

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Process Mining and Digital Process Improvement

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

Process mining uses the event data already stored in business systems to show how processes really run, rather than how people think they run. This course introduces process mining concepts and tools and shows how to discover process flows, measure conformance, identify bottlenecks and rework, and prioritise improvements and automation. Participants work with sample event logs, interpret process maps and build an improvement case, combining process mining with lean and continuous improvement methods.

Traditional process mapping relies on workshops and interviews, which often miss hidden delays and variations. Process mining provides objective, data-driven insight into processes such as purchase-to-pay, order-to-cash and customer service. This course gives you the skills to use these insights to deliver measurable improvements.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course combines practical demonstrations with hands-on labs using event logs, process analysis workshops, case studies from finance, procurement and operations, and development of an improvement proposal.

Course objectives

By the end of this course, participants will be able to:
• Explain the principles and benefits of process mining
• Identify and prepare event log data from business systems
• Discover and interpret process maps and variants
• Analyse conformance, bottlenecks and rework
• Combine process mining with lean and automation initiatives
• Build and present a data-driven process improvement case



Course content

Target audience

This course is suitable for:
• Process improvement and operational excellence professionals
• Business analysts
• Finance, procurement and shared services managers
• Quality managers
• Digital transformation professionals

Target competencies

Participants will develop competencies in:
• Process discovery
• Event log preparation
• Conformance analysis
• Bottleneck analysis
• Lean process improvement
• Data-driven improvement cases

Course outline

Day 1: Introduction to Process Mining

09:00–09:54	Limitations of traditional process mapping
09:54–10:48	How process mining works
10:48–11:00	Common use cases and benefits
11:00–11:30	**Coffee break**
11:30–12:12	Common use cases and benefits (continued)
12:12–13:06	Overview of process mining tools
13:06–14:00	Exercise: Selecting a process for analysis

Day 2: Event Data and Preparation

09:00–09:54	Case IDs, activities and timestamps
09:54–10:48	Extracting data from ERP and workflow systems
10:48–11:00	Data quality and cleansing



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11:00–11:30	**Coffee break**
11:30–12:12	Data quality and cleansing (continued)
12:12–13:06	Privacy and data protection considerations
13:06–14:00	Lab: Preparing an event log

Day 3: Discovering and Analysing Processes

09:00–09:54	Process maps and variants
09:54–10:48	Throughput time and waiting time analysis
10:48–11:00	Rework, loops and exceptions
11:00–11:30	**Coffee break**
11:30–12:12	Rework, loops and exceptions (continued)
12:12–13:06	Filtering and drill-down techniques
13:06–14:00	Lab: Analysing a purchase-to-pay process

Day 4: Conformance and Improvement

09:00–09:54	Comparing actual and intended processes
09:54–10:48	Root cause analysis with process data
10:48–11:00	Combining lean tools with process mining
11:00–11:30	**Coffee break**
11:30–12:12	Combining lean tools with process mining (continued)
12:12–13:06	Identifying automation opportunities
13:06–14:00	Case study: Reducing order-to-cash cycle time

Day 5: From Insight to Results

09:00–09:54	Building an improvement business case
09:54–10:48	Monitoring improvements with process dashboards
10:48–11:00	Embedding process mining in continuous improvement



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11:00–11:30	**Coffee break**
11:30–12:12	Embedding process mining in continuous improvement (continued)
12:12–13:06	Change management and stakeholder engagement
13:06–14:00	Capstone: Presenting a process improvement proposal

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Singapore Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,820.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Vienna Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,940.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
London Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,450.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	7 Dec 2026	11 Dec 2026	**€3,150.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Frankfurt Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Kuala Lumpur Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,450.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Paris Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,860.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Barcelona Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,840.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Istanbul Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,650.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Amsterdam Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,540.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Singapore Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,820.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
London Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,890.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Frankfurt Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,650.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	10 May 2027	14 May 2027	**€1,450.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**
Paris Confirmed dates	24 May 2027	28 May 2027	**€2,860.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Istanbul Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,650.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Amsterdam Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,540.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Singapore Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,820.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Rome Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,450.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Dubai Confirmed dates	9 Aug 2027	13 Aug 2027	**€3,150.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Frankfurt Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,650.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.–**
Paris Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,860.–**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.–**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,890.–**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.–**
Istanbul Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,650.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.–**
Amsterdam Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,540.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.–**



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Dates, venues and fees (continued)

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Singapore Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,820.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.–**
London Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Dubai Confirmed dates	6 Dec 2027	10 Dec 2027	**€3,150.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Frankfurt Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,650.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

info@smart-horizon.eu
Amsterdam
The Netherlands

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