

# CONTINUOUS QUALITY CHECK BUSINESS PROCESS IMPROVEMENT (CQC BPI) INFORMATION SHEET FOR SERVICE DELIVERY

The Continuous Quality Check Business Process Improvement (CQC BPI) within SAP Enterprise Support helps improve business processes for an SAP ECC or SAP S/4HANA system, by configuring the Business Process Improvement Suite of tools and explaining their usage for the customer's core business processes.

The CQC Business Process Improvement service consists of two components:

1. The first part of the service (setup of the Business Process Improvement suite tools) is based on one selected **value driver** (the key inputs and activities driving operational and financial results of a business). The Business Process Improvement tools will be set up in SAP Solution Manager with the selected key figures supporting the improvement of the respective value driver.
2. The second part is comprised of a conference call with the customer demonstrating the usage of the Business Process Improvements tools. Additionally, an explanation of how these tools support the SAP Business Process Improvement methodology for root cause analysis and improvement for one of the configured KPIs will be given.

## AT A GLANCE

### Key Features

- Configuration of the Business Process Improvement suite of tools in the customer's SAP Solution Manager supporting selected value drivers (remote / in customer SAP Solution Manager)
- Introduction of the Business Process Improvement methodology and a practical demonstration of Business Process Improvement tools usage via a conference call (remote / in customer SAP Solution Manager)

### Benefits

The Continuous Quality Check Business Process Improvement (CQC BPI) within SAP Enterprise Support helps to improve business processes for an SAP ECC or SAP S/4HANA system by configuring the Business Process Improvement Suite of tools and explaining their usage for the customer's core business processes. The service provides insight into SAP's proven Business Process Improvement methodology. In the first step, the Business Process Improvement content is activated, which can help you identify errors/problems of the following types:

- Configuration errors (for example, transfer requirement documents are created automatically which are not needed)
- Design gaps in the business process flow (for example, sales orders which are continually only partially delivered and will never be closed by the business)
- Process execution in the business differs from the (global) business process template (for example, some manufacturing plants close production orders technically, whereas some other plants do not)
- Errors not corrected in timely manner (for example, failed goods movements during production order confirmation)
- Current business documents not processed fast enough (for example, outstanding sales orders)
- Missing end-user training
- Identification of organizational units (for example, plants or warehouses) with the highest backlog of open business documents (internal benchmarking)

Because of the items mentioned above, this service will offer benefits of the following types:

- Improving your core business processes
- Gain transparency on your core business processes
- Learn in which organizational areas you:
  - o Could speed-up and streamline your most critical business process
  - o Could improve service levels



- Might need to train your end-users to follow defined procedures better
- Could improve your daily operations
- Could improve data accuracy with regards to planning, availability check and reporting
- Could improve data consistency
- Support the organizational interface between business and the IT department
- Lower your Total Cost of Ownership (TCO)

Using Business Process Improvement Suite tools, you can start a Business Process Improvement project consisting of the following:

- Get Global Transparency
- Identify Org Units to be analyzed
- Identify Potential for Old Data Reduction
- Perform Detail Analysis
- Identify Root Causes
- Define Action Plan
- Visualize impact on value drivers
- Control Achievements via Trend Analysis

This methodology can help identify systematic Issues like inactive sales organizations, as well as, real business exceptions like missing stock.

The use of SAP Solution Manager for business process-oriented optimization is generally free of charge.

### **When to Use**

As part of an SAP Enterprise Support engagement, you could benefit from this service if you want to improve your daily operations for an SAP ERP and/or SAP S/4HANA implementations. The service is most applicable if you:

- Operate an Order-to-Cash (SD, LE, WM,FI), Procure-to-Pay (MM, FI), Manufacturing (PP, CO, MM), Enterprise Asset Management (PM, CS, CO), Stock Transport Order Replenishment (MM, LE, WM) scenario
- Want to get an overview on your core business processes and gather facts from the SAP system to discuss with your IT or business departments
- Want to improve your current processes
- Want to understand what Business Process Improvement in SAP Solution Manager is all about, and want to learn how Business Process Improvement Methodology is beneficial to you
- Want to start with Business Process Improvement but you are unsure of the scope
- Would like to learn more about how the SAP Solution Manager provides value to you

### **DELIVERY IN DETAIL**

The Continuous Quality Check Business Process Improvement (CQC BPI) service is delivered remotely. SAP Solution Manager is used for service delivery. The service consists of a remote delivery (configuration and activation), followed by a customer conference call and including an explanatory document of current status and Business Process Improvement benefits.

### **Preparation and prerequisites**

The Continuous Quality Check Business Process Improvement can be either delivered for SAP ECC 6.0 or SAP S/4HANA. The respective managed system needs a corresponding ST-A/PI Plug-in 01T\* or higher installed. A download can be found under <https://support.sap.com/en/offerings-programs/support-services/support-tools.html>.

As a prerequisite for the service, ONE value driver must be selected and communicated with the SAP service delivery team. The selection is recommended to be done based on results of the SAP solution health-checks (e.g. Business Key Figures chapter in SAP EarlyWatch Alert, Business Process Discovery in SAP Readiness Check for SAP S/4HANA, SAP Business Scenario Recommendation). SAP solution health-checks can help customers to identify different problem areas, such process design gaps (for example configuration errors, missing steps to close business documents), standardization issues, missing end-user training, etc.



The service is delivered on a customer's SAP Solution Manager 7.2 (at least SPS 8) or higher.

All technical prerequisites must be implemented by you. You are responsible for all technical prerequisites that must be met before the service delivery starts.

### **Delivery (Remote only)**

The continuous quality checks are delivered remotely.

1. The first part of the service (setup of Business Process Improvement) is based on the selected value driver. During the first part of the service, the SAP service delivery expert will log on to the customer's SAP Solution Manager, activate the selected key figures for Business Process Analytics, configure the Business Process Improvement Suite of tools for one selected value driver, which was selected by customer based on SAP solution health-checks.
2. During the second part of the service (a conference call) the SAP service delivery expert will log on to the customer's configured SAP Solution Manager and will demonstrate the usage of the Business Process Improvements tools. Additionally, the SAP service delivery expert will explain how these tools support the SAP Business Process Improvement methodology for root cause analysis, improvement on one of configured KPIs, and will discuss the next possible steps with customer's application support team (business process champions) and if possible, with the business process managers from the business departments.

### **Follow-up**

After the CQC Business Process Improvement service, you receive a document explaining Business Process Improvement benefits and screenshots of the Dependency Diagram and Business Process Dashboard configured on your SAP Solution Manager.

To learn more about the configuration of the Business Process Improvement Suite tools it is recommended to register for the SAP Expert Guided Implementation – Business Process Analytics and Improvement sessions.