Production - Facility Operations

Pain Points	Type of Weakness Clusters			Driver: Cost, Performance, Value	BPM Possibility	Data, Information, Scorecards	Standardization, Measurements, Collaboration	Detailed Project Comments
	Business Flow Pain Points	Process Flow Pain Points	Information Flow Pain Points					
Information flow problems (performance measurement, real time data) between regional operation and facility operation (at the center)	Data is not reaching the required user	Reporting of data	Data is not accessible by the center in an effective manner	Performance	Ineffective and inefficient	Information	Standardization, Collaboration	Data governance, information architecture, technology architecture, collaboration engine
Maintenance is kept in SAP - Operations does however not have direct access	Inconsistent reporting of Maintenance between Region & Center	No common view to the data	Accessibility of required data	Cost, Performance	Ineffective and inefficient	Information	Collaboration	Information architecture, technology architecture, collaboration engine
No real time data for Execution	Missing opportunity due timely decision making on Facility Operation	Delay is receiving required data for decision making	Information is not integrated	Performance, Value	Decision cannot be made in advance until incident has happened	Data	Measurements, Collaboration	Data governance, information architecture, technology architecture, collaboration engine, scorecard