

MEASURING EFFICIENCY AND EFFECTIVENESS OF THE CORE BUSINESS PROCESS

Challenge

Faced with constant growth in seasonal traffic, management of the Split Airport identified the ability to perform core processes within strict time limits as key to business success. This was the main reason behind the Split Airport's decision to implement performance analysis of its key business process—passenger and aircraft handling. This initiative was aimed at gaining insights into the Key Performance Indicators (KPIs), identifying weaknesses and optimizing process times.

Solution

Introduction of ARIS Process Performance Manager (PPM) provided the opportunity to continuously analyze and measure performance of the key business process. The solution was implemented with the help of IDS Scheer Consulting, a Software AG brand.

Benefits

- Transparent process execution times and transparent execution times for all process instances within the key business process
- Option of performance indicator analysis using different dimensions (workday, type of aircraft, number of passengers, etc.)
- Process improvement via identification of weak points



The Split Airport is the second largest airport in Croatia and the most important tourist airport in Dalmatia with more than 1.1 million passengers per year. As well as delivering outstanding service and convenience to all of its users, the airport endeavors to serve as a magnet to visitors to the Croatian coast and act as a springboard for their memories.

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“Using ARIS PPM to analyze key process indicators, we were able to identify weak points in our core aircraft handling process. By keeping process times within the specified limits, we managed to keep pace with both the pressure of seasonal traffic and the constantly growing requirements of airline companies.”

Lukša Novak | CEO | Split Airport | Croatia

Challenge

As the most important tourist airport in Dalmatia and the second largest airport in Croatia, one of the Split Airport’s main features is the seasonal character of its business. Most of the airport’s traffic takes place during the summer season, while the physical capacity of the airport is obviously the same throughout the year. Thus, the key factors to be successful in its core business—passenger and aircraft handling—are effectiveness, efficiency and speed. At the same time, strict compliance with all local and international air traffic standards, regulations and obligations is essential. Taking all that into account, an initiative was launched to introduce systematic, ongoing performance measurement of core business processes. The aim was to analyze process KPIs, identify weaknesses and optimize cycle times.

Solution

The initiative to measure the performance of the Split Airport’s core business process was realized by implementation of ARIS PPM. This started with a pilot project measuring several KPIs in real-time. Analysis focused on the airport’s core business process of passenger and aircraft handling. The project involved use of the existing process documentation in the ARIS repository and of the existing ARIS Platform, which is the basis for describing and analyzing the airport’s processes. The pilot project was intended to cover the following:

- Analysis of KPIs for the core process (passenger and aircraft handling)
- Identification of process weaknesses
- Optimization of process times
- Bringing transparency to overall process execution

The ARIS PPM implementation was delivered in several project phases:

- Definition of business process scope for analysis/measurement
- Definition of process KPIs and measurement dimensions

- ARIS PPM implementation and customization
- Evaluation and measurement of as-is KPIs values and process cycle times

One of the project phases included training the airport team to ensure that it could work independently with ARIS PPM in the future. The long-term goal of all these activities was to ensure systematic, continuous measurement of key business process performance using ARIS PPM.

Benefits

The pilot project provided the Split Airport with the following immediate benefits:

- Transparent process execution, real-time data on process cycle times and process instance times
- Option of process indicator analysis using different dimensions (workday, aircraft type, flight distance, number of passengers, etc.)
- Process improvement via identification of weak points

Implementation of ARIS PPM enabled continuous measurement of business process effectiveness and efficiency, making it an ongoing activity for the improvement of business results. The Process Intelligence and Performance Management (PIPM) concept implemented in the Split Airport project has significant advantages over standard business intelligence solutions.

Measurement and analysis results are used for optimization of business processes and the developed scenarios support company management at the strategic, tactical and operational level:

- Performance indicator measurement for any active business process
- Graphical preview of business processes
- Identification of weak points in linked process models
- Support for process improvement via identification of best options

KEY COMPONENTS

IDS Scheer Consulting provided expertise in the process optimization project.

ARIS Process Performance Manager is a tool to assess business processes automatically in terms of speed, cost, quality and quantity.

Take the next step to get there - faster.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods. We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite, Terracotta and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

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