

Audi Japan revolutionized its operations with the fast automation of their Finance & Administration processes

CUSTOMER SNAPSHOT

CUSTOMER

Audi Japan

INDUSTRY

Automotive

LOCATION

Japan

OBJECTIVES

- To increase transparency and quality of the Finance & Administration Division processes
- To reduce reliance on paper trails and processes complementing the SAP system
- To introduce an organizational change towards process-oriented activities

RESULTS

- The approval request process was automated, available for use by more than 20 departments
- Increased performance and productivity of the Finance & Administration Division
- Reduction of paperwork, manual activities and unnecessary delays
- Optimized distribution and reallocation of workloads, resources and responsibilities

Increased transparency and quality of high level approvals covering requests from 20+ departments and involving amounts of more than USD 5 million per request.

Overview & Challenges

Audi Japan, importer of Audi vehicles and subsidiary of Audi AG, identified the necessity to reduce manual tasks and activities in order to increase operational efficiency and stay ahead of industry standards. In order to gain more control and visibility over its core management and administrative processes, Audi Japan decided to develop a BPM initiative that would revolutionize its operations.

The BPM initiative at Audi Japan was conceived in the financial department, where processes were paper-based and executed and archived manually.

Audi Japan uses a SAP system to manage its financial operations and Bizagi was selected as the complementary BPM solution for process automation. The company was also clear about arriving at a solution that was easy-to use, effortless to implement and would automate everyday processes. The objective was to increase transparency and quality by reducing reliance on paper-trails and processes. This solution also needed to be replicated in other company departments and Audi subsidiaries around the world.

Bizagi Solution

Audi Japan evaluated various BPM tools and found Bizagi BPM Suite to be an appropriate option due its ease-of-use, flexibility and self-training options. Discovering that with Bizagi it was easy to model and diagram processes and then seamlessly move them to execution was a key motivator for initiating the change program. Bizagi BPM Suite was able to offer a complete and integrated solution covering all the activities and functionalities needed for process workflow design and process automation.

- Positive changes to Audi Japan's fundamental business structure
- The BPM initiative continued and has been applied to 5 more processes.

Processes at the Finance & Administration Division included delicate and high level Requests for Approvals originating from 20+ departments within the organization, which could involve approvals of more than USD 5 million for a particular activity or purpose. Processes would frequently need to be approved by the President of the company or by other senior managers whose availability is limited due to excessive business travel.

With the automation of the approval processes, requests are made through a web portal and notifications are sent to the required approvers according to the type and amount of the request. Requests are flagged and processed immediately; ensuring requests are handled on time, as they arise.

The system also provides for annotations and attaching supporting documentation for decision making. When requests are approved, a PDF is generated with the approval in the local language (Japanese) for easier classification and archiving. This complements the activities performed by its ERP (SAP) system.

Results

In just a few weeks the approval request process was automated, available for use by more than 20 departments within the organization and with a significant reduction in average cycle times during the first months in production.

Productivity and efficiency rates increased among employees in the financial department. The reduction of paperwork, manual activities and unnecessary delays, have contributed to improved performance and control of its operations. Time savings have also been achieved in tasks such as archiving and filing which lead to optimized distribution and reallocation of workload, resources and responsibilities. Documentation is better classified and organized, making it easier to find and track past records and approvals when required by auditors or senior management.

A robust system was built which could be easily adapted to business growth as more and more processes are automated. The BPM initiative continued and has been applied to 5 more processes: Overseas Travel approval, Domestic Travel approval, Purchase Order creation, Request for Payment (equivalent to accounts payable) and Budget Control Administration.

Audi Japan recognized that the key for competitive advantage is to act fast, and with Bizagi, they were able to do so. The BPM project changed Audi Japan's fundamental business structure and put it in a position where it is ready and prepared to support any other business process with agility, allowing short and long term growth and sustainable competitive advantage.