KLU RESEARCH PROJECT

AUTOMATED PROCESS WEAKNESS IDENTIFICATION BASED ON SOCIAL MEDIA POSTS

PROJECT DURATION
September 2021 – December 2024

PROJECT LEADER
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BRIEF DESCRIPTION
Process mining techniques, which reconstruct how processes are executed, can provide valuable input for process improvement initiatives but do not automatically identify concrete process weaknesses. Identifying such weaknesses still requires the extensive involvement of domain experts. At the same time, process problems experienced by customers are frequently shared on social media platforms. The goal of this project is, therefore, to address the problem of the manual work in the context of process improvement by developing techniques that automatically link process weaknesses described in social media posts to specific events from event logs, and rank the aligned weaknesses, so that they can effectively serve as input for process improvement.

PROJECT FUNDERS
German Research Foundation (DFG)

PROJECT PARTNERS
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SUBJECTS
Digital Transformation