

Şişecam, Istanbul, Turkey

Through the project we realized at Şişecam, one of the most powerful industrial organizations of our country, traceability in procurement processes has been improved.



Company:
Şişecam

Industry:
Sheet Glass, Glass
Household Goods, Glass
Containers, Chemicals,
Automotive, Glass Fiber,
Metal, Energy and Recycling

Number of employees:
21,700+

Revenue:
TRY 18 Billion

Headquarters:
Istanbul, Turkey

Website:
www.sisecam.com.tr



Goals

- End-to-end analysis of the entire process, from compatibility to ordering and billing
- Identification of the steps that can be accelerated through robotic process automation
- Taking preventive actions regarding the steps that require a long time to be completed
- Minimization of order cancellations



Benefits

- Performing process analyses on a platform configured specifically for the relevant processes, rather than through reporting
- More thorough analysis of financial losses and the factors influencing customer satisfaction
- Faster root cause analysis for processes
- Acceleration of the approval process for customer orders
- Behavioral analysis of operations in different countries
- Incorporating process mining into the daily lives of process owners
- Analysis of new processes on this platform



Solution

- Celonis Process Mining