

Mit Communities zu effektivem PzM im internationalen Umfeld

#GemeinsamMehrErreichen

International Vernetzt, Lokal Wirksam

Mag. Dimitrios Missios &
Anna-Corinna Novak, MSc



UNIQA 's Group

Processmanagement Team



**Mag. Dimitrios
Missios**

GPM Expert



**Anna-Corinna
Novak**

GPM Expert

Agenda

Vorstellung UNIQA Insurance Group⁰¹

- Erfolgsgeschichte der UNIQA Insurance Group
- Vorstellung der Regionen

Internationales Prozessmanagement⁰² @UNIQA Insurance Group

- Group Processmanagement Team – Wer sind wir?
- Unsere bisherige Reise
- Unser agiler BPM Ansatz

CommUNIties als Treiber⁰³

- Unser Zusammenarbeitsmodell
- Unser Agiler Umsetzungszyklus
- Vorstellung einer Initiative “AI-driven Process Management”

Was steckt hinter
 **UNIQA?**

UNIQA Insurance Group | Unsere Erfolgsgeschichte

Gründungsjahre

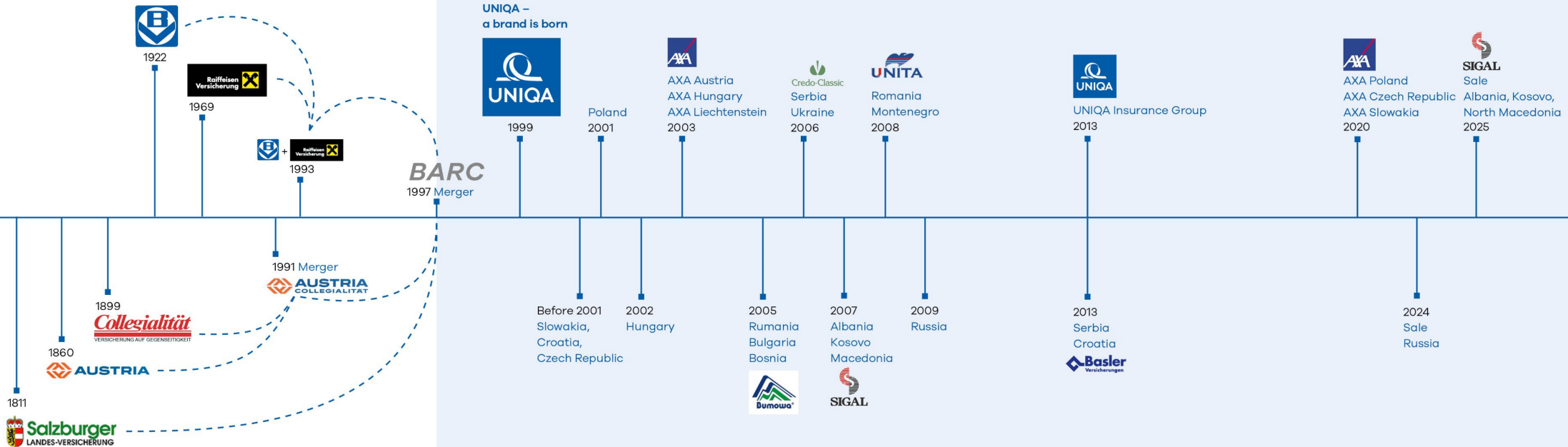
Konsolidierung in Österreich und Expansion in CEE

Entstehung einer Versicherungsgruppe

1811 – 1996

1997 – 2012

From 2013





Unsere Regionen



€7.8Mrd Verrechnete Prämien*



€442M in Ergebnis vor Steuern



14 Länder



Mehr als 17 M Kunden



21,000 Mitarbeiter inkl. Exklusivvertrieb

*Group Report 2024

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UNIQA's Group Processmanagement Team

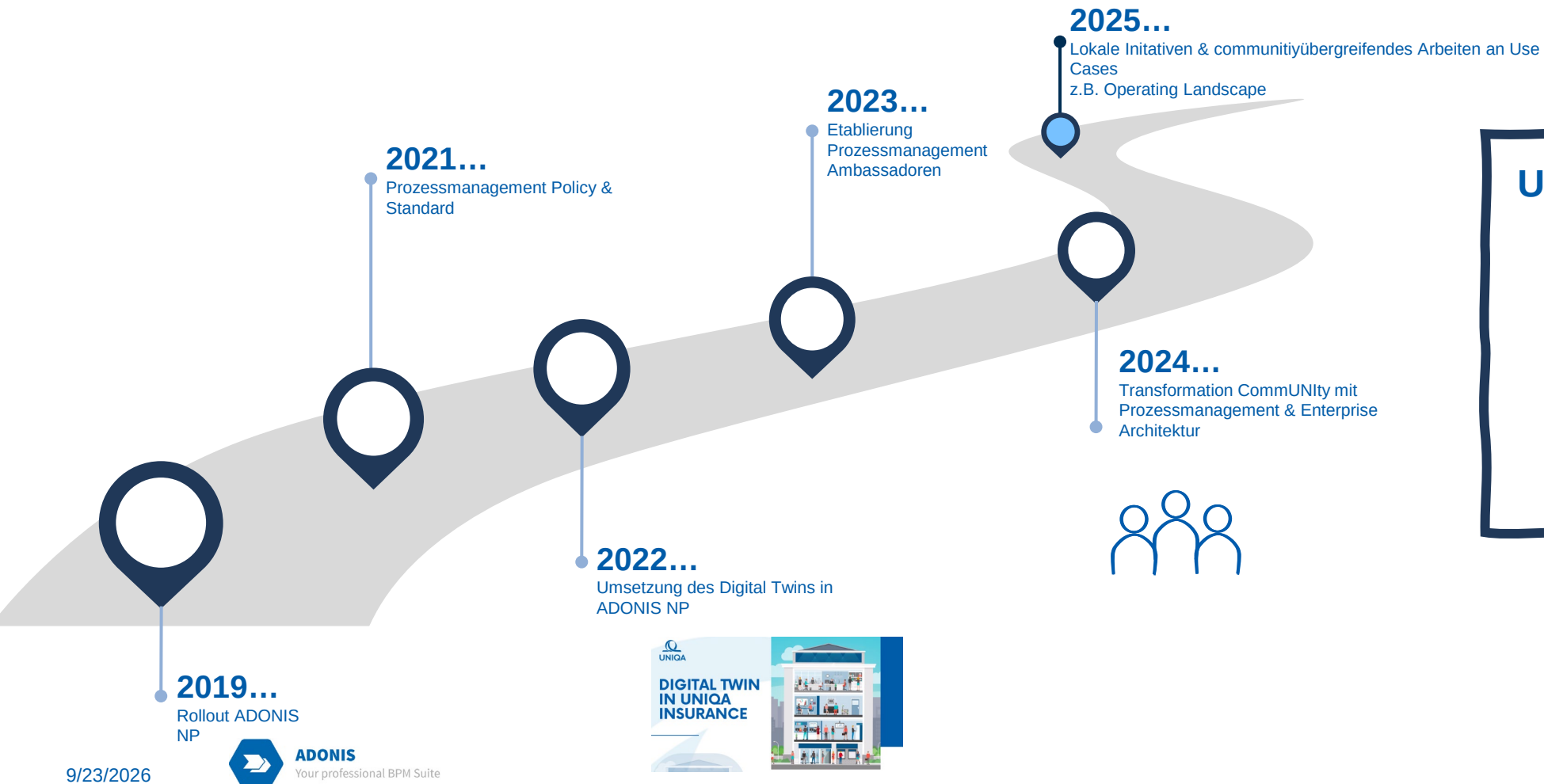


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**Anna-Corinna
Novak**
GPM Expert

UNIQA Insurance Group | Unsere Reise zu einem kollaborativen internationalen Prozessmanagement



Unsere Erfolgsformel

Lokal befähigen



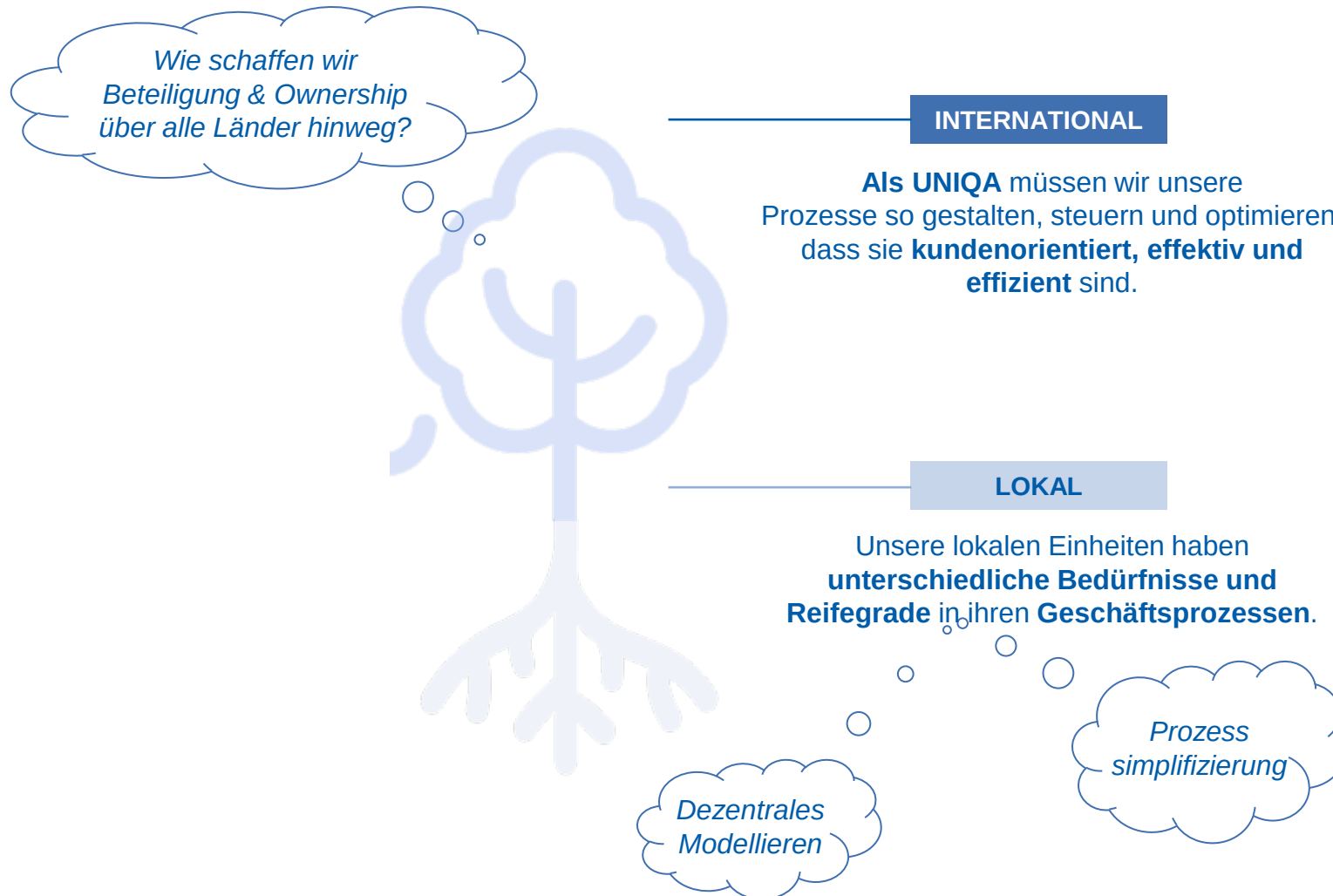
Klar Kommunizieren



Wirksam Umsetzen



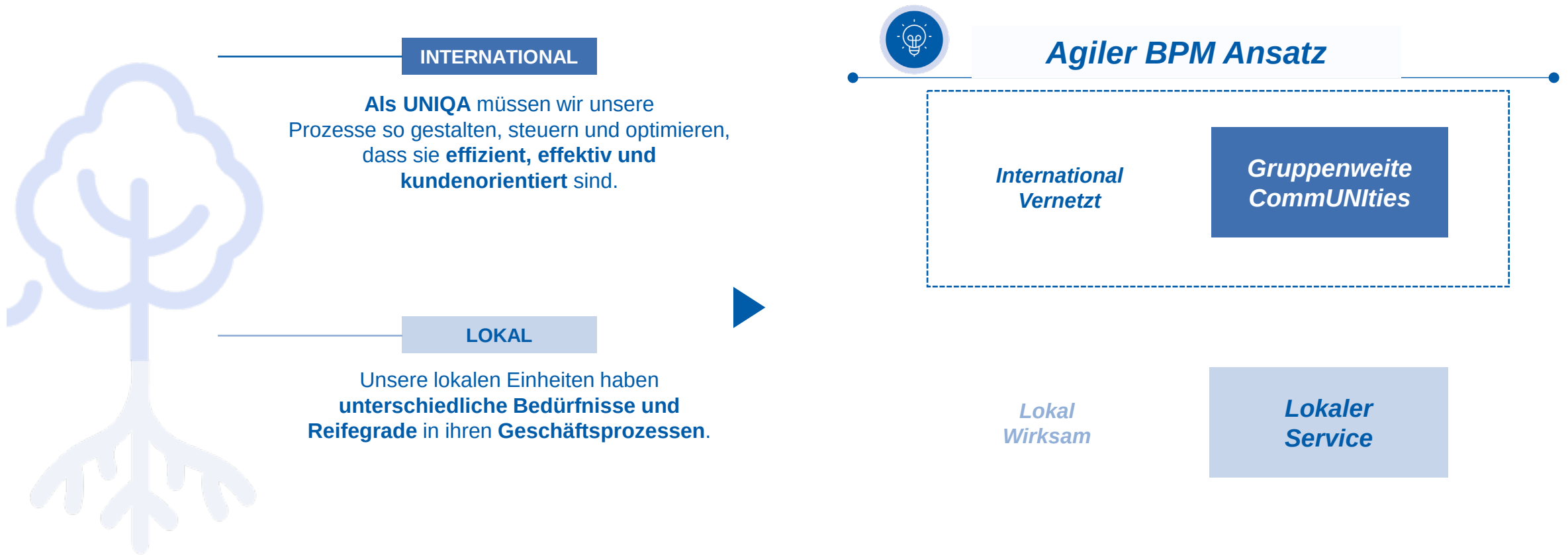
UNIQA Insurance Group | Unsere Vielfältigkeit



**Wie nutzen wir die Vielfalt lokaler und
gruppenweiter Perspektiven,
um gemeinsam mehr zu erreichen**



UNIQA Insurance Group | Unser agiler BPM Ansatz



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Unser BPM Ansatz| CommUNIties als unser Treiber



Lokale Prozessmanagement
Ambassadoren

**Prozessmanagement
CommUNItY**

...vernetzen **Wissen**, teilen **Best Practices**
und entwickeln **gruppenweite BPM-
Themen** gemeinsam weiter

AI im
Prozessmanagement

Gruppenweite
Prozesslandkarte

**Gruppenweite
CommUNIties**

**Gemeinsam
Vernetzen
Transparenz
Weiterentwickeln**

Unsere Grundpfeiler

Wissensteilung

Use Cases/Projekte

Trainingsformate



Lokale Prozessmanagement
Ambassadoren & Enterprise Architekten

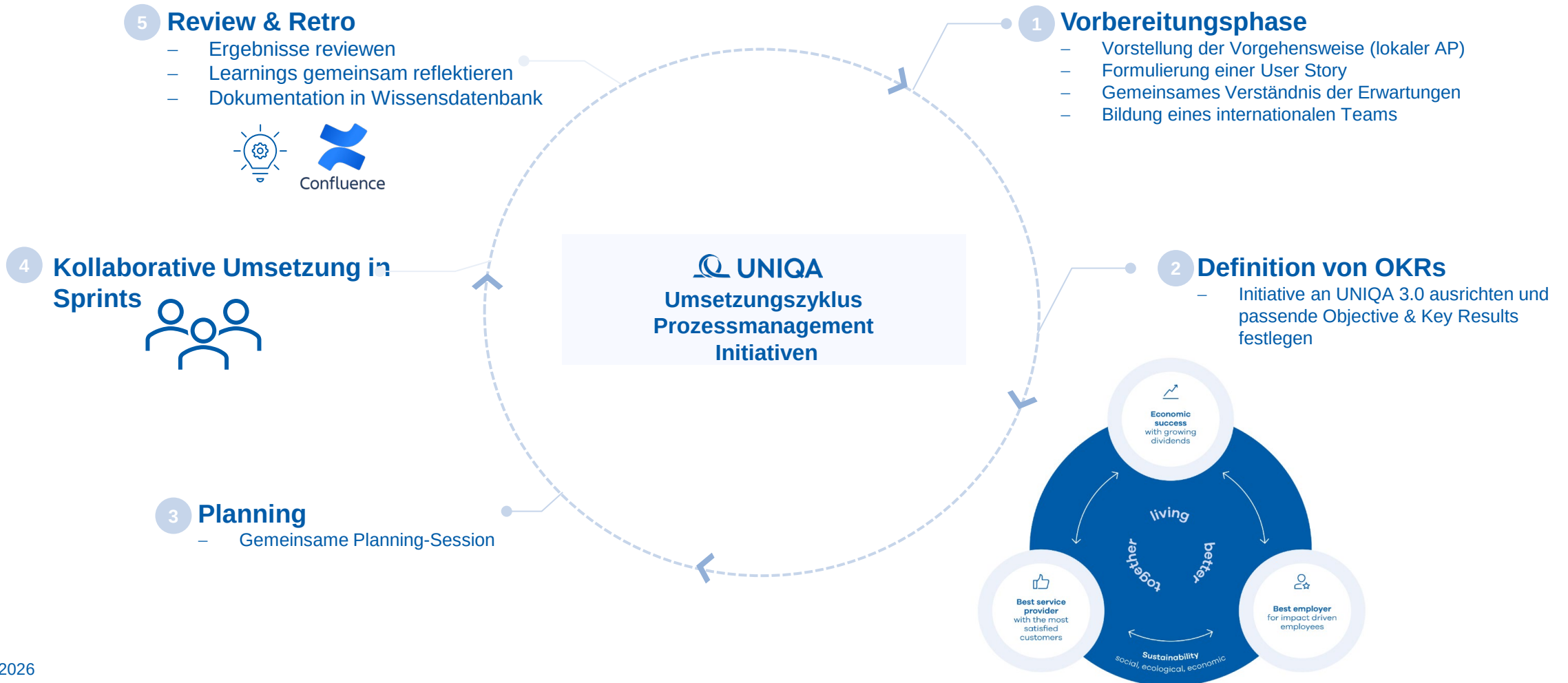
**Transformation
CommUNItY**

...Organisation, Prozesse und IT
gemeinsam auf **strategische Ziele**
ausrichten, die **Zusammenarbeit** zwischen
EA und PM stärken und ein **gemeinsames
Verständnis** für die Transformation
schaffen.

Operating
Landscape

**Wie gelingt die
gruppenweite Umsetzung unserer
Initiativen ?**

Unsere Initiativen | Agiler Umsetzungszyklus

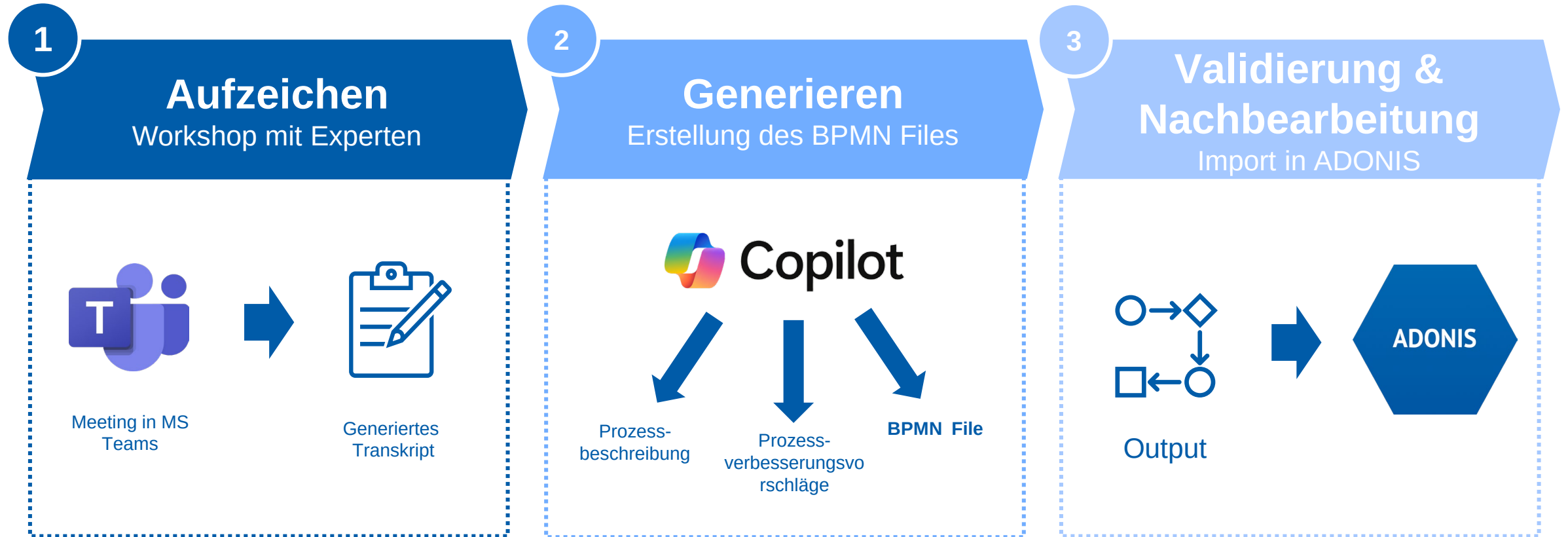


**Wie können wir KI im
Prozessmanagement einsetzen,
um in der Prozessmodellierung
effizienter zu werden?**



Michal (CZ/SK)

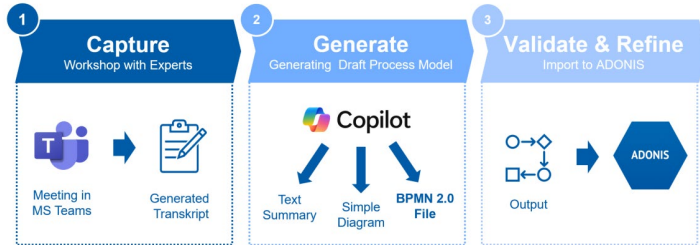
Unsere Initiative | AI nutzen für Prozessmodellierung



Unsere Vorbereitung | AI nutzen für Prozessmodellierung

1 Vorbereitung

- Vorstellung von Michal (CZ/SK) in Prozessmanagement CommUNITY
- Lokaler Lead & Unterstützung von Gruppenseite
- Länderübergreifendes Team aus PM & IT Experten
- Anfrage Konsultation von BOC



Support von anderen CommUNITies

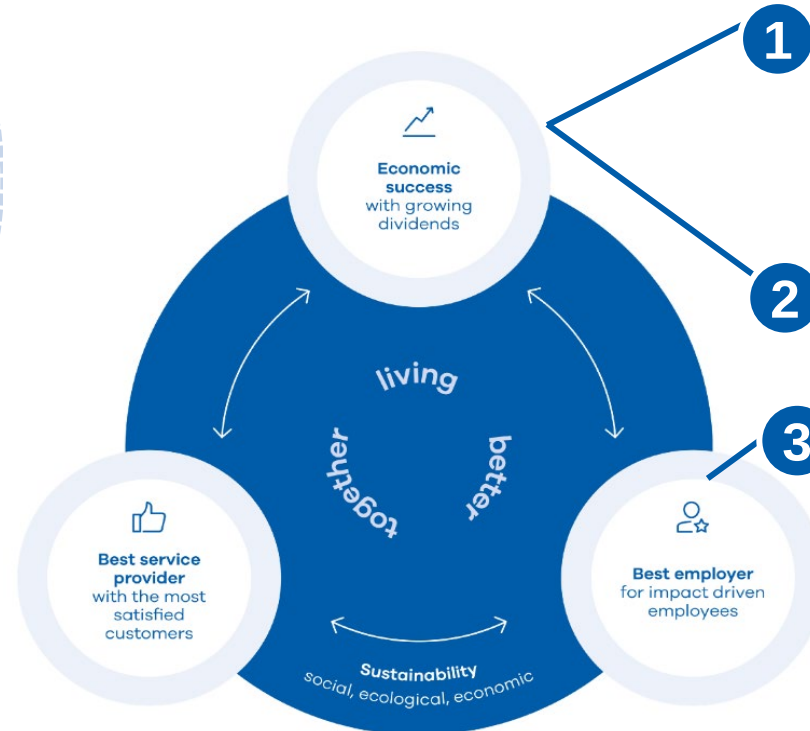
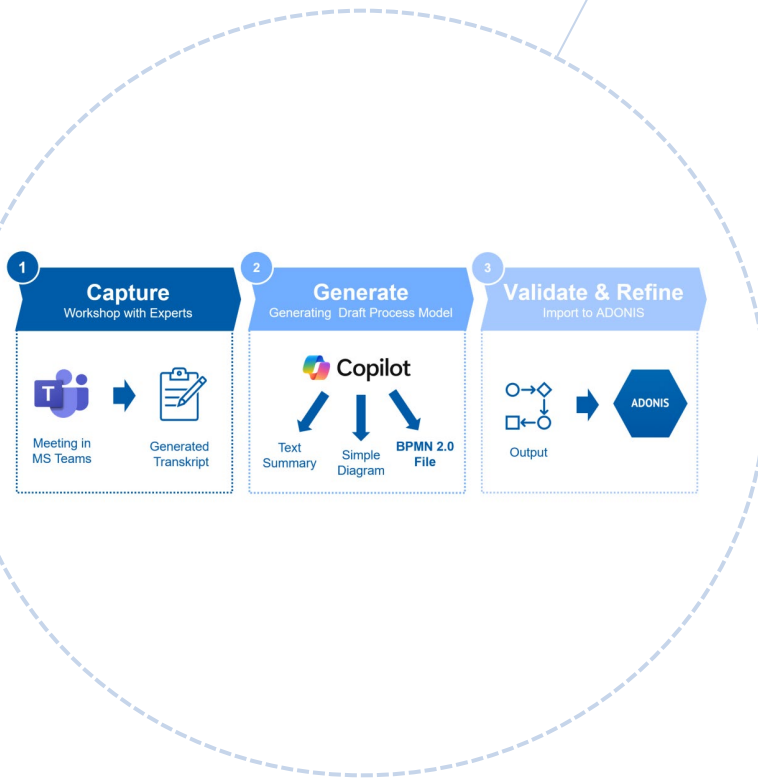


Lokaler Need



Unsere Objectives | AI nutzen für Prozessmodellierung

2 Unser Use Case



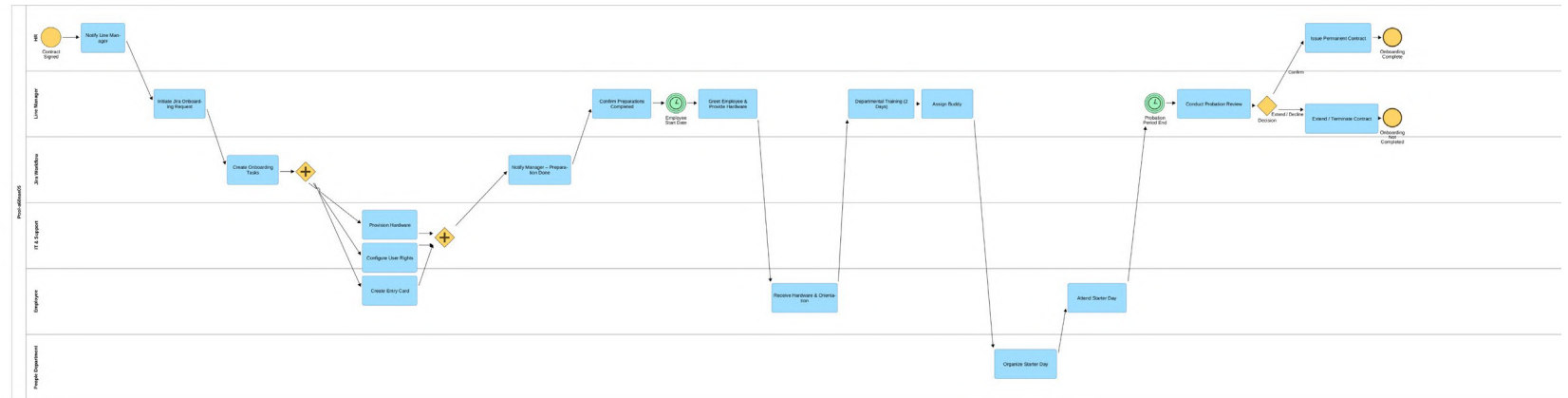
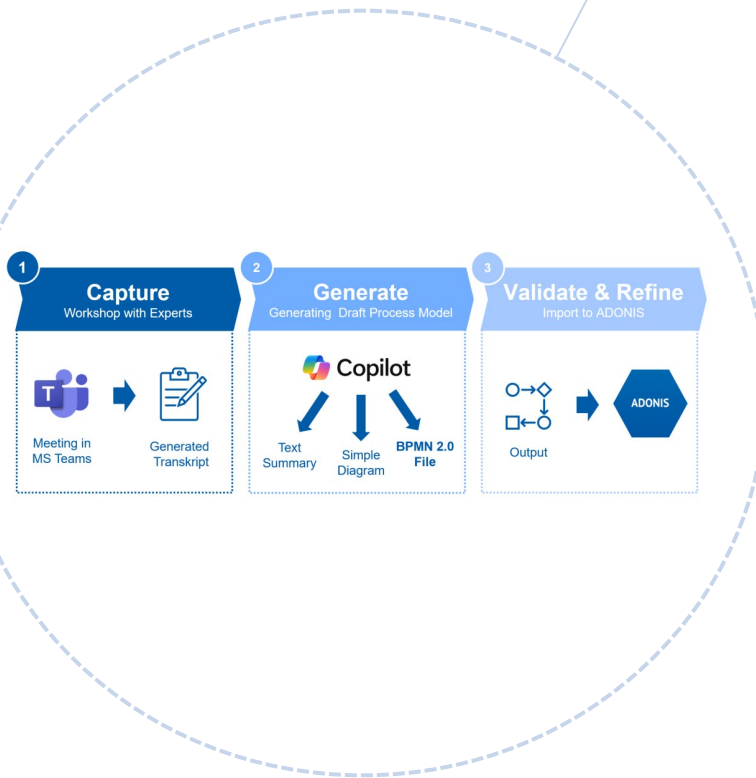
1 Einen KI-gestützten Modellierungsprozess definieren, um die Prozessmodellierung zu vereinfachen und den manuellen Aufwand zu reduzieren

2 Mit **Power Automate** einen automatisierten Workflow entwickeln, um Input konsistent zu erfassen, zu strukturieren und an die AI zu übergeben

3 Unsere PzM-Kolleg:innen zur effektiven Nutzung unseres KI gestützten Modellierungsprozesses befähigen

Die Umsetzung| AI nutzen für Prozessmodellierung

2 Unsere Arbeitsergebnisse

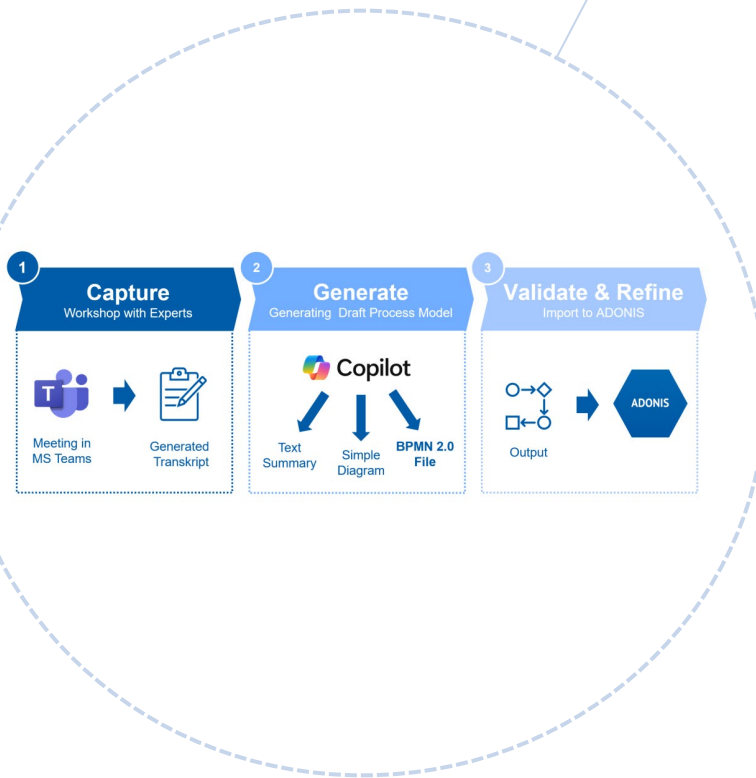


Die Erstellung des Prozessmodells-Prompt erfordert den meisten Aufwand!

80% sind schnell erreicht, die letzten 20% benötigen deutlich mehr Aufwand.

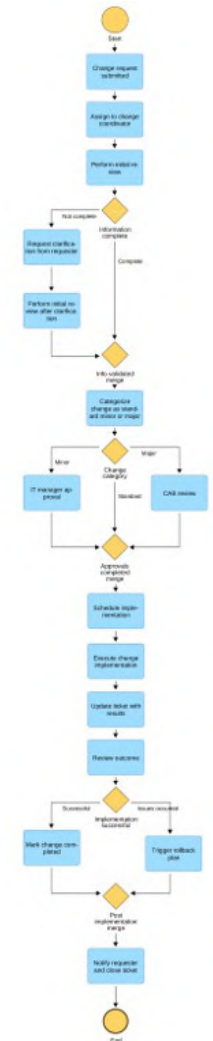
Die Umsetzung| AI nutzen für Prozessmodellierung

2 Unsere Arbeitsergebnisse – Prozessmodell



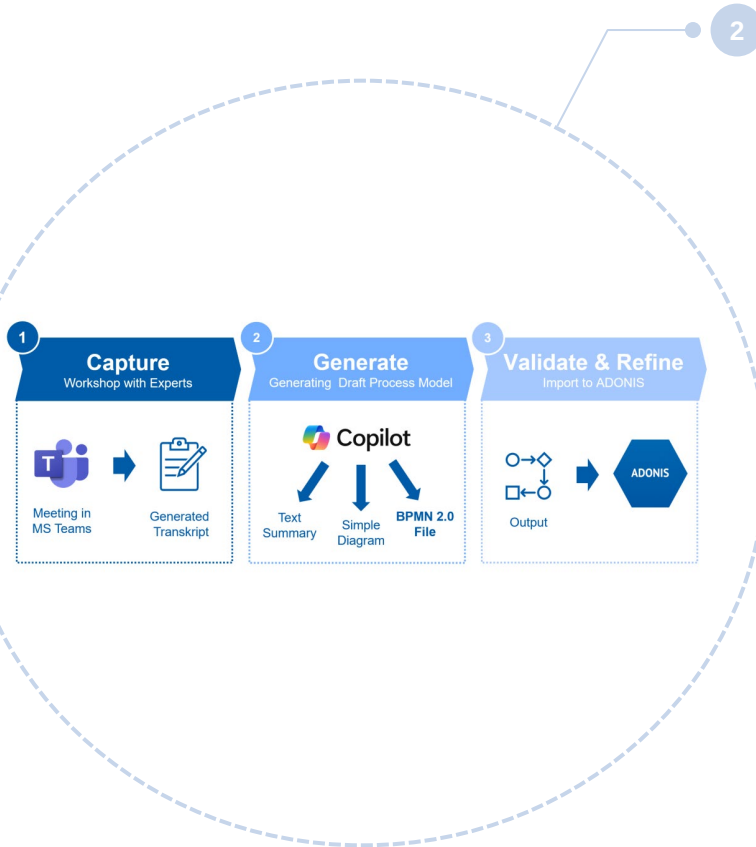
Die letzten 20% zeigen, warum Kollaboration so wichtig ist!

Erst durch das Zusammenarbeit von IT und PM Experten konnten wir sie erfolgreich lösen



Die Umsetzung| AI nutzen für Prozessmodellierung

2 Unsere Arbeitsergebnisse – Prozessbeschreibung & vorschläge



BPMN_2025-10-01 11:41:1563766819.bpmn
18 KB

Transcript Summary:

Onboarding Process Summary

The onboarding process begins when the signed contract of a new employee is received. Before the employee's official start date, the line manager or leader is reminded to initiate a workflow application to set up necessary requirements such as hardware and user rights.

This setup includes requesting hardware (laptop, mobile phone), assigning user rights, and preparing access cards for office entry and other facilities like the canteen. These tasks are managed through a workflow engine using JIRA, which involves the relevant IT and hardware contacts, as well as approval from responsible persons depending on the employee's role.

All preparations are completed before the employee's first day to ensure a smooth start. On the first day, the manager personally welcomes the new employee at reception, introduces them to the team, and provides the necessary equipment.

During the first two days, the department defines onboarding topics tailored to the new employee's role, including essential applications like Outlook and time tracking systems. A starter day is organized within the first week to provide company information and facilitate networking with colleagues.

Suggested process improvements:

Bottlenecks

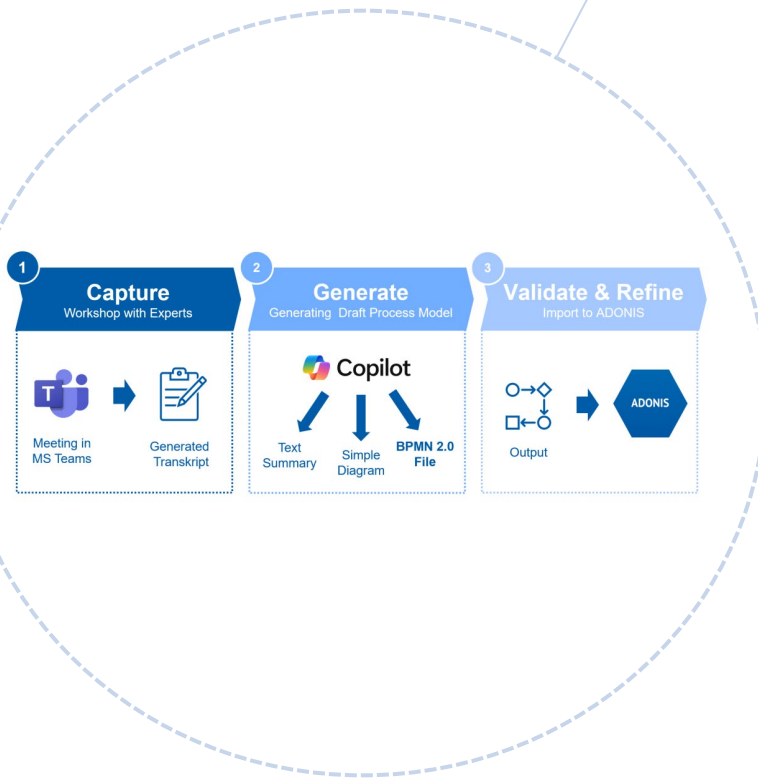
- Multiple manual approvals for hardware, user rights, and access cards cause delays if approvers are unavailable.
- Dependency on line managers to initiate and complete onboarding tasks without automated escalation can lead to missed deadlines.
- Fragmented responsibilities across departments (IT, facilities, HR, canteen, security) without a central tracking dashboard increases coordination time.
- Feedback and probation review process is manually triggered and dependent on reminders, risking delays in contract decisions.

Non-optimal steps

- Onboarding trigger starts only after signed contract notification, missing opportunity to pre-plan earlier.
- Use of JIRA for onboarding tasks is functional but not fully integrated with HR systems, leading to duplicate data entry.
- Physical handover of hardware and access cards on day one could be pre-arranged to save time.
- Probation review process is inconsistent across managers and lacks standardised templates or automated scheduling.
- Department-specific onboarding is unstandardised, leading to varied new hire experiences.

Die Learnings| AI nutzen für Prozessmodellierung

3 Unsere Learnings



Konnten wir hier in dem Setting
#GemeinsamMehrErreichen?

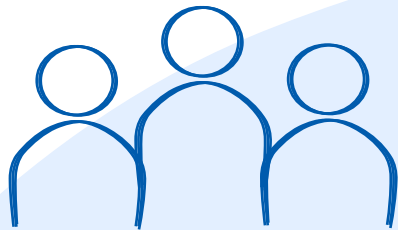
JA wir haben schnell greifbare Ergebnisse erzielt!

Mit unserem internationalen **Community-Netzwerk** bringen wir die Expertise mit, um das **Potenzial von KI im Prozessmanagement** zu entdecken

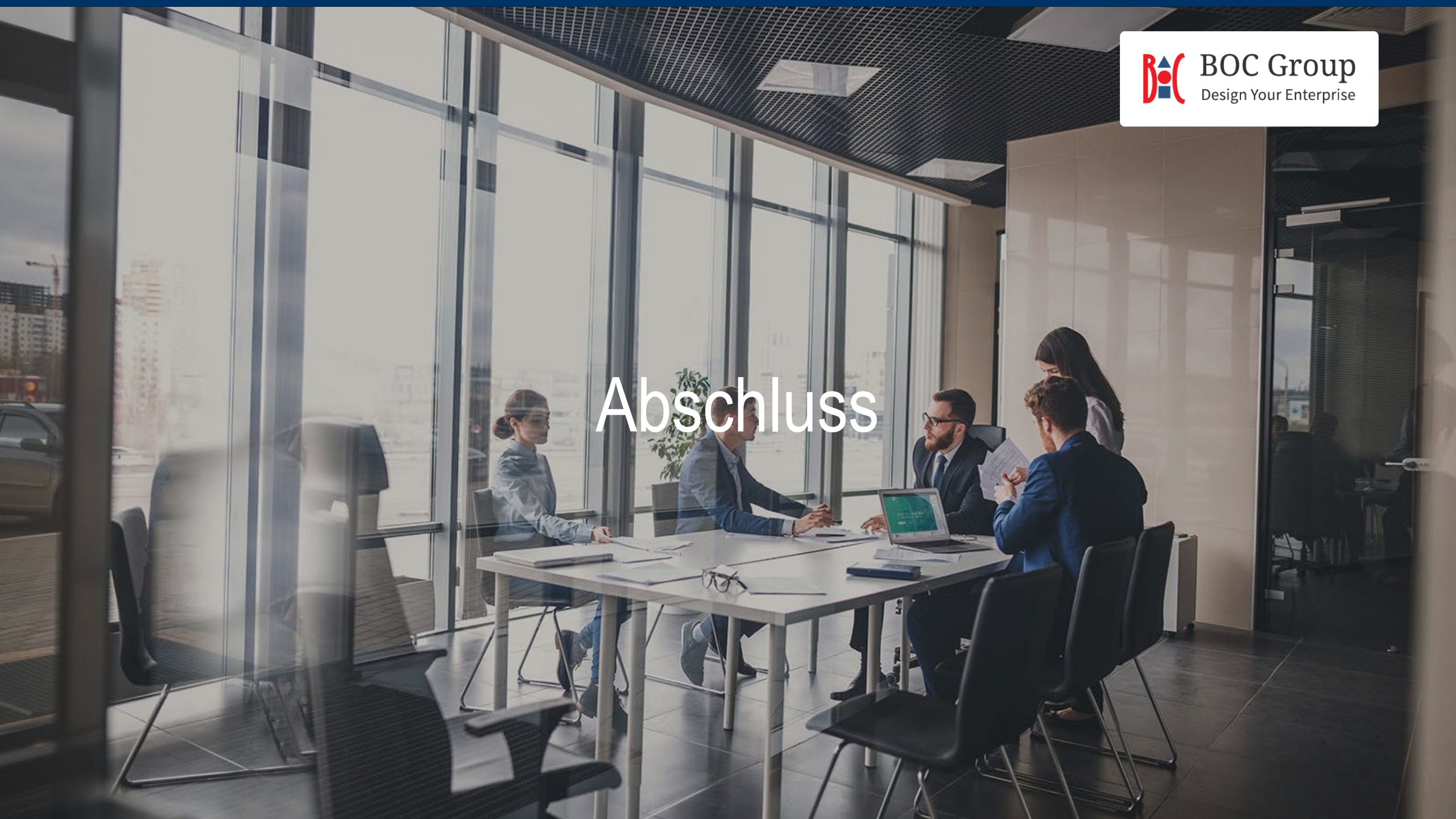
#GemeinsamKlimPzMentdecken

Unsere **PzM-CommUNITies**
sind

unser Schlüssel um auch in Zukunft
#GemeinsamMehrZuErreichen...



... wir sind gespannt, wo uns
unsere **Reise** noch hinführen
wird!!



Abschluss

A photograph of a modern office interior with large windows overlooking a city. Five business professionals are gathered around a long white table. A woman in a light blue shirt sits on the left, looking towards the center. Next to her, a man in a grey blazer sits with his hands clasped. In the center, a man in a dark suit and glasses sits with a laptop open in front of him. To his right, another man in a blue blazer sits with his back to the camera, looking at the laptop. Standing behind him is a woman in a white shirt. The room has a dark ceiling with a grid pattern and large windows that provide a view of a city skyline. The floor is dark wood. The overall atmosphere is professional and collaborative.

- ▶ **Lokale Flexibilität** im Zusammenspiel mit **internationalen Prozessmanagement- und Transformations-Communities** ermöglicht **gruppenweite Vernetzung**.
- ▶ Agiler Umsetzungszyklus mit **OKRs, Sprints und Reviews**.
- ▶ **Künstliche Intelligenz automatisiert ADONIS-Prozessmodellierung** aus Transkripten, damit kann der Fokus der Zusammenarbeit zwischen IT und Prozessmanagement auf den Feinschliff gelegt werden

Process Extractor (SOPs, etc.)

Process description

Process name:
Clinical Study Report (CSR) Development Process

Description:
This Clinical Study Report (CSR) Development Process outlines the preparation, review, approval, and distribution of the CSR, including managing subsequent changes such as addenda or errata. Key stages include planning and confirming timelines, organizing a CSR kick-off meeting, developing and reviewing the CSR shell, writing and reviewing draft versions through multiple cycles, conducting management and quality control reviews, and finalizing sign-off, filing, and distribution. The process involves roles such as the Medical Writer, Clinical Publisher, Clinical Trial Team, CSR Reviewers, Clinical Editor, Medical Lead, Clinical Trial Manager, Management Review Members, and the Transparency Lead to ensure timely and compliant completion aligned with regulatory requirements.

Roles:

- CSR Reviewer
- Clinical Editor
- Clinical Publisher
- Clinical Trial Manager
- Clinical Trial Team
- Management Review Member
- Medical Lead
- Medical Writer
- Transparency Lead

Tasks:

1 Confirm Proposed Timelines for CSR Development
At latest by Last Patient Last Visit (LPLV), the Clinical Trial team confirms with the Medical Writer (MW) and Clinical Publisher (CP) the proposed timelines for the Clinical Study Report (CSR) development based on available information from the trial. They also ensure clarity about requirements for CSR appendices as described in job aid (X-1234) and confirm all requirements are properly documented.
Roles: Clinical Trial Team

2 Deliver Study-Specific Tracker for Appendices
Prior to the CSR Kick-Off Meeting (KOM), the Clinical Publisher delivers the study-specific tracker detailing the needed appendices (CSR section 16), determines what is expected from study team members in terms of content, method, and timelines, and conveys this information to the Medical Writer for discussion at the KOM.
Roles: Clinical Publisher

AI Assistant

Design **Analyse**

dummy SOP - argenx.pdf

I am your process extraction assistant. From your document, I have identified 29 distinct tasks and 10 roles involved in the Clinical Study Report (CSR) development process. The tasks comprehensively cover initiation, drafts, reviews, quality control, approvals, publishing, and post-finalization management.
Two areas for your attention:

1. Task overlap potential — several review and update cycles may benefit from clearer task boundaries to avoid redundancy.
2. Role clarity — some roles such as "Clinical Trial Team" and "Clinical Trial Team Member" might be consolidated or better differentiated for process precision.

To begin refining, could you please confirm if all current roles are necessary, or should any be merged or redefined?

merge the 2 roles as suggested in point 2 of your analysis

Merged the role "Clinical Trial Team Member" into "Clinical Trial Team" across all tasks to consolidate roles as instructed.

Lassen Sie KI das Beste aus Ihren bestehenden Arbeitsanweisungen und SOPs herausholen.

Die Modellierung wird nicht ersetzt, sondern sie startet von einem besseren Ausgangspunkt!

Process Image Extractor

Design & Document | + New | Find | Dashboards | Analyse | Setup

Iterative Sample-Based Weight Optimization Process 0.01

Autosaved at 11:06:40

Hierarchy | Save | Export | Validate | Release

Model | Properties | Insights | Table | Text | Comments (0) | AI Assistant | Share

AI Assistant

Design | Analyse

BPD2-Figure1-handsketched.png

Hello, I am your process extraction assistant. I have extracted 12 tasks and identified 4 roles: Process Supervisor, Process Operator, Data Analyst, and Machine Learning Engineer. Key points for your attention include clarifying which roles are responsible for specific tasks, and ensuring the task names and descriptions align well with your operational terminology. To help refine this, could you specify which roles are primarily accountable for the core tasks like updating weights and checking iteration limits?

Show suggestions...

Ask questions or suggest changes...

0/1000 characters

View process description

Re-generate process

Please note that the result is generated by AI and must therefore be reviewed for accuracy and relevance.

Einfaches Hochladen und Konvertieren von Fotos, Bildern usw.

Von Papierskizzen zu strukturierten Prozessdiagrammen in Sekundenschnelle!

Q&A



Ihre Fragen



**Unsere
Antworten**

Connect with us.

And feel our heartbeat.



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- Trending topics in BPM, EA & GRC
- Updates, news & highlights

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