



# Audi Japan saves 60 hours each week with Bizagi BPMS



**Audi**

**Customer:**  
Audi Japan KK

**Industry:**  
Retail

**Location:**  
Tokyo

Audi Japan KK was created in 2000 to deliver an exclusive image on the Japanese market. Today, its HQ is

**the flagship  
dealer network**  
in Tokyo.

Following significant growth, Audi Japan KK embarked on an initiative to increase efficiency of its corporate processes and has

**cut processing  
time by up to 70%.**

**For Audi Japan KK, the whole idea of automating processes was an innovation. Bizagi BPM Suite was selected for its ease-of-use, flexibility and self-training options.**

## Objectives

- ✓ Gain greater control over core administrative processes
- ✓ Run the business more predictably; adapt easily to changing dynamics
- ✓ Accelerate & streamline funding requests from 20 departments
- ✓ Better handle multi-level approvals for budgets worth \$5m
- ✓ Decrease reliance on paper-based trails and manual tasks
- ✓ Improve visibility of system operations and auditability

## Achievements

- ✓ Improved administrative efficiency (60 hours reduction per week)
- ✓ Real-time budget management & tighter control
- ✓ Increased visibility of business metrics via ad-hoc reports
- ✓ Simplified vehicle tracking & management
- ✓ Improved distribution of time & resources
- ✓ Value of BPM recognized: 5 processes used by 80 people

## Overview

Like many mature businesses, Audi Japan KK recognized the need to increase productivity and efficiency in order to compete effectively. Audi Japan KK did just that through an ambitious project to transform its back-office operations. The first of the processes selected for automation was its **Requests for Approvals** (RFA), involving approvals of \$5m+ budgets. Following the highly successful automation project, Audi Japan KK proceeded to launch 6 more corporate processes covering everything from travel approval to PO creation and requests for payment. Following increased buy-in and stakeholder engagement, Audi Japan KK took the decision to automate its Internal **Company Car Management** and **Used Car** processes, a complex operation involving many activities and tasks associated with 600+ vehicles located throughout Japan.

## Challenges

Business growth and a rigid IT infrastructure were taking their toll on long-running processes, increasing execution time and response rates. Weak, unstructured processes owned by different process owners further impacted customer service levels. Internally, staff were left to handle very time consuming and complex human procedures, leaving them less time to focus on their business area. The first process to be automated, **Request for Approval, (RFA)**, for example was manual and paper-based which relied on approvals made over the phone or email. These were often back-dated, affecting people's jobs and performance. Approvals were difficult to make due to busy stakeholders being away on travel, creating an environment of "people chasing people" which adversely affected quality and efficiency.

## The BPM Solution

Stakeholders began the evaluation of BPM tools and selected Bizagi BPM Suite for its ease-of-use, flexibility and self-training options.

The process architecture was defined by the finance department – the key driver for automation, and the guiding stakeholder for process selection and compliance. This stage involved the creation of forms and documents, assigning roles, creating rules and mapping individual processes. Bizagi consultants reviewed the process models to ensure quality and offered best practice guidance on how to re-deploy these processes and the system in other Audi departments and subsidiaries worldwide.

## Results

After the RFA process automation the situation changed for all stakeholders, including requesters, approvers and employees in the finance department. New requests are carried out in a much simpler manner via a web portal; Bizagi BPMS then

activates the approval processes and sub processes. Bizagi can also "decide" whether to involve specific approvers or pre-approval sub processes depending on the type and amount requested. Notifications are sent to sales people and managers for their approvals and notifications are sent to requesters when their requests are denied. Requests are flagged and processed immediately, removing unnecessary delays.

Bizagi BPMS also manages additional information such as the annotations and attached documentation that can be used by requesters to support their requests. When requests are approved, a PDF is generated with the approval in local language (Japanese) for easier classification and archiving. All this extends and integrates with the activities performed by Audi's ERP system.

The automated RFA process at Audi Japan KK can be reproduced or adapted as needed by other organizations, even in other industries. As a result of this success, Audi Japan KK added another 6 processes (Overseas Trip approval, Domestic Trip approval, Personnel change approval, Purchase Order creation, Request for Payment (equivalent to accounts payable) and Budget Control Administration).

The automation of two further processes: **Company Car Management** and **Used Cars** has delivered full control and governance over vehicle registration, contracts, delivery and transfer of assets, while the second, a sub process, provides real-vehicle tracking, monitoring and logging of movements. Together, business users at all levels and departments across Audi Japan KK can focus on their business area, leaving automated workflow to handle what were in the past very time consuming and complicated human procedures.

### Best Practice

- ✓ Demonstrate quick results with a process that causes the most 'pain'
- ✓ Show progress daily to raise project visibility with senior management
- ✓ Support users through a clearly defined change management program
- ✓ Choose a platform that is replicable for fast rollout
- ✓ Appoint a principal stakeholder to manage process compliance