

Total Department Count

5

Total number of Process

54

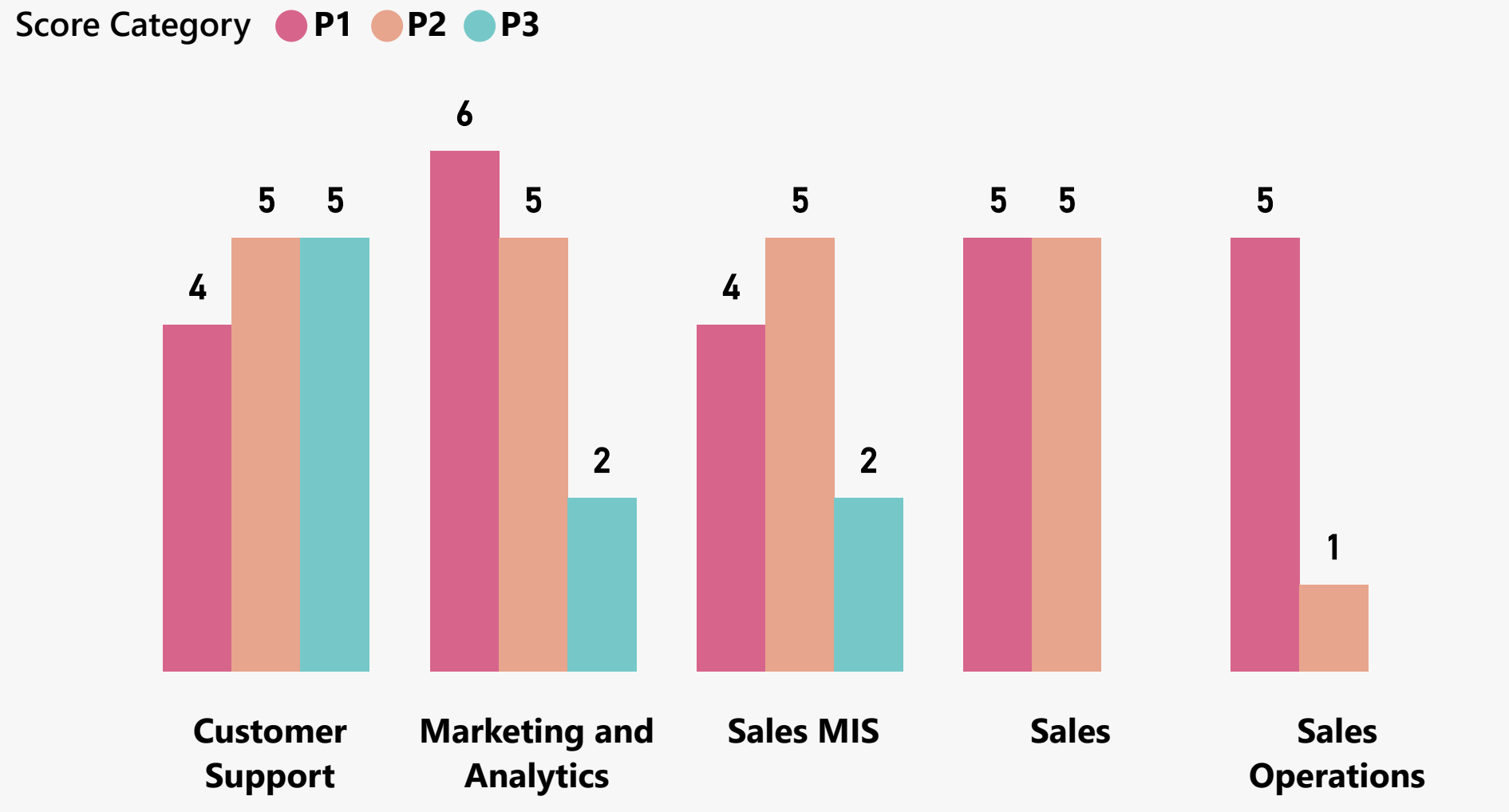
Quantification of Key Processes Based on Scoring

20

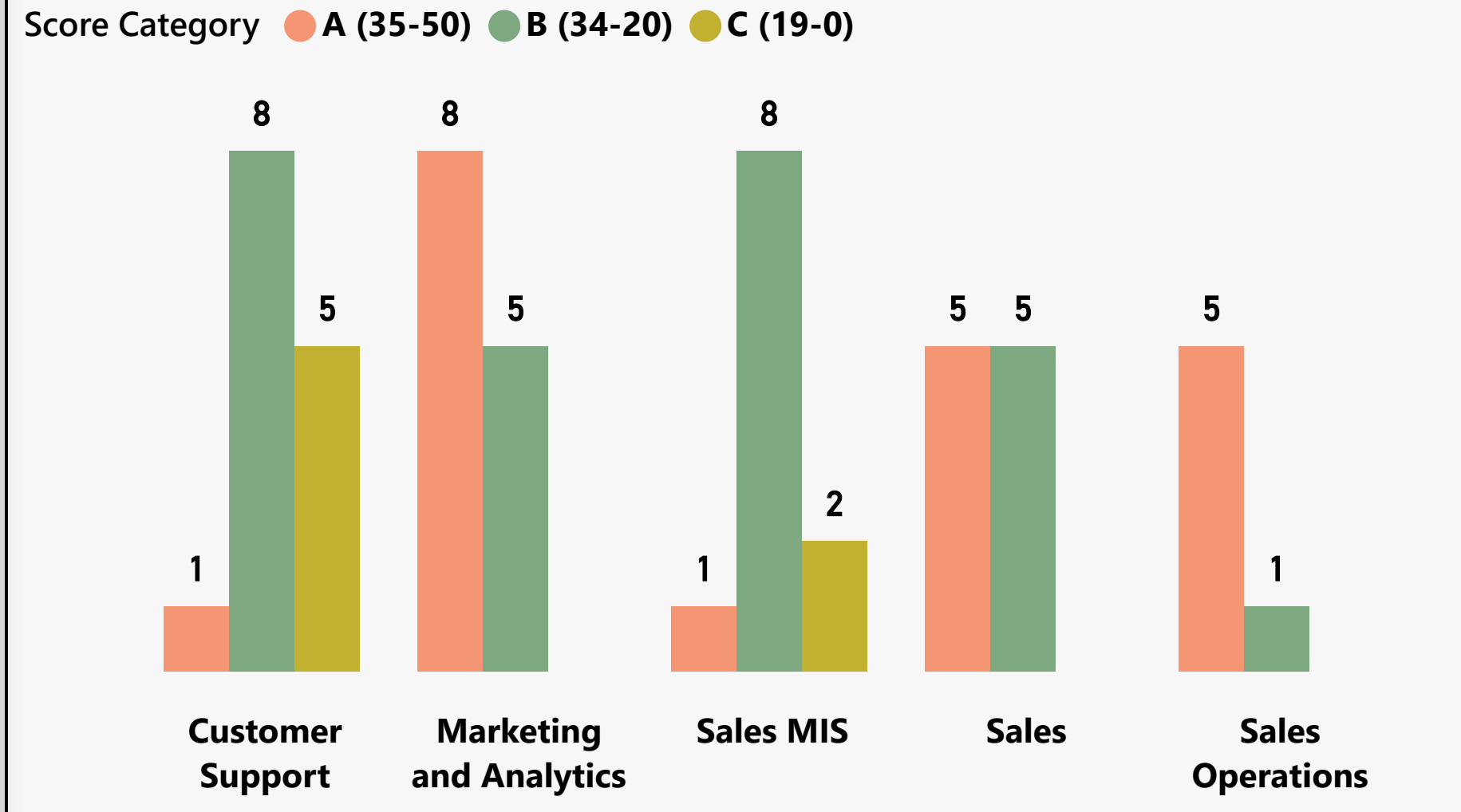
Quantification of Processes with Top Priority

24

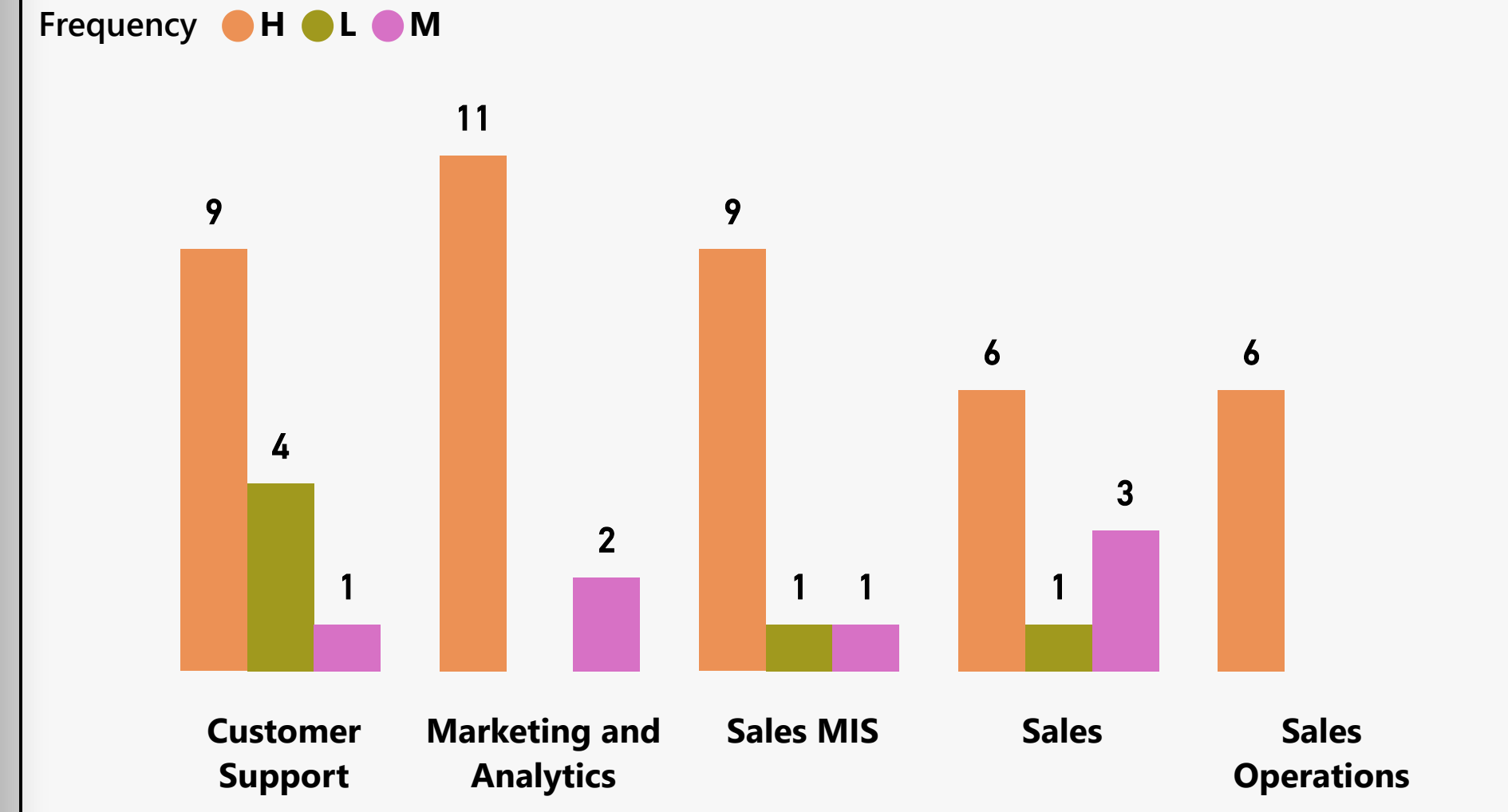
Department-Specific Process Count Based on Priority



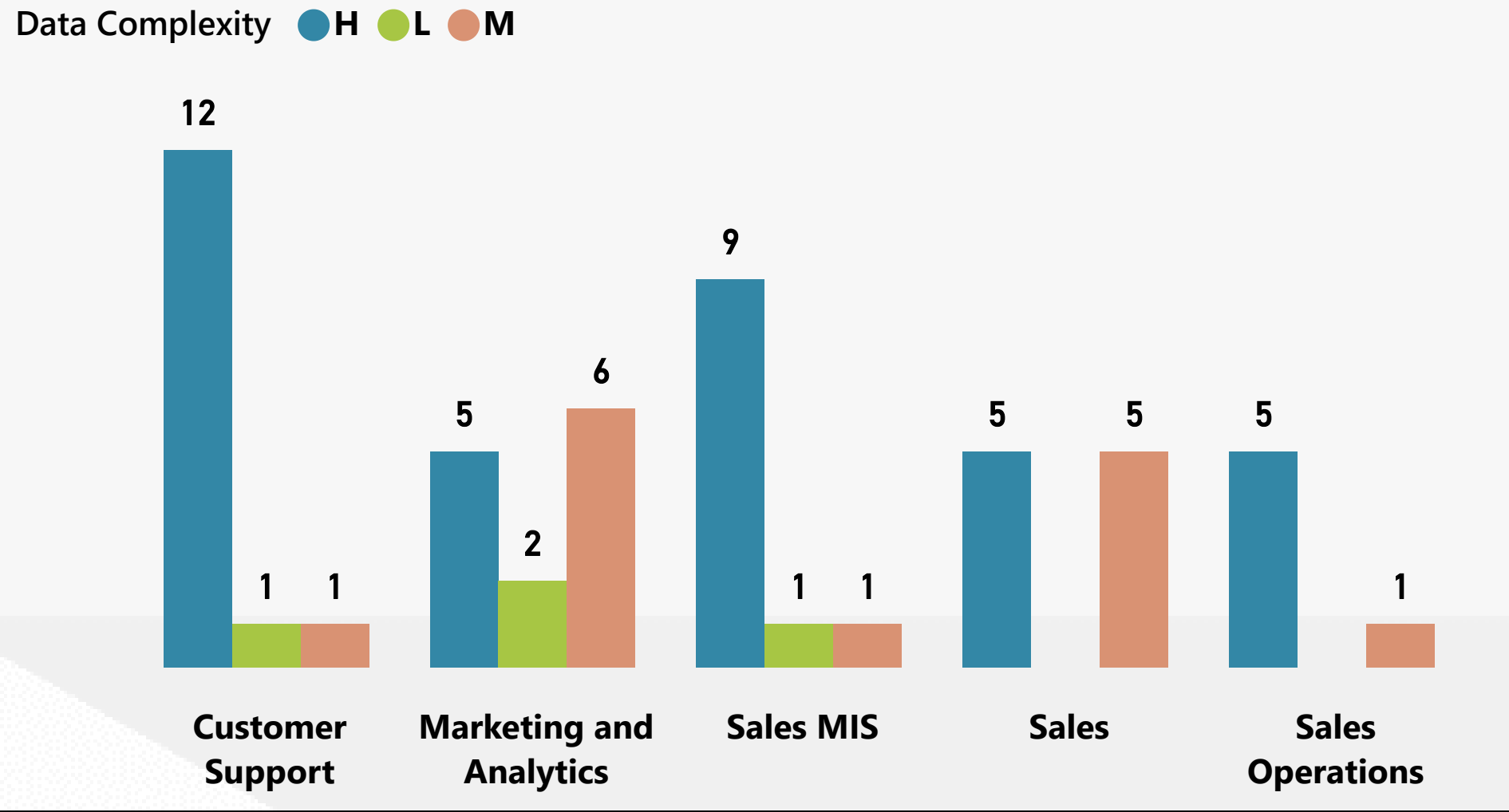
Department-Specific Process Count Based on Score



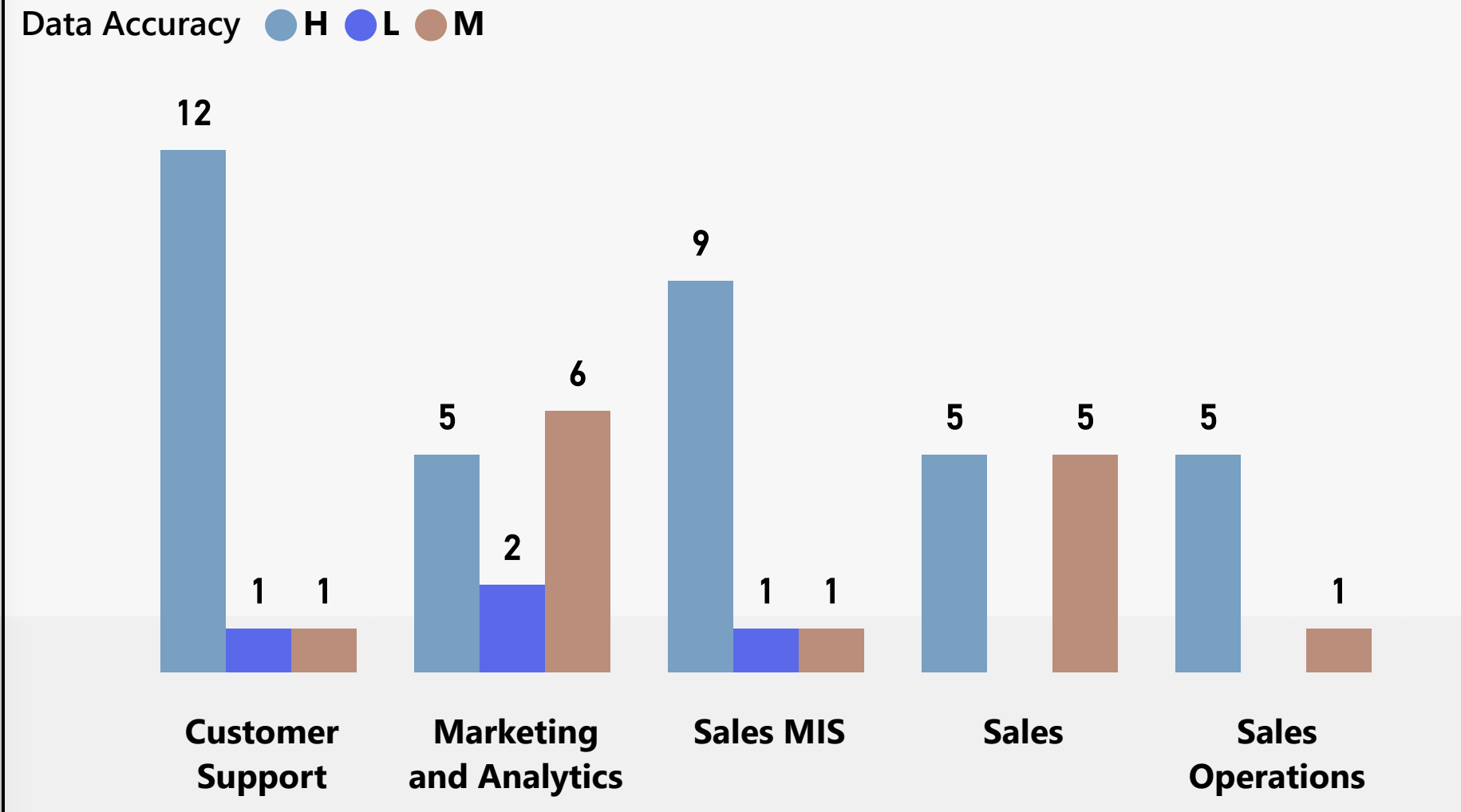
Department-Specific Process Count Based on Frequency



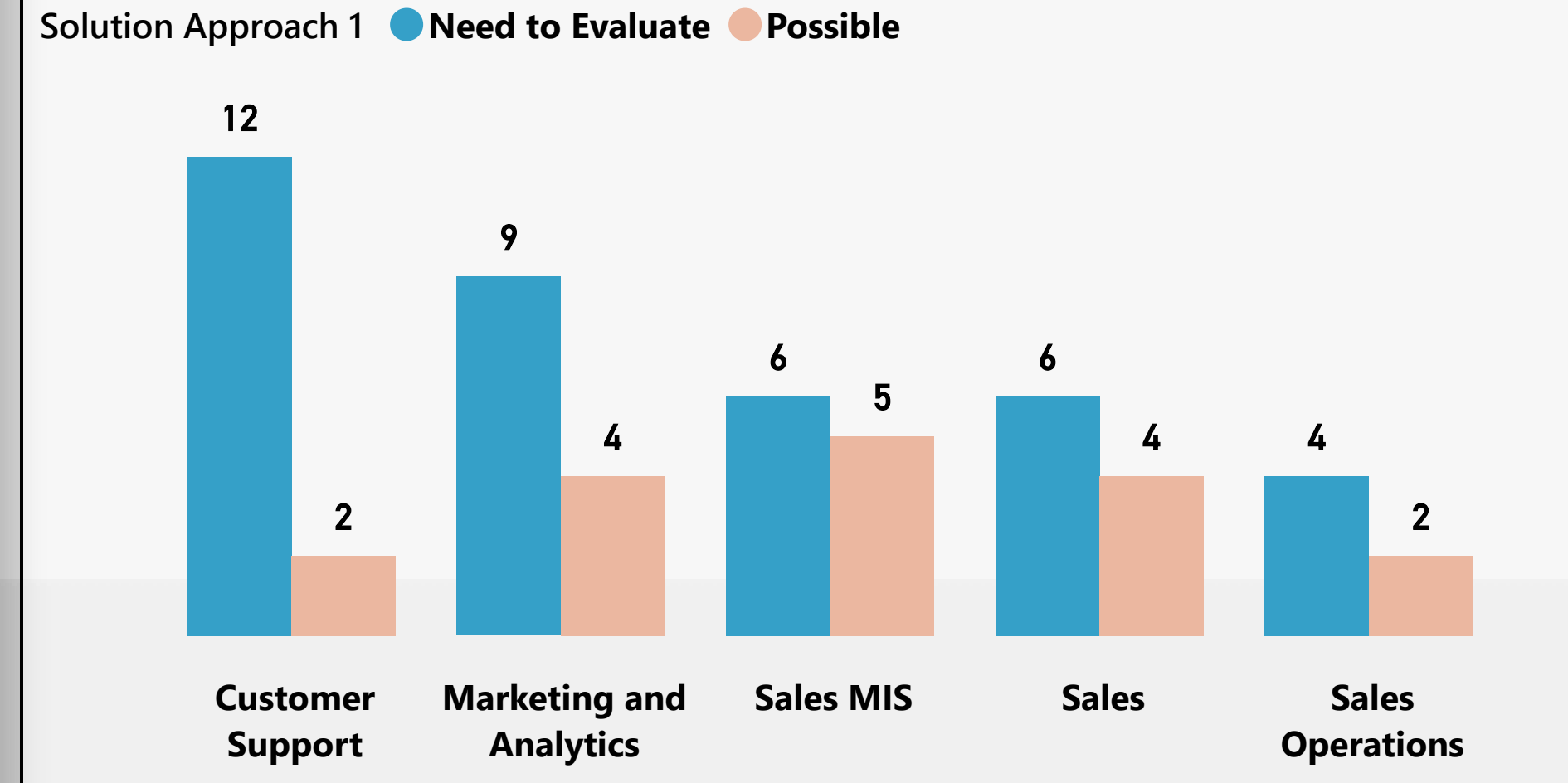
Department-Specific Process Count Based on Data Complexity



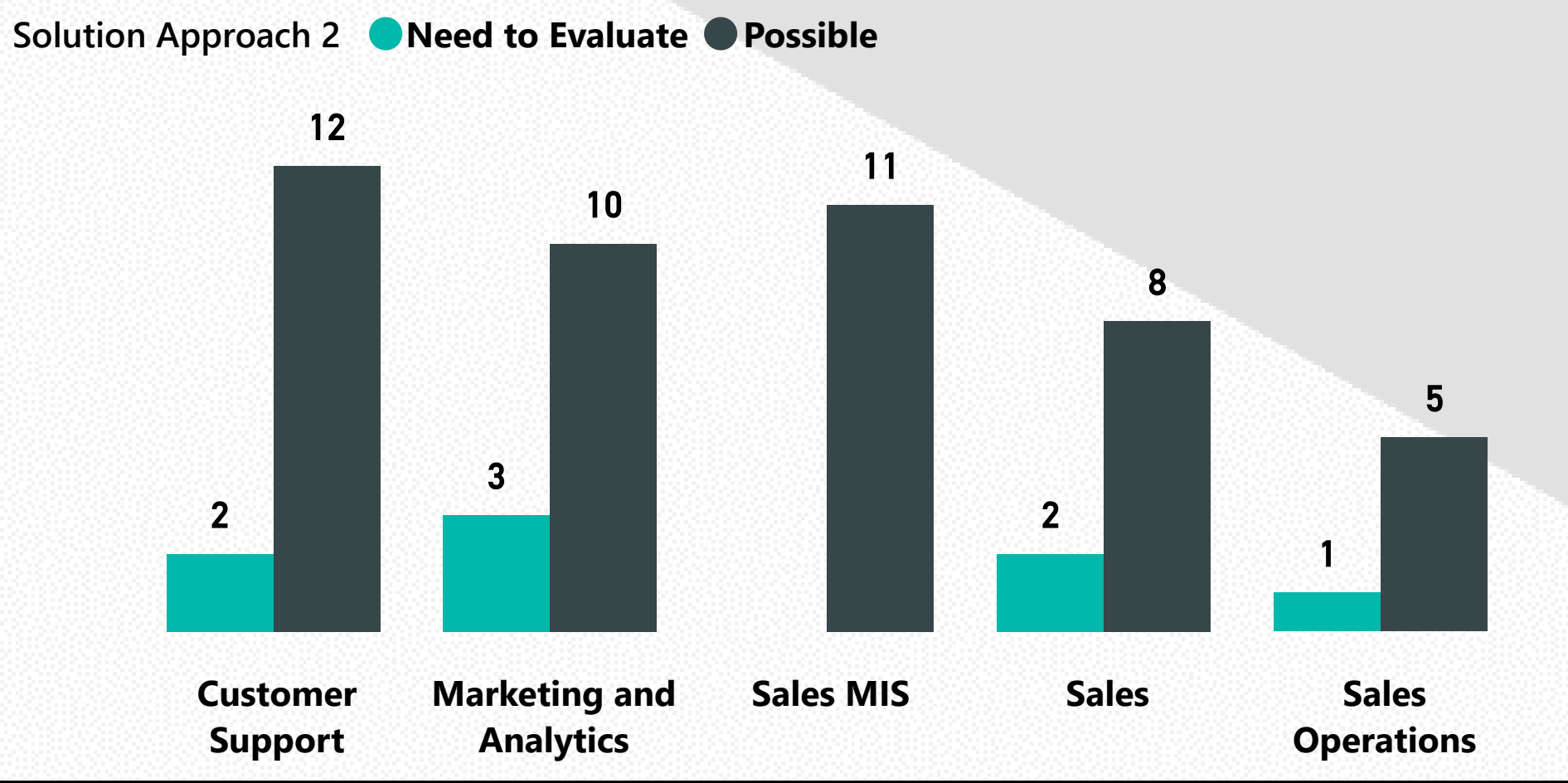
Department-Specific Process Count Based on Data Accuracy



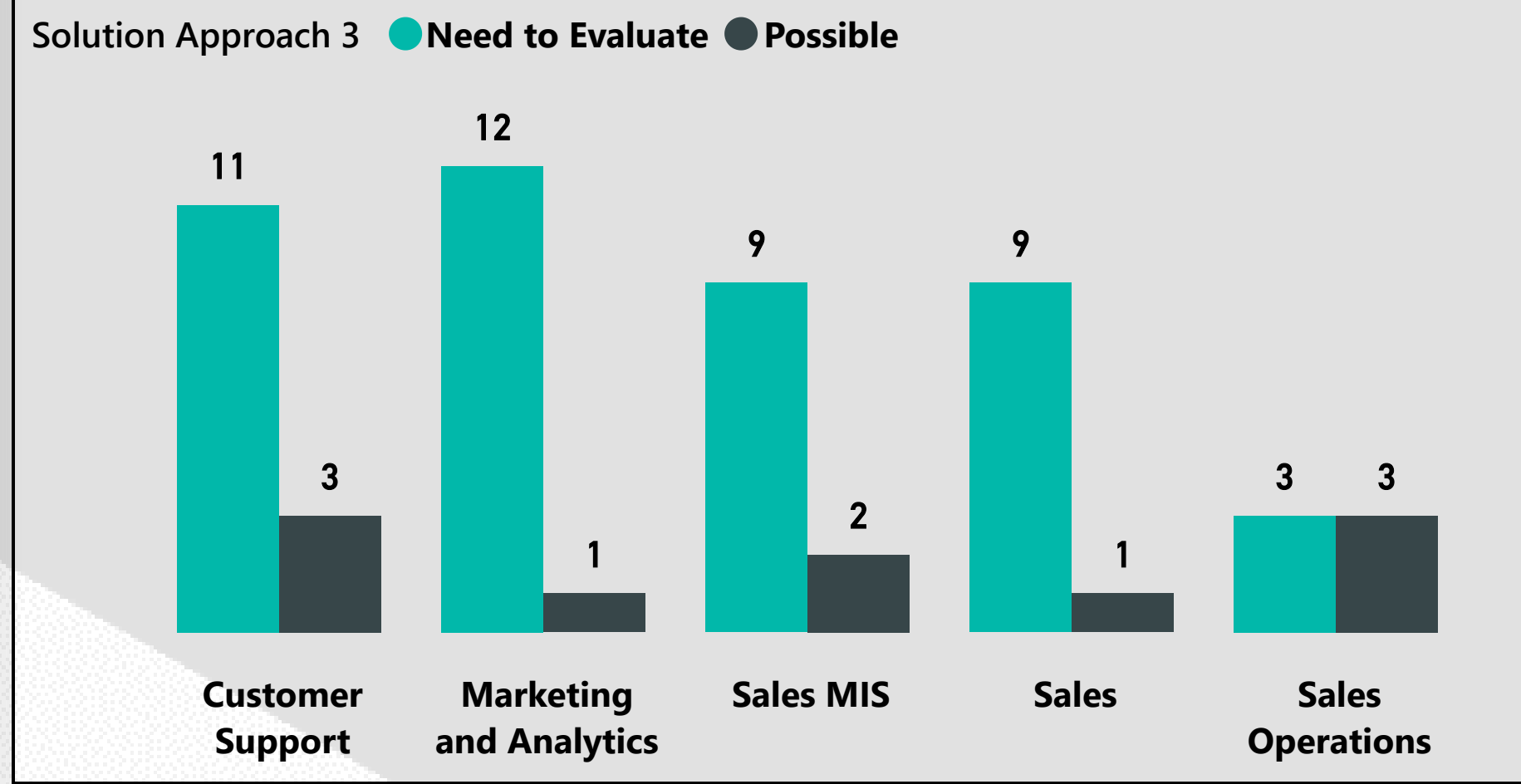
Departmental Breakdown of Processes Aligned with Solution Approach 1



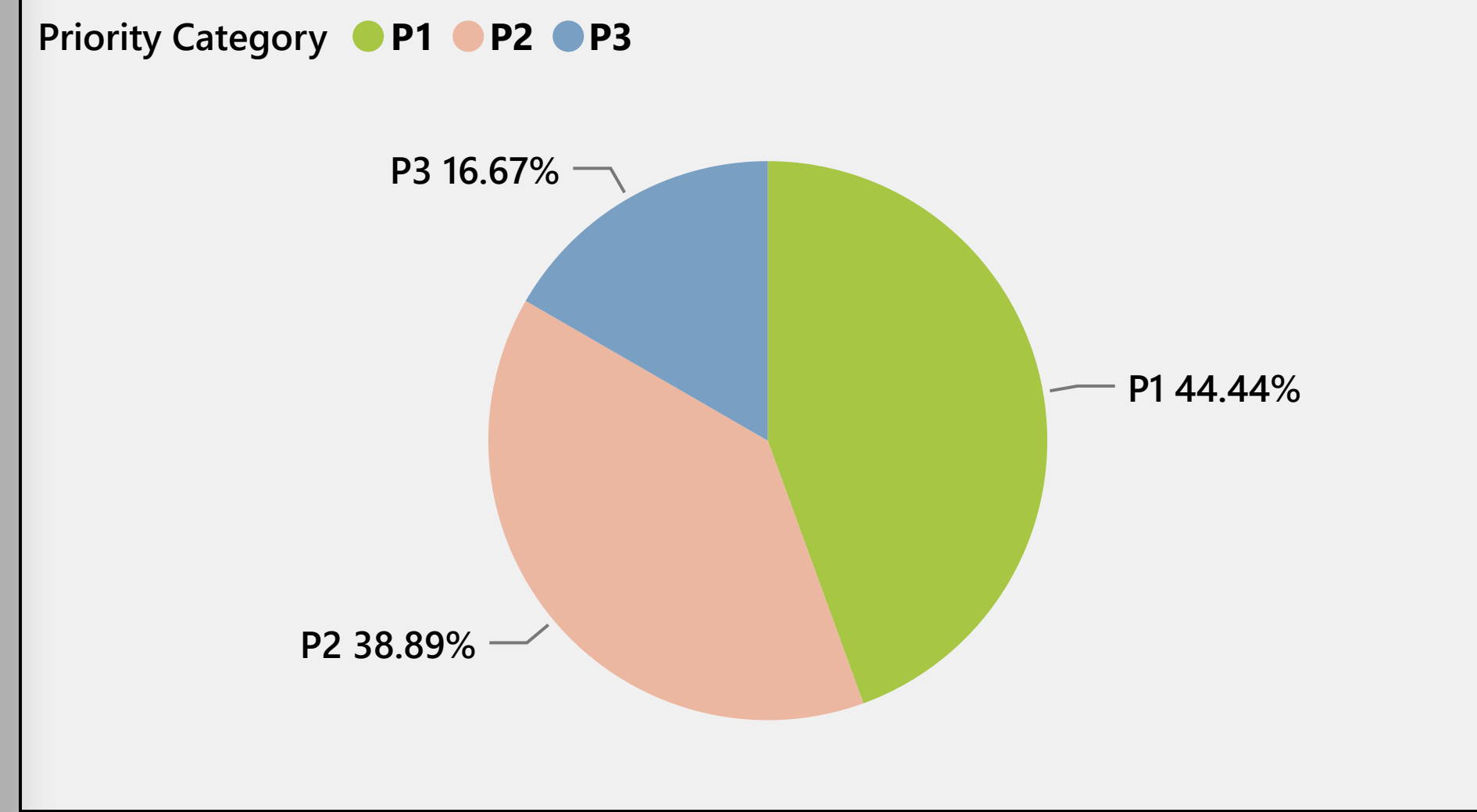
Departmental Breakdown of Processes Aligned with Solution Approach 2



Departmental Breakdown of Processes Aligned with Solution Approach 3

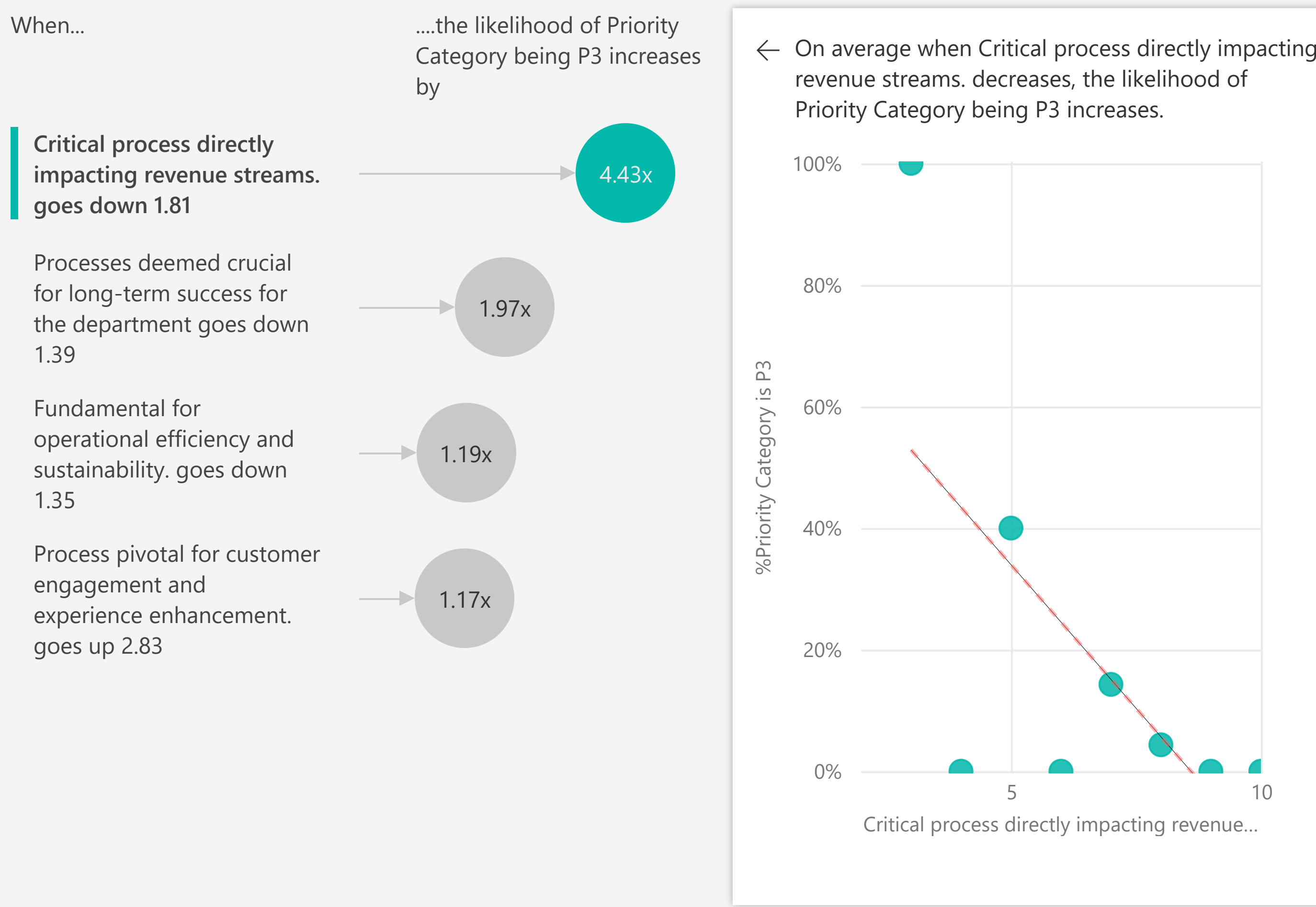


Process Count According to Priority



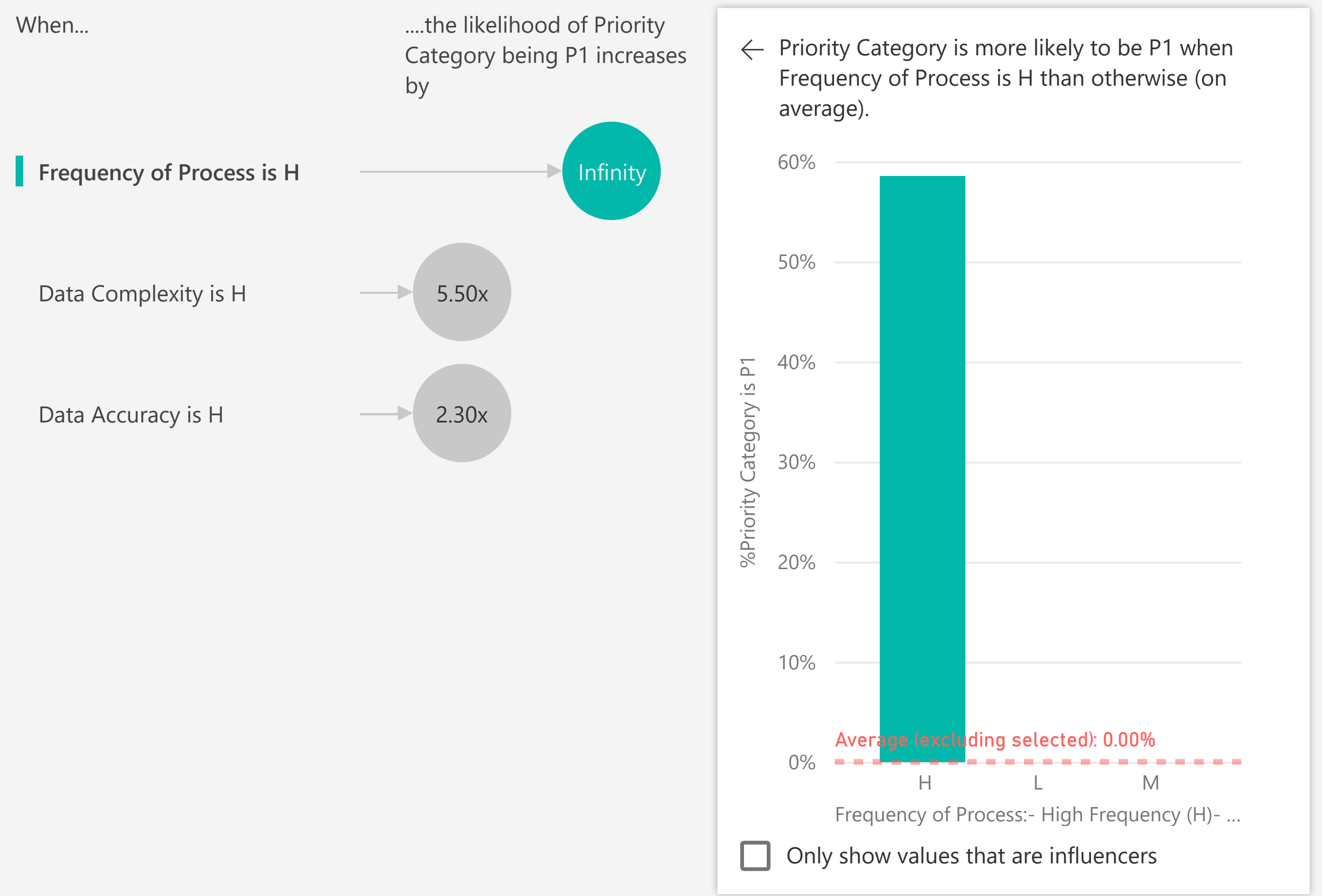
Key influencers Top segments

What influences Priority Category to be P3 ?



Key influencers Top segments

What influences Priority Category to be P1 ?



Department	Critical process directly impacting revenue streams.	Process pivotal for customer engagement and experience enhancement.	Fundamental for operational efficiency and sustainability.	Important for regulatory compliance.	Processes deemed crucial for long-term success for the department	Total Score	Categorisation based on Score (A (50-35), B (34-20), C (19-0))	Frequency of Process: High Frequency (H)- Moderate Frequency (M)- Low Frequency (L)
<b>Customer Support</b>								
CS Process number 1	5	10	8	2	10	35	A	H
CS Process number 3	8	1	8	2	8	27	B	H
CS Process number 7	8	1	7	2	8	26	B	H
CS Process number 8	6	6	10	2	8	32	B	H
CS Process number 9	6	5	8	2	8	29	B	H
CS Process number 5	8	1	7	2	5	23	B	H
CS Process number 6	8	1	7	2	5	23	B	H
CS Process number 2	10	2	8	2	8	30	B	H
CS Process number 10	8	2	5	2	7	24	B	M
CS Process number 4	5	1	5	2	5	18	C	H
CS Process number 11	3	2	5	2	6	18	C	L
CS Process number 12	3	2	5	2	6	18	C	L
CS Process number 13	3	2	5	2	6	18	C	L
CS Process number 14	3	2	5	2	6	18	C	L
<b>Marketing and Analytics</b>								
MA process 1	7	8	9	9	10	43	A	H
MA process 11	8	9	7	6	8	38	A	H