

Product report: Qualicision® learning component PSIQsps supports KPI-oriented process optimisation

Optimisation of business processes with Qualicision®

The ever-increasing significance of KPI systems (key performance indicators) for optimising business processes and controllability to be ensured means that the need for flexible and intuitive planning tools is on the rise. The PSI company F/L/S Fuzzy Logik Systeme GmbH supports the KPI-oriented process optimisation with Qualicision®, its multicriteria software solution.

To date, optimisations to corporate KPI systems have primarily been based on the knowledge of individual employees. In the day-to-day planning and control of processes this means that interactions between individual KPIs, their necessity as well as their prioritisation is assessed rather intuitively. Therefore, planning strategies are not based on facts systematically derived from the process at hand. And this is where non sector-specific PSIQsps (see figure 1), the Qualicision® learning component for KPI-oriented process optimisation, comes into play.

Situational balancing of goal conflicts

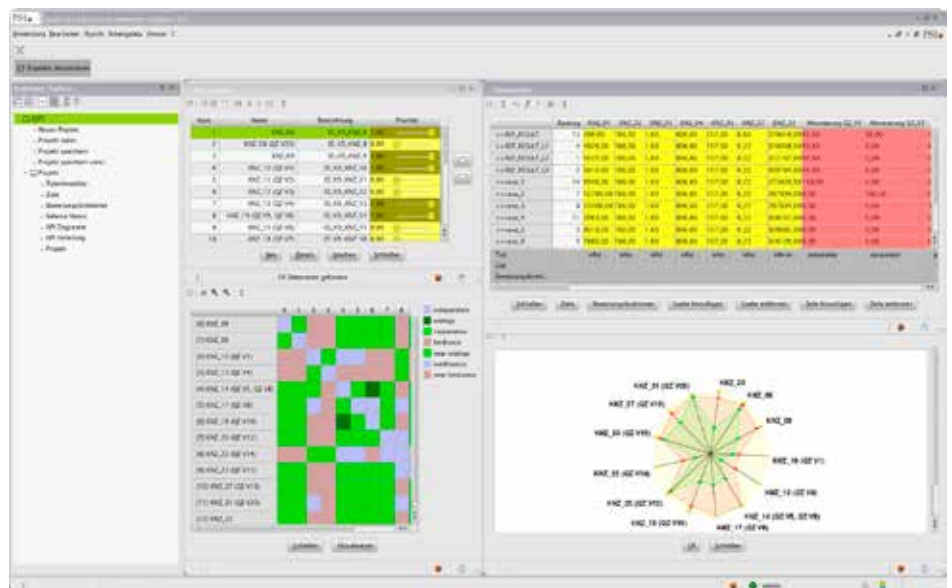
Based on KPIs derived once through process knowledge, processes are initially optimised using Qualicision®-based KPI optimisation software. Different solutions resulting from the KPI optimisation serve different KPIs in different ways. At the same time, the goal conflicts are also balanced situationally. This balancing is controlled through the KPI weighting (goal prioritisation). Subsequently, characteristics of potential solutions are calculated automatically. In automatic planning runs with differently set priorities, the PSIQsps learning software then determines possible KPI characteristics based on representative process data.

Derived KPI goals with Qualicision® balance matrix

The KPI goals are adjusted based on these results and the customer-specific KPI characteristics. This is done through special ranking proce-

Interactive adjustment of KPIs for situational target achievement

PSIQsps not only allows the interactive adjustment of KPIs for situationally appropriate target achievement. It also enables the user to further configure and optimise the most successful KPI profiles via the integrated learning component. The modern, user-friendly Java-based PSIQsps user-interface (which employs the PSI Java-based frame-



PSIQsps KPI-oriented process optimisation with Qualicision® as PSI-Java-based component (PJF).

dures that learn a Qualicision® balance matrix. The systematic similarities in the goal priority settings of the data records can be derived and fixed from the Qualicision® balance matrix.

Working from numerous program cycles, Qualicision® is able to support the user to determine the optimal setting parameter values in the sense of optimally achieving the goal KPIs.

work [PJF]) also facilitates online adjustments of optimisation strategies to the current target requirements considering real-time aspects where necessary. ☉

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