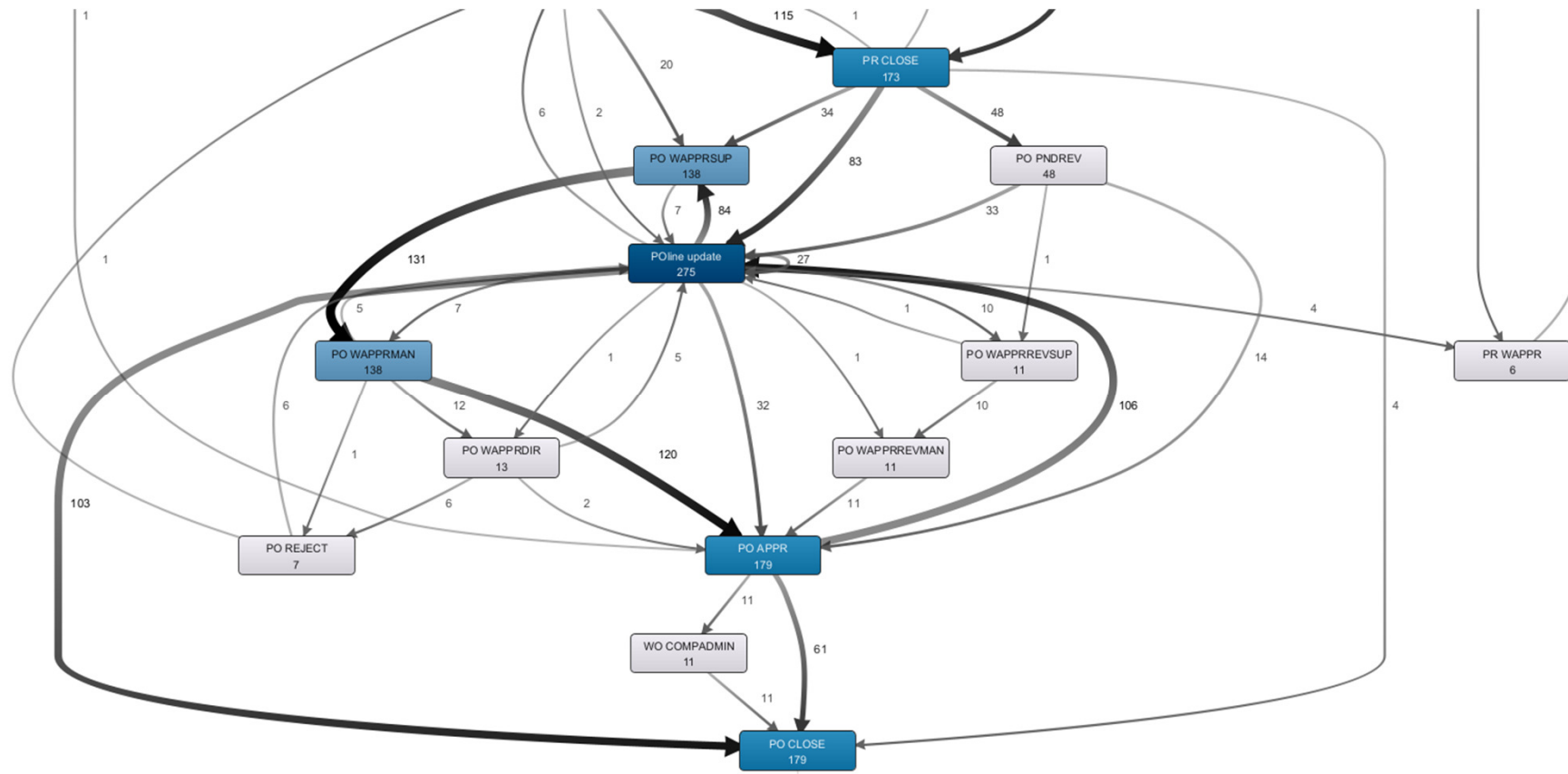
Zicht op het proces



Process mining



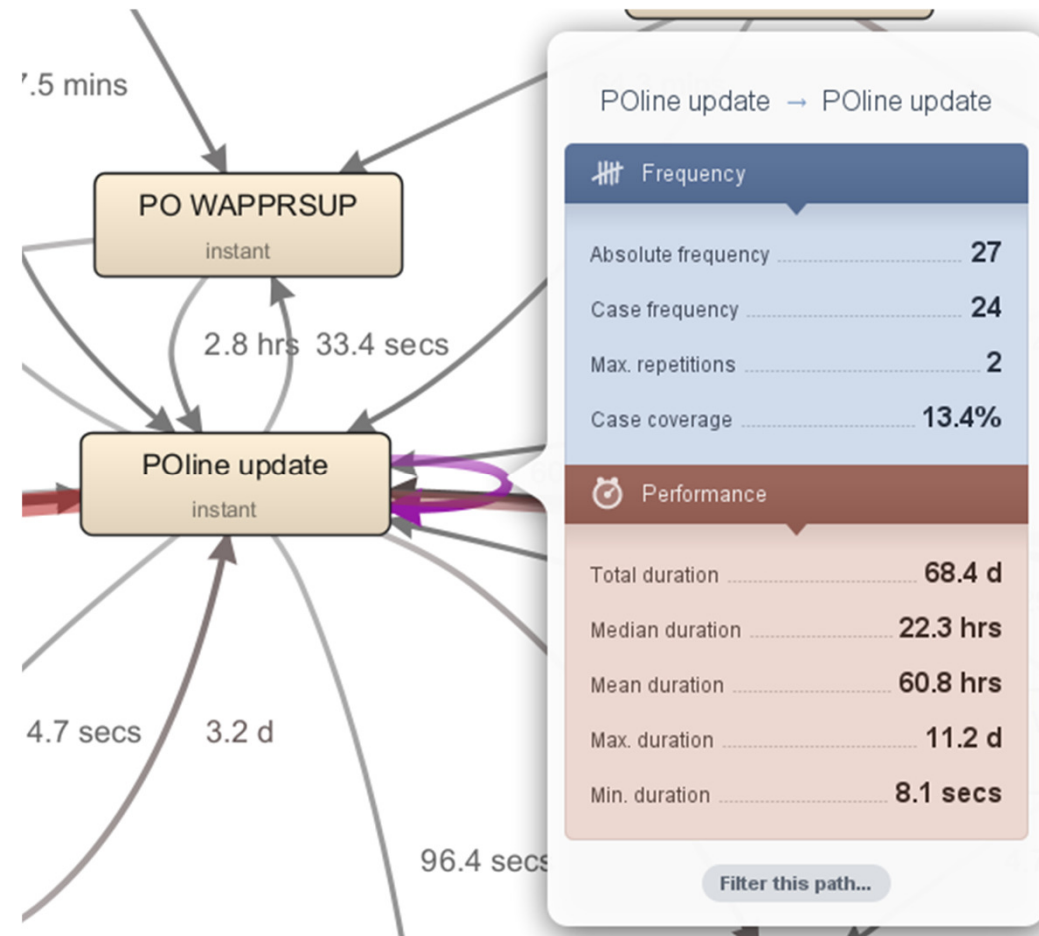
Herbewerkingen



Process mining



Herbewerkingen



Process mining



Variants (35)

Complete log
All cases (179)

Variant 1
47 cases (26.26%)

Variant 2
23 cases (12.85%)

Variant 3
23 cases (12.85%)

Variant 4
15 cases (8.38%)

Variant 5
13 cases (7.26%)

Variant 6
6 cases (3.35%)

Variant 7
5 cases (2.79%)

Variant 8
4 cases (2.23%)

Cases (179)

X - X - X - PR159028
8 events

X - X - X - PR159036
9 events

X - X - X - PR159036
9 events

X - X - X - PR159037
8 events

X - X - X - PR159037
8 events

X - X - X - PR159040
10 events

X - X - X - PR159052
9 events

X - X - X - PR159052
9 events

X - X - X - PR159053
9 events

X - X - X - PR159028 - PO139915 - IT119309
Case with 8 events

	Activity	Resource	Date	Time
1	PR APPR	[REDACTED]	01.01.2025	03:00:45
2	PO WAPPR	[REDACTED]	07.01.2025	11:07:27
3	PR CLOSE	[REDACTED]	07.01.2025	11:07:28
4	POline update	[REDACTED]	07.01.2025	15:53:13
5	PO WAPPRSUP	[REDACTED]	07.01.2025	15:53:18
6	PO WAPPRMAN	[REDACTED]	08.01.2025	08:26:55
7	PO APPR	[REDACTED]	09.01.2025	10:56:02
8	PO CLOSE	[REDACTED]	21.02.2025	23:32:07

Process mining



Kracht proces mining

- Veel zicht
- Onbekende routes
- Niet gevolgde afspraken
- Eerst probleem, dan analyse

Process mining



Vervolg

zelf
aan de slag!

Symbol



Inspire. Improve. Impact.
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