

Specification of business processes

1. Business goals of the organization

Kindergarten “Giraffe” is a place where you can leave your child while you are not able to take care e.g. because of your work. Kindergarten provides its services for kids from 3-5 years old. The main goal of organisation is to increase number of its clients. Facility also provides additional activities for kids which can be foreign language , drawing lessons or music lessons. **The main goal would be fulfilled if the annual increase of application in the kindergarten is at least 5% and also the annual income growth by 10%.**

The most frequent issues in the organisation are enrolment process and monthly fee payment. During the enrolment process “Giraffe” needs to know basic information about the kid such as name, surname, date of birth, PESEL, spoken language, allergies, illnesses. Obviously kids are divided into groups by age. Their parents can enrol them also for some additional lessons.

CEO of the “Giraffe” would like to know in which degree the increase of fee would influence the number of parents willing to send their child to the kindergarten. Also the information about which age group is the most common and why. CEO is also keen on knowing how the working hours influence the number of clients.

2. Business processes

Enrolment process

a. general description of the business process and a description of the performance metrics generated by this process, possible current analytical problems.

The process is as follows: parent enters kindergarten’s website and moves to enrolment section. Then he or she fulfils the whole survey which contains required data about the child and parent itself. Optionally additional activities can be chosen from the list. Then the parent receives e-mail whether the application was confirmed or not. Next parent needs to visit the facility and sign a contract. Then when everything is settled the identification number is assigned to the child.

b. Typical questions

1. Compare the number of application to each age group.
2. Which additional lessons are mostly chosen by parents during fulfilling the application.
3. In which month the number of applications is the highest and the lowest.
4. What is the percentage of parents who had the child in “Giraffe” before?
5. What is the average time between sending an application and signing the contract ?
6. What is the percent of confirmed applications?(Confirmed application receives the email informing about appointment)
7. What is the percent of parents that their application was confirmed but they did not sign a contract.
8. Which additional activity was chosen by the smallest number of parents?
9. What is the number of children from each districts ?

10. What is the percent of children attending the kindergarten from different district than the facility itself?

c. Data

All application data are extracted from the system – “GiraffeEnroll”. Application system stores information about the parent filing the application, the application number, the kid sensitive data and the location where he wants to send the child. In addition it is known that the kindergarten signs the contract with the parent and all data about it is stored in the database as well. All necessary info about the meeting with parents is stored in excel sheet called “MeetingRegister”.

Payment process

a. general description of the business process and a description of the performance metrics generated by this process, possible current analytical problems.

The parent after signing a contract needs to pay monthly fee for “Giraffe” service. He or she simply logs in to our website using profile and chooses the proper identification number of child and month that needs to be paid for. Then the parent is redirected to external payment system and using the preferred method pays fee. Then status of this month changes and the parent receives confirmation via e-mail.

b. Typical questions

1. How many payments were paid too late ?
2. What is the increase of fee ?
3. Compare the income of the current month with the profit of the previous month.
4. Give the average monthly profit .
5. Give the total income from the last year.
6. What is the most popular payment method?
7. How many parents did not pay the fee at all?
8. What is average difference in payment amount ?
9. Finding out the percentage of parents who are consistently on time with their payments.
10. What percentage of parents has changed the payment method?

c. Data

All the data from external payment system is transferred to excel file called PaymentsRegister.