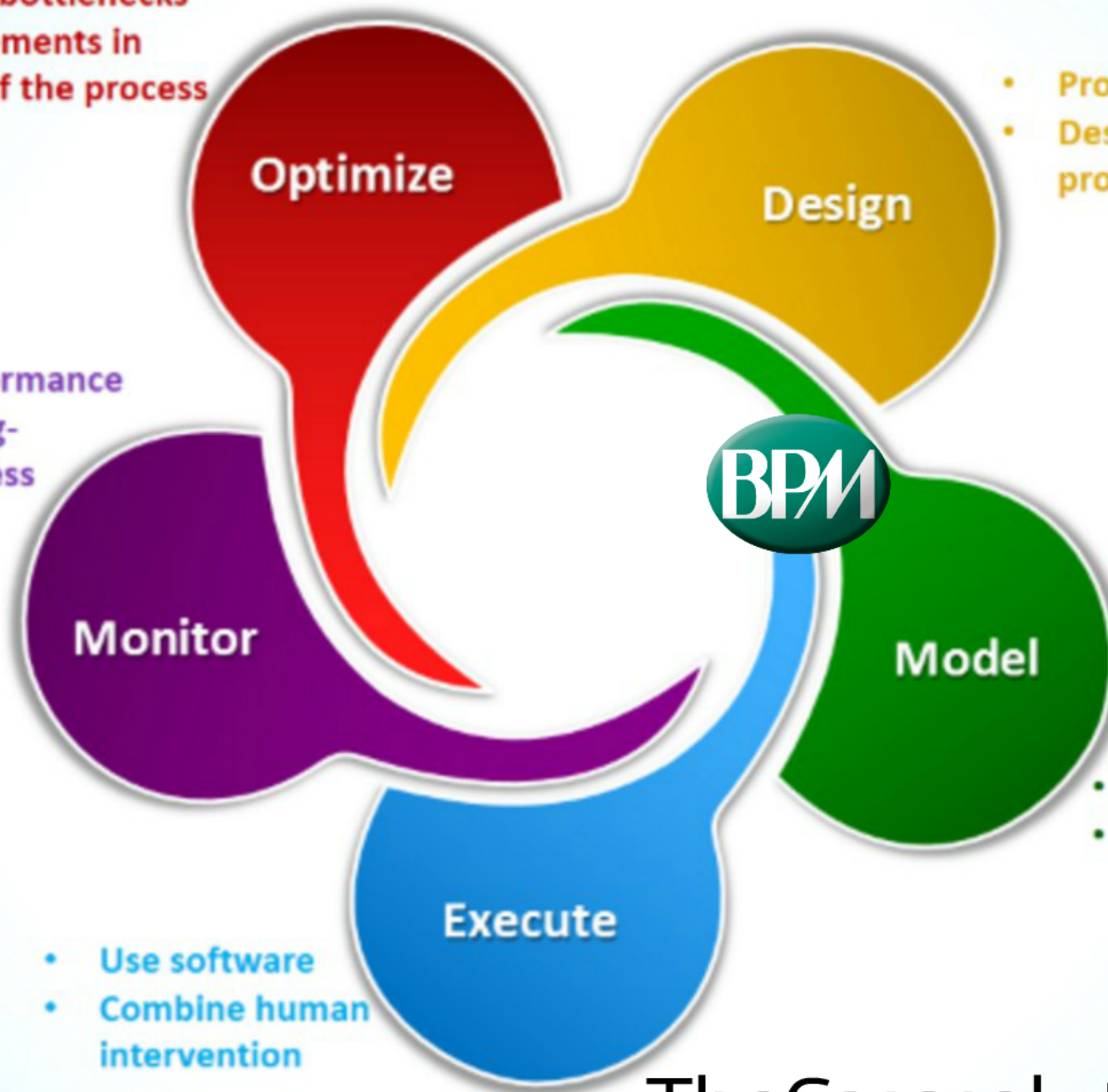


- Identify bottlenecks
- Enhancements in design of the process

- Process Identification
- Design of "to-be" processes

- Measure performance
- Process Mining- Analyze business logs



- Use software
- Combine human intervention

- Simulation
- Testing- Introduce combination of variables