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CHOOSE YOUR THESIS

Detection of KPIs of semi-structured processes

Master or bachelor thesis

BACKGROUND

Business process management and especially business process optimization depend on certain targets as a goal to maintain or optimize for. Often, four generic dimensions are considered for performance measures, i.e. time, cost, quality, and flexibility. Particularly costs are then applied as one of the key performance indicator (KPI), but this approach is not always sufficient. In knowledge-intensive processes, the KPI to apply can be hard to decide and quantify.

This thesis should focus on improving the process of deriving key performance indicators (KPIs) from interviews and event log data. This way, practitioners should be facilitated in deciding between standardization and flexibilization of the processes and assessing the health of the business processes. The approach can be iteratively designed and directly tested in cooperation with NürnbergMesse GmbH.

CONCEPTS

- Business Process Management
- Process Mining
- Data Science
- Project Management
- Semi-Structured Interviews
- Design Science

YOUR PROFILE

- Master or bachelor student
- Notion of business process management
- Interest in both qualitative and quantitative research
- Strong communication skills
- Work effectively with people at all levels

CONTACT

For questions regarding the topic and thesis, please refer to the contact below.

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