

# As-Is and To-Be Process

## ❖ As-Is Analysis (Current State)

The current process involves manual tasks such as:

- Customers: Must visit the store to browse products and wait in long queues for checkout.
- Employees / store admin: Manually update inventory, leading to inefficiencies and delays.
- Store Owner: Has no visibility into real-time stock levels or customer trends.

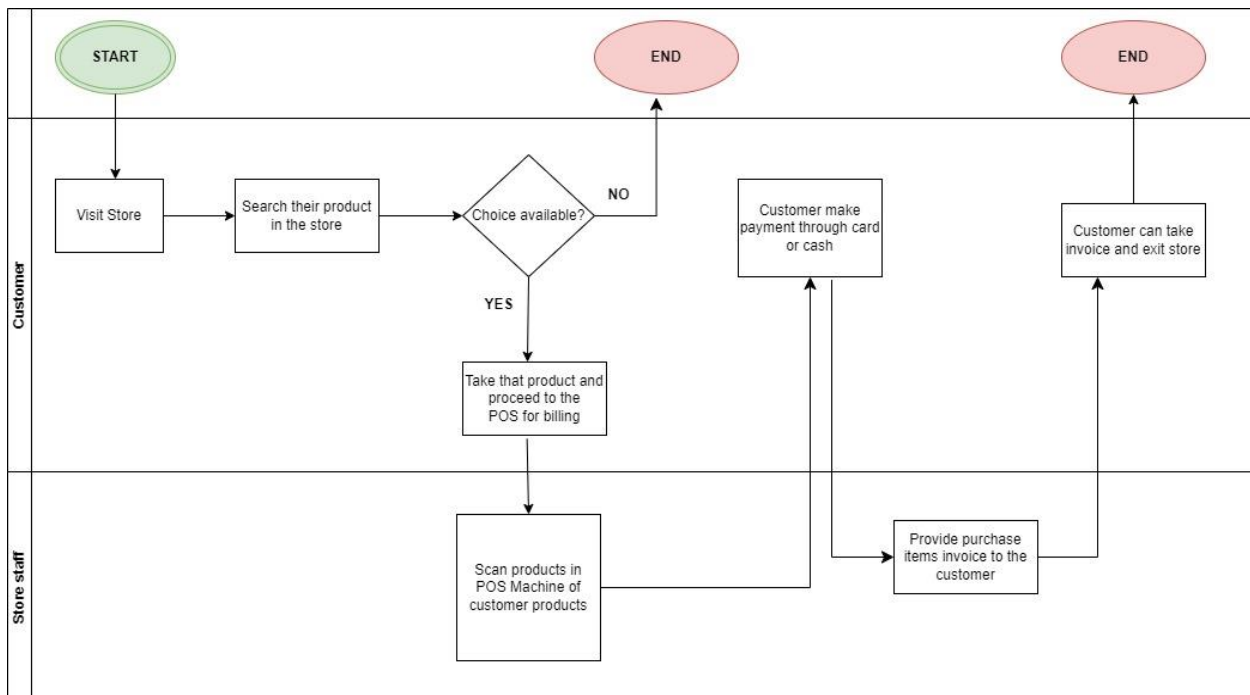
## ❖ To-Be Analysis (Future State)

The future process with the app includes:

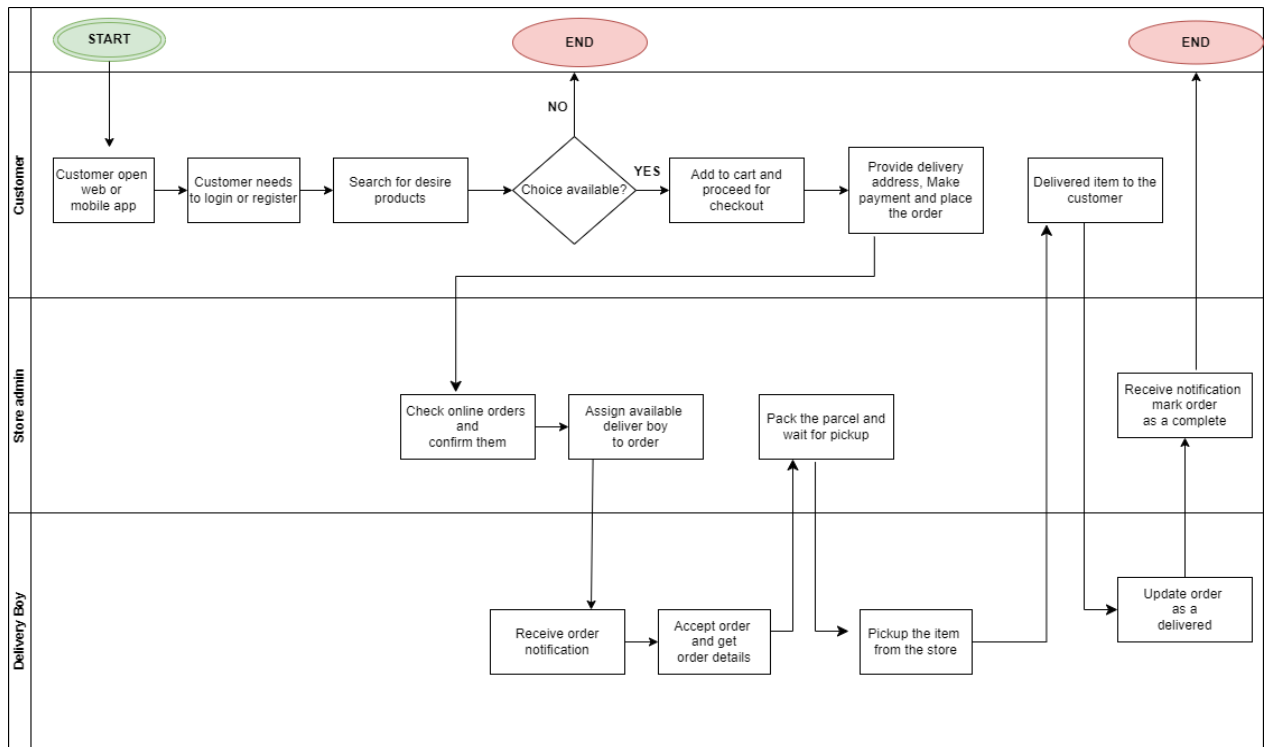
- Customers: Can browse products, order online, and get home delivery through the app.
- Employees / store admin: Use the app for inventory updates and order management.
- Store Owner: Monitors real-time stock and sales trends via app analytics.

### 5.1.2.1 Process Maps

#### ❖ As-Is Process Map



## ❖ To-Be Process Map



### 5.1.2.2 Comparison of As-Is and To-Be Process:

| Aspect               | As-Is (Manual)                                    | To-Be (Digital)  |
|----------------------|---|--|
| Order Placement      | Customers visit the store to place orders.        | Customers can place orders via mobile app from anywhere. |
| Inventory Management | Inventory tracked manually, leading to errors.    | Real-time inventory tracking with automated updates.     |
| Customer experience  | Long wait time during peak hours                  | Reduce waiting time with pre-order and delivery option.  |
| Customer reach       | Limited customers who physically visit the store. | Broader customer base with digital access.               |
| Order tracking       | Customers have no visibility of order status.     | Real-time order tracking through the app                 |