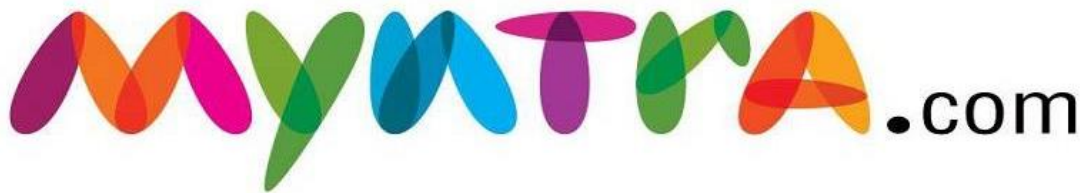


# Business Process Innovation Project



Improving Delivery Process

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## EXECUTIVE SUMMARY

**Myntra.com** is an Indian fashion e-commerce marketplace company headquartered in Bengaluru, Karnataka, India. The company was founded in 2007 by Indian Institute of Technology graduates with a focus on personalization of gift items. By 2010, Myntra.com shifted its focus to the online retailing of branded apparel. In May 2014, Myntra.com merged with Flipkart to compete against Amazon which entered the Indian market in June 2013 and other established offline retailers like Future Group, Aditya Birla Group and Reliance Retail. Myntra aims to offer its products at a competitive price to meet the demand of the middle-to higher-income customers.

Myntra.com have been striving hard to improve the overall experience of its delivering process. After scrutinizing the current system, we felt the need of an improvisation in its Delivery Process so that we can make it more convenient to the customers and more cost effective for the business. Customer complaints on delays in shipping, goods received in poor conditions and lack of transparency in the process are the some of the major reasons which demand a call for an improvisation in delivery service of Myntra.com.

Delivery service is a valuable convenience to the customers, but its' important to do it right. Reflection of the botched deliveries not only harm the reputation of the company but also cost the business their customers. On the other hand, going an extra mile to improve the delivery service will usually result in more profit and improved customer loyalty. Though delivery process do not provide revenue to the business but from customer point of view, it is vitally important as it is only direct contact they have with Myntra.com.

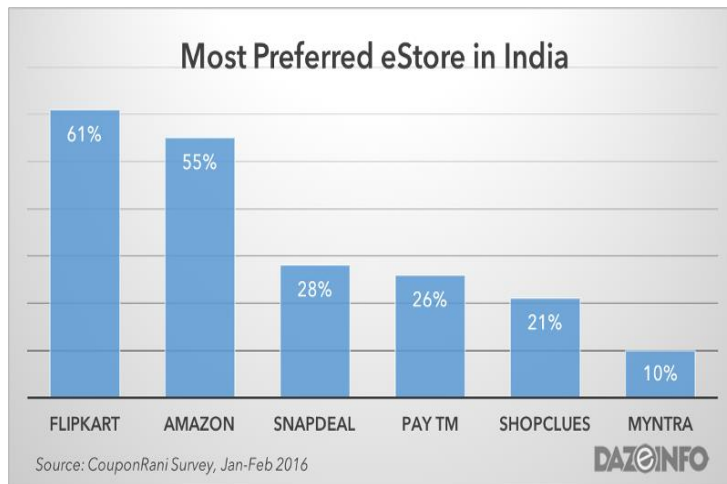
Thus to build more customer, retain the existing customers and build their loyalty, we tried to round up some **improvement strategies** like implementing notification features, tracking systems, using addressing software, hiring more number of employees to accommodate new policies, training them rigorously, doing proper package optimization and improving internal sharing of information among departments in our process.

We believe that these will surely improve the delivery service and will also reflect well on the business. These estimated changes will result in increased transparency, more number of satisfied customers, increased number of online sales and potential customers. The main objective of this project is to make the delivery system of the Myntra flexible, transparent, efficient and cost effective.

## INTRODUCTION AND BACKGROUND

Myntra.com is an Indian fashion e-commerce marketplace company headquartered in Bengaluru, Karnataka, India. Myntra.com was founded in 2007 by Indian Institute of Technology graduates with a focus on personalization of gift items. By 2010, Myntra.com shifted its focus to the online retailing of branded apparel.

Unlike other e-commerce website, Myntra.com has a wide range of products including fashion and lifestyle products. In May 2015, Myntra.com moved on to app only business model wherein customers could buy and transact in their site through smartphones only. However, in February 2016, the company renounced its app-only model to win back lost customers. Also, Myntra.com has its own warehouse where it preserves its inventory. Due to several reasons they are unable to amuse their customers want to elevate the customized experience as well as the business process of the company.



Poor communication, lack of interconnection between departments, lack of innovation and little use of technology make the AS IS diagram of current the business process very inefficient. There is a lot of communication gap between every department which hinders the flow of information from shipping department to warehouse and vice versa. This invites lot of miscommunication, unnecessary delay and inaccurate information within the process. At the same time the customers are also not being communicated properly with the internal department of the company which results in their lack of interest to shop from this site in future.

In an attempt to improve the current AS-IS process we construct our TO BE process where we have implement various strategies to improve the process. To avoid the problems with delivery running the mail address through address validation software, to make customer more informed and updated about the service implementation of Automated customer service machine, to ship the product in a excellent condition the introduction of Package Optimization are some the measures which we took as an initiative to transform the current inefficient delivery process flexible, efficient and cost effective.

## STEEPLE Factors:

- **S- Social Factors** : Myntra.com used by middle-higher income group in the society. Consumers shop online and access the wide variety of branded apparels on the website and mobile app. It has to add new products to its selection to cater to its users
- **T- Technological Factors** : Myntra.com has the benefit of being an online shopping company. Through internet it can reach millions of customers with less cost. As consumers spend more time on mobile, the mobile app and responsive web design helps to promote the business. It can drive innovation for sustainable business advantage
- **E- Economical Factors**: Myntra.com has dynamic pricing such as price drop for a product if the customer waives their right to return. Usually the price of a product in Myntra.com is less than the price offered by a retailer because it spends less on advertising costs
- **E- Environmental Factors** : All businesses impact its environment in either ways positive or negative impact. Myntra.com is an online company and has a positive impact on the environment
- **P- Political Factors** : In most markets, the political environment is favorable to Myntra.com's operations. Still, there are minor problems in some of the international markets
- **L- Legal Factor** : Myntra.com operates as per the Indian legal system

**E- Ethical factors** : The number of ethical consumers who want websites to sell products in a responsible manner, both socially and environmentally, has increased. In such a situation, Myntra.com must be aware of the need to make products in a way which satiates the ethical consumer

## OPPORTUNITY OR PROBLEM DEFINITION

In today's world digitalization is capturing the market, online businesses and services has now increased its market share. Online shopping businesses are facing competitions from companies across the world who deliver their products worldwide. To improve online shopping experience and make unique impression on customer's mind has now become extremely significant. Myntra.com being an existing company in India's online business sectors it needs to work on current AS-IS process to fit in new services, technologies and upgradation models and introduce an updated TO-BE process by implementing new techniques and strategies to retain its customers and market share. Traditional ways of online shopping needs. To leverage first-mover advantage.

### Changing patterns of behavior

What's more, people are busier than ever. Customers today know they have alternatives and won't hesitate to turn to them if you don't meet their expectations. All customers have to do if they're not happy is click away from your site, do a quick search for what they need, and then you're out of the picture. With more people shopping online, improving your customers' experience with your website is essential to maintaining a solid client base and getting referrals.

### Why is quick delivery important?

Now that Indian consumers have warmed up to the idea of buying anything and everything online, they want the products in their hands quickly. Even to purchase something on your own, it could take time as taking your car and going to a shop could take 3-4 hours. So, if online players can give them products sooner, they would opt for it.

Requirements to offer this service

- Technology to enable high levels of coordination
- Greater control over logistics
- Efficient warehousing facilities
- High investments

Q. Who are the customers and what are their concerns?

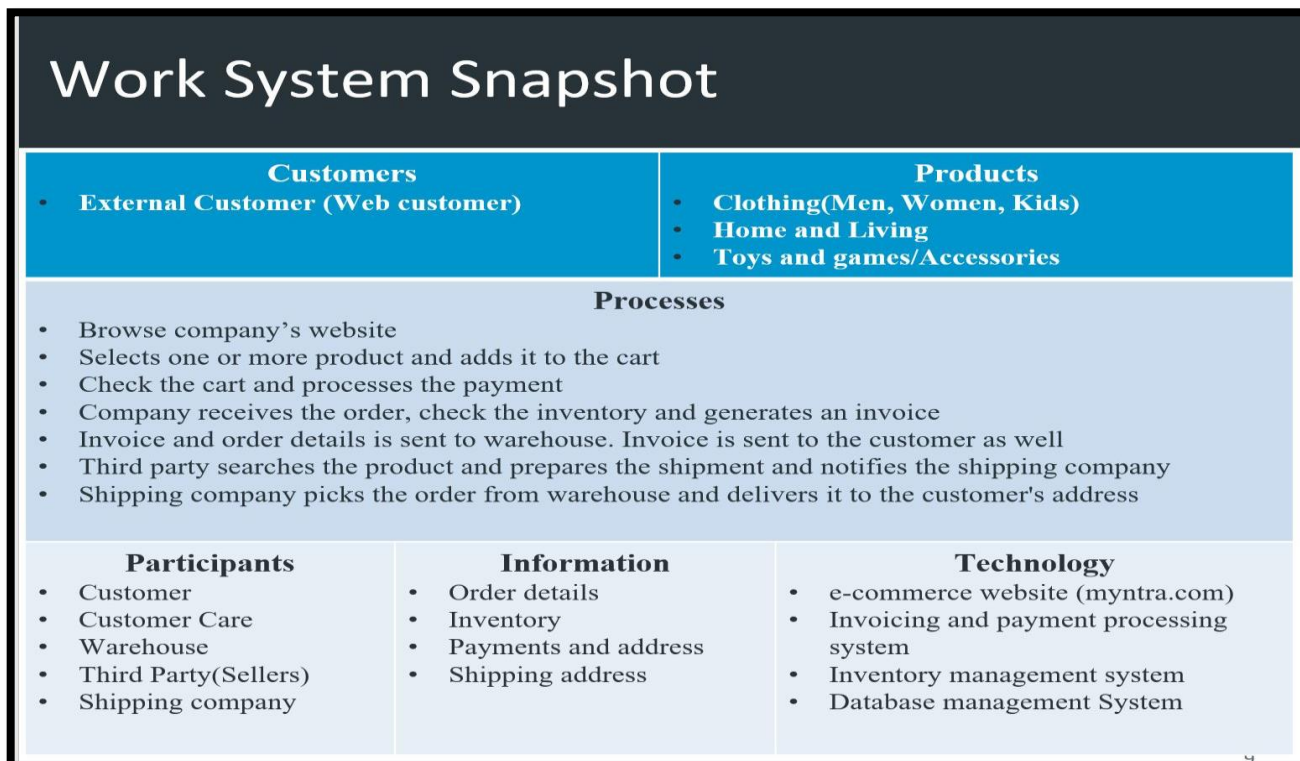
Q. How might better technology help?

Q. How well work system operates as a whole?

The online shoppers are our customers, they are concerned about their product delivery time and are looking for accurate delivery tracking systems. Better internal business model into company's functioning and technology upgradation is required. Myntra.com need to solve the problems by using technology and process efficiencies to process orders after they are placed so that they can be sent out for delivery from the warehouse

The current system is facing a lot of issues:

- **Communication Gap:** There is no proper flow of information between the warehouse and shipping company which leave the scope of transparency and interaction behind. Thus automatically invites delay in processing time in this process. Apart from this, the customers are also not provided any schedule of product delivery which make the whole process very inconvenient to the customers.
- **Delay in Delivery:** Due to misspelled and wrong input of address details sometimes the product is delivery is also delayed. The lack of connectivity between internal departments can also be considered as one of the reason behind the delayed delivery
- **Product delivered in a poor Condition:** The product delivered to the customers are sometimes not received in a proper condition which results in the customer dissatisfaction.



As displayed in the above snapshot we can define that the key users of the website are external customers who visits the website and places an order. The variety of products sold on the website are fashion clothing, home & living, toys, games and accessories.

The diagram clearly explains the key participants involved in the business processes from the company point of view and the users of the services.

The information tab explains the points for which the information needs to be recorded in the system or information required to be generated by the system.

The technologies used to support the business processes are the website, invoice & payment processing system, Inventory Management Systems and Database management systems.

Actions that triggers the start and end of the business process

When the customer places an order on the website and once the payment is received successfully it triggers the start of the process. And when the ordered product is delivered to end customer it signals the end of the process.

## Project Objectives

There are lot of loopholes in current process looking at which we recommended a modification in TO BE PROCESS to provide an efficient service

- Update the site with the availability of the product
- More transparency between shipping company and myntra.com which will increase the timely and efficient flow of information between the two thus resulting a better service to customers.
- Set up the automated notification which will notify the customer about the availability of the product, shipping details and others.
- Train employees to adapt to this system and make the process better and flexible.
- Optimizing package in warehouse before it sending to the shipping company with the purpose to deliver the product in right condition and in right way
- Improving the structure of the interactions between customer and website
- Validate delivery location by implementing an address validation software in system that would keep a check on any error in delivery address resulting in late delivery or even failure.
- Effective Coordination between the warehouse department and shipment company ensuring every existing order in the system has been forwarded to the shipping company.
- Better order tracking by implementing a live tracking system which would notify the customers about the orders at various steps and provide accurate time of arrival.
- Implementing an automated customer care service machine and efficient customer care to handle customer enquiries and help in reducing the wait time.

## Key Stakeholders

The key stakeholders for the process are as follows:

- **Customers:** Online web traffic who places an order on the website and a recipient of a good, service or a product and the most important stakeholders.
- **Sales:** Staff who looks after customers, ensuring their satisfaction and helping them with any complaints or problems.
- **Warehouse Department:** They check for the product availability and update the warehouse accordingly. They interact with shipping company to get and provide more information about product delivery
- **Shipping company:** A designated company held responsible with handling the shipment by picking up the package from the warehouse once they receive a notification, handling shipments and cargo and the general interests of its customers.



## ALTERNATIVES CONSIDERED AND RECOMMENDED SOLUTION

### TO-BE solutions we finalized are:

1) Integration of Address Validation Software will improve the address hygiene problem.

**Rationale:** The value of reliable customer contact data cannot be overstated. We rely on that data to fulfill orders. This data is often incomplete or incorrect from the moment the data is captured. Vital address information may be missing when a customer places an order from a catalog, they may transpose numbers in a ZIP Code when filling out an online order form and/or spell a street name incorrectly. Our software will handle these address hygiene issue.

Also it can be easily afforded and implemented within time, giving high returns on investment. It will benefit company for very long time in:

- Improving Delivery Time
- Save Shipping costs

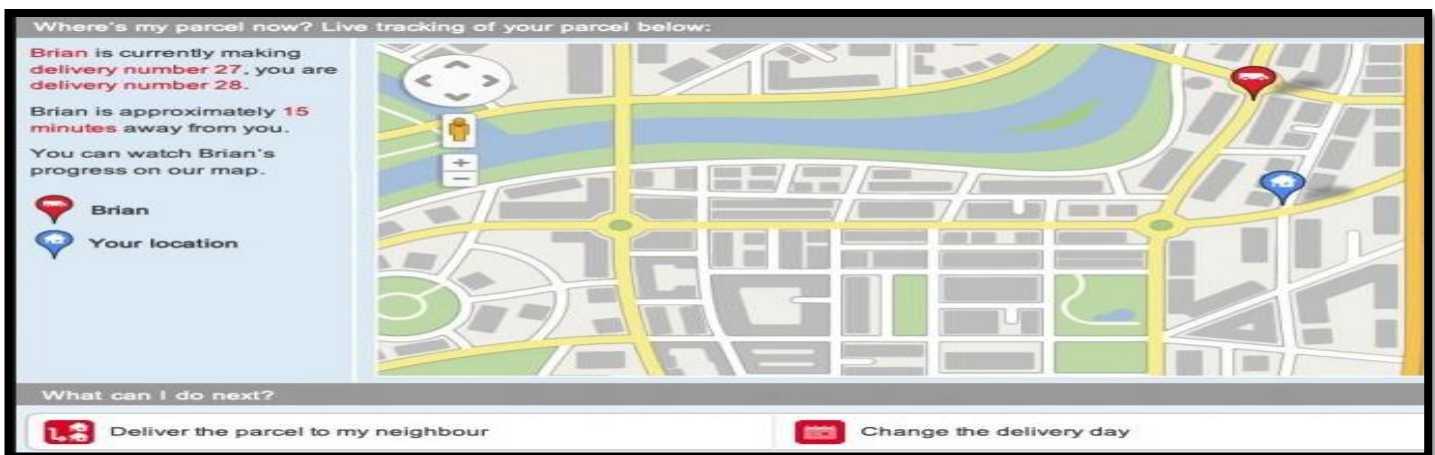
2) **Package Optimization:** Use of methods that lead to Package Optimization can increase productivity in delivering goods. It will lead to **'Thing Big. Pack Small'** that will lessen packaging costs. Our solution recommends using materials that are recyclable, eco-friendly and less costly, that will result in less wastage of resources along with saving money on packaging costs. It is most challenging part today for companies to lessen package costs. Our solution will help company to attain long time profits.

We will use softwares like Auto Cad that will measure exact size and weight of product and packaging accordingly. Delivering small packages will also save on much of shipping costs.

- Positive Impact on Customers
- Efficient Delivery
- Reduce Packaging Costs

3) **Live Tracking System:** Implementing a Live Tracking System to notify customers about delivery at stages will be very attractive and new for customers who eagerly want to be notified about the product moment after they order. This will improve the estimated time of arrival for a product. This solution will be helpful for company in long run and can be implemented after the company starts to ship from within organization.

- Easy Tracking of Order
- Accurate Estimation of Delivery



4) **Effective Communication** between the warehouse department and shipment company will ensure every existing order in system has been forwarded to shipping company.

There will be very few chances of any order being misplaced or not be sent to customer if a process is laid down that ensures proper coordination in warehouse department and shipping company. This process is very easy to integrate in company and only few trainings need to be given to the staff for this. This solution will definitely give big returns to company.

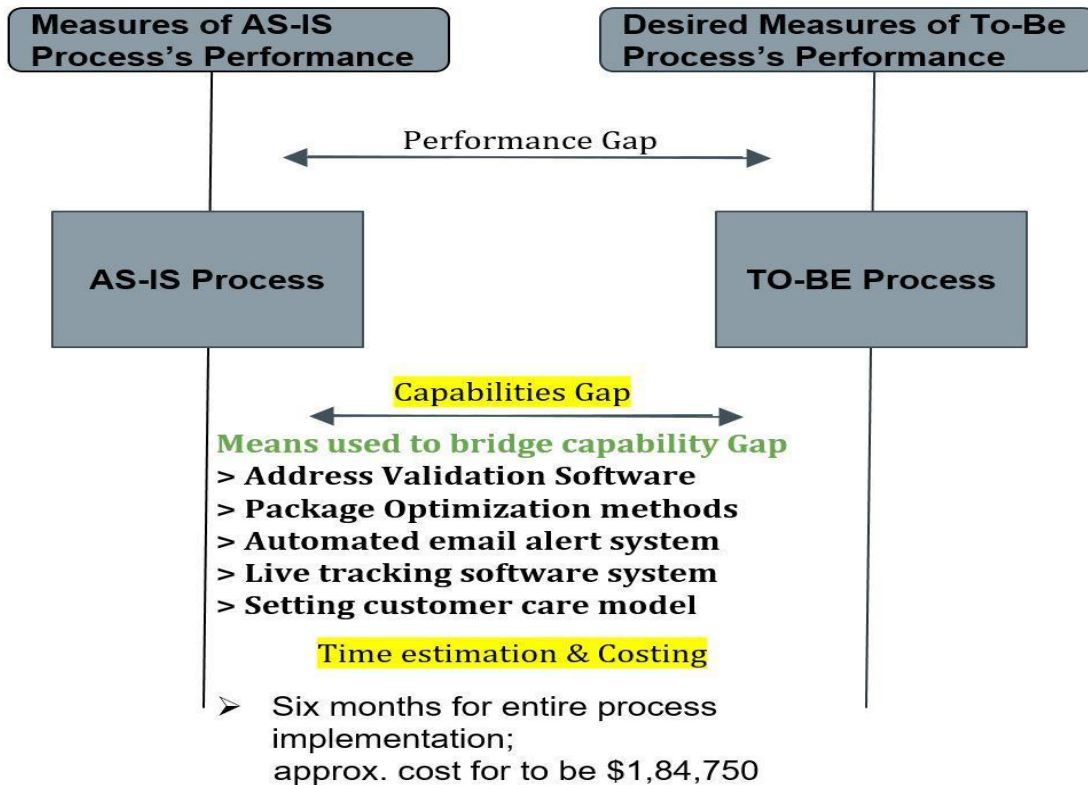
5) **Automated customer service machine:** It will handle customer enquiries and will help in reducing the wait time for customers. Our solution includes remodeling the customer care center by setting up an automated voice machine and employing few employees , say two to five to handle customer's specific questions. It would reduce the wait time and help them run more efficiently. Also provide an option to email their question and expect a reply within 24 hours.

## Our TO-BE Process is :

- 1) Customer visits the website and selects one or more products and adds it to the cart
- 2) The customer is taken to a page where various shipping options are displayed. He **selects one of the options**
- 3) Customer proceeds to payment and checkout and **address is validated** and the order is confirmed
- 4) The company receives the order details and generates an invoice containing a unique order number
- 5) An **automated e-mail** is sent to the customer notifying the order confirmation
- 6) The invoice generated is forwarded to the company warehouse
- 7) Looks for product in the warehouse , sent to packaging according to the product type
- 8) The product is ready for shipment and is noted in books
- 9) The customer is then notified about the product ready for shipment and the shipping company receives a pickup notification from the company
- 10) The shipping company generates a tracking-id and the customer is notified with an automated e-mail
- 11) The product is then delivered to the customer's address. Customer can track the product live

## BENEFITS ESTIMATES AND ASSUMPTIONS

### GAP MODEL:



The AS-IS process model for Myntra.com tells us that the customers are not happy with the current service the company is providing them. In the existing process the customer places an order and receives the product in approximately 4-5 business days. With no detailed information about product delivery and updates.

Why needs to be implemented ?

To match the business needs, it is required to built a system that provides detailed tracking information, reduce product delivery time, improve package optimization.

As per the suggested TO-BE process, it is assumed that the company will have the following benefits in **Business terms:**

#### Improved Customer Retention

Delivery made on time and in an excellent condition will make customers more satisfied and chances are they will stick to the company for future orders.

#### Reduced Cycle Time

Our TO-BE process will make sure that delivery time is reduced for more productivity and efficiency.

**Employee Motivation**

Employees will benefit from the improvements and increased dynamism that continuous improvement provides. Continuous improvement projects are an opportunity for employees to step outside the box and have a meaningful and rewarding impact on their job.

**Reduction in wastefulness**

Wasting time, manpower, and resources is like throwing money out the window. Without an effective system to keep track of resource expenditures and monitor the return on investments, it's very difficult to maintain the optimal levels of productivity and profit. This is why optimizing business processes is a must.

**Increased Efficiency, More Profits and High Quality Results are other some of the factors.**

Our TO-BE Process will:

1. Reduces delivery time approximately 1-3 business days for standard delivery
2. Tracks step wise delivery process and customer is notified with delivery updates
3. Incorrect addresses are rectified
4. Includes package optimization methods
5. Effective Warehouse and Shipment company coordination

## COST ESTIMATES AND ASSUMPTIONS:

### Excel File Drive Link:

<https://drive.google.com/file/d/0B9XtaUtSfgaKZ2Q0dHV1NDBmY1U/view?usp=sharing>

Major cost categories for the project:

### Source of Project Cost

	PROJECT TASKS	LABOR HOURS	LABOR COST (\$)	OTHER COST (\$)	TOTAL PER TASK	TASK DURATION(months)
PROJECT DESIGN	Develop Project Architecture	200.0	\$60.00	\$20.00	\$12,020.00	1.2
	Develop Detailed Specifications	150.0	\$60.00	\$0.00	\$9,000.00	0.9
	<b>Subtotal</b>	<b>350.0</b>	<b>\$120.00</b>	<b>\$20.00</b>	<b>\$21,020.00</b>	<b>2.0</b>
PROJECT DELIVERY	Procure Software(Address Validation)	0.0	\$0.00	\$10,000.00	\$10,000.00	0.0
	Train Employees	1,500.0	\$20.00	\$0.00	\$30,000.00	8.7
	Perform Process Testing(includes consultant)	100.0	\$80.00	\$4,000.00	\$12,000.00	0.6
	Overall Project Management(includes consultant)	175.0	\$80.00	\$342.50	\$14,342.50	1.0
	<b>Subtotal</b>	<b>1,775.0</b>	<b>\$180.00</b>	<b>\$14,342.50</b>	<b>\$66,342.50</b>	<b>10.2</b>
OTHER COST	Packaging Cost	0.0	\$0.00	-\$18,250.00	-\$18,250.00	0.0
	Additional tech support(Live tracking)	0.0	\$0.00	\$75,000.00	\$75,000.00	0.0
	Hire new staff(4 employees @ 10000\$/p.a.)	0.0	\$0.00	\$36,000.00	\$36,000.00	0.0
	<b>Subtotal</b>	<b>0.0</b>	<b>\$0.00</b>	<b>\$92,750.00</b>	<b>\$92,750.00</b>	<b>0.0</b>
	Risk Contingency @ 10 %	0.0	\$0.00	\$0.00	<b>\$4,637.50</b>	0.0
	<b>Total (Scheduled)</b>	<b>0.0</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$184,750.00</b>	<b>0.0</b>

## Cost Assumptions

- 1) We have assumed that labor cost would be incurred in India and charged accordingly. Average cost of employee will be 20\$/hour based on Glassdoor reports.
- 2) Consulting cost is based on proposal from vendors. It is estimated to be 60\$/hour. Two Process Engineer consultants working full time over two months to help assess current processes, install tools, help staff develop process. They will work full time i.e. regular 40 hours' week for approximately 10 weeks. The team would comprise of Senior and junior consultant working total  $400 \times 2 = 800$  labor hours. Overall project management and testing also includes consultant hours @ 60\$/hour. Thus total for consulting comes out to be 50000\$.
- 3) Address Validation Software has been based on current cost in market for software.

- 4) Train employees includes 50 employees @ 50 hours= 2500@20\$/hour. Salary according to Indian policy. This is an ongoing cost.
- 5)Packaging cost is based on estimate of 500 orders a day, saving 0.10 cents from previous packaging cost \* 365 days. It is estimated saving will increase in future.
- 6)Project Design includes hours invested by consultants in planning and designing.
- 7)We will hire new staff for customer care efficiency. Total cost for an year comes up to 36000\$ approximately. This is also an ongoing cost.
- 8)Risk Contingency @ 10% is estimated and added.

## Ongoing Costs of Project

### Expenditures Over Time

ITEM	COST REASON FOR EXPENDITURE	
Install Software(address validation)	\$10,000.00	When 1 million transactions are used
Install System(live tracking)	\$20,000.00	Tech support for live tracking is on going
Salary of new hired + hike @ 5% every year	\$37,800.00	On Going Cost
Addition Project Management	\$40,000.00	On Going Cost
Train Employees	\$30,000.00	Ongoing process for training after every few months
<b>Subtotal</b>	<b>\$137,800.00</b>	11483.33

<b>PROJECT TOTAL</b>	<b>\$137,800.00</b>
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#### NOTE:

NOTE: Business Process Improvement of Delivery will result in less wastage of resources and better packaging with less costs. Hence it is estimated to have an increase in customer orders and this will eventually decrease costs and increase profits that is the aim of this process. Costs will be justified by more orders, customer's trust on Myntra, increasing sales and higher profits than before.



## Monthly incurred costs and its cumulative for 24 months:

Project Data Worksheet		
MONTH	PROJECTED MONTHLY COST	PROJECTED CUMULATIVE COST
1	\$51,000.00	\$51,000.00
2	\$16,448.30	\$67,448.30
3	\$16,530.54	\$83,978.84
4	\$16,613.19	\$100,592.04
5	\$16,696.26	\$117,288.30
6	\$16,779.74	\$134,068.04
7	\$16,863.64	\$150,931.68
8	\$16,947.96	\$167,879.64
9	\$17,032.70	\$184,912.33
10	\$17,117.86	\$202,030.20
11	\$17,203.45	\$219,233.65
12	\$17,289.47	\$236,523.12
13	\$11,438.00	\$247,961.12
14	\$11,552.67	\$259,513.78
15	\$11,610.43	\$271,124.21
16	\$11,668.48	\$282,792.69
17	\$11,726.82	\$294,519.52
18	\$11,785.46	\$306,304.97
19	\$11,844.39	\$318,149.36
20	\$11,903.61	\$330,052.97
21	\$11,963.13	\$342,016.09
22	\$12,022.94	\$354,039.03
23	\$12,083.06	\$366,122.09
24	\$12,143.47	\$378,265.56

### Project Data Worksheet Assumptions:

Monthly Costing is based on costs every month.

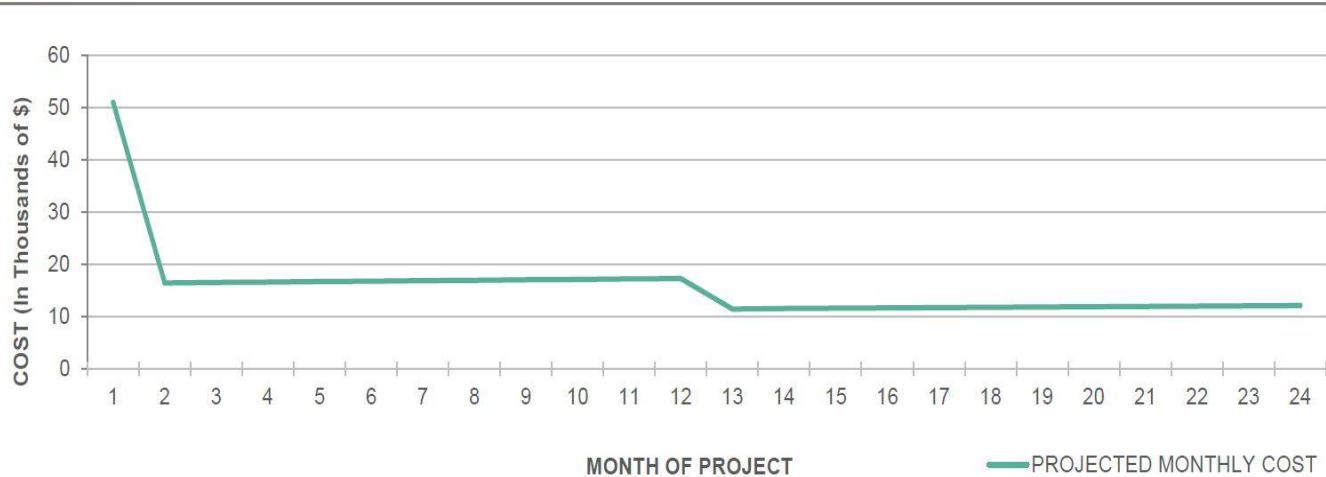
1<sup>st</sup> month includes all activities that take 1 month to complete that is Develop architecture, Train employees, Validation software, Hire employees 1<sup>st</sup> month salary. It totals 51000.

From second month onwards it includes costs like detailed specification, train employees, etc.

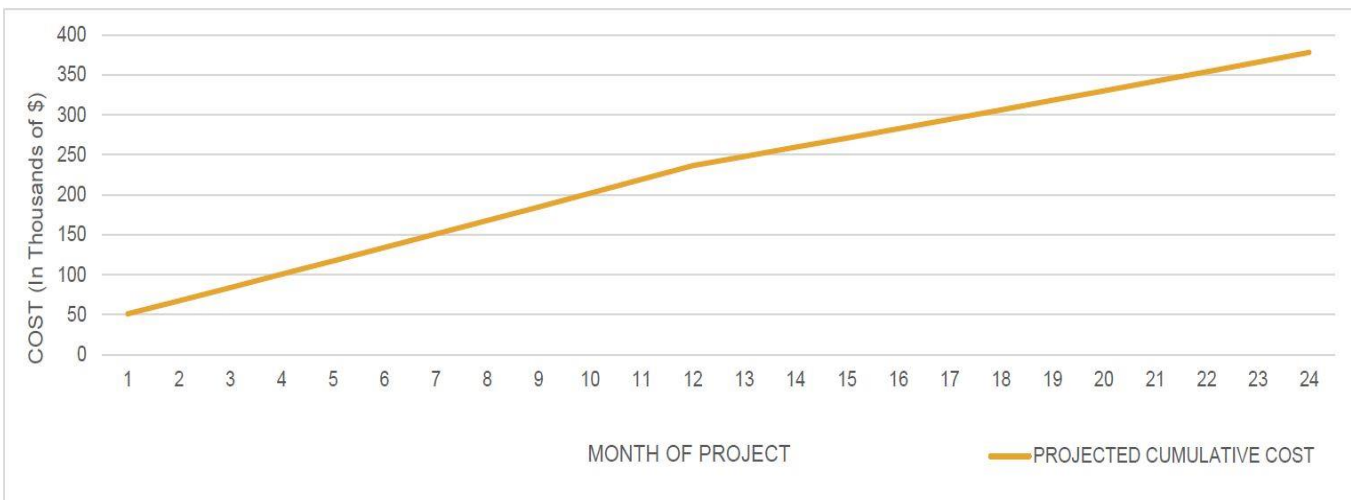
The cost increases @ 6 percent yearly has been taken into consideration.

From 13<sup>th</sup> month ongoing costs are charged and shown in graph below.

MONTHLY COST



CUMULATIVE COST



To implement the entire tracking and efficient delivery process will take approx. **6 months to complete.**

Our Goal is to implement efficient delivery system and save on costs by discarding wasteful/misappropriated resources.



## RISK FACTORS AND MITIGATION

### Financial Risk

There are possibilities of having financial loss as big costs are involved behind the system. Most new systems do not operate in a vacuum. They have to interface to surviving parts of the old system or to other systems. System interfaces have to be designed in terms of content, timing, frequency, validation of interface, backup if there is a problem and format else the company bears financial losses if the new system fails. These risks can be minimized through careful planning. Interest rates, wars, and economic recession may factor into systematic risks and can be buffered by hedging. Non systematic risks can be managed by minimizing the exposure to any given business or business sector as any loss will be contained.

### Internal Risk

Resistance to change by the current sales staff and operations team. Difference in opinion among top level management, internal company politics, the ability of a business to manage its finances, not providing incentive reward schemes to employees can be debilitating. Often, businesses can be so focused on negotiating perceived threats in the greater business environment that they fail to identify factors within the company which could threaten its success. Effective segregation of tasks and duties reduces internal theft. This prevents one individual from taking advantage of the numerous aspects of transactions and business processes or practices. Having the right people in the right jobs can reduce issues pertaining to business process execution and skill and technology usage. This also results in appropriate workforce utilization, adherence to timelines, enhanced quality, fewer errors and process breakdowns.

### Operational Risk

Unexpected failure to company's day to day operation or the website is not available to the customer for orders. It can also include risks such as fraud, security, privacy protection, legal risks, physical (e.g. infrastructure shutdown) or environmental risks. Reducing complexity in different business processes radically mitigates operational risks. Organizations can achieve that by curtailing manual activities and the number of people and exceptions that rise during the implementation of business processes. Creating a strong ethical compass within the organization is highly effective in mitigating operational risks. Also, Key Performance Indicators (KPIs) are critical for timely detection and mitigation of risks, provided they are continuously monitored and reviewed.

- Company's day to day operations are dependent on its people and the system they interact to. We should be prepared with backup if any of these fail. There should be 3-4 personnel involved as a team to perform the operation and provide proper training to them.
- The data collected by the system should be backed up and used during system failures by implementing redundant systems.

### Lack of employee training

Technical aptitude and competency of the current staff may not be as par with system implemented. Lack of employee training spells trouble for any company because it unfavourable impacts the company, internally and externally. Training can be used to teach employees both subject-matter knowledge and information about the company's culture so they know how the company operates and what's expected of them.

## IMPLEMENTATION TIMELINE

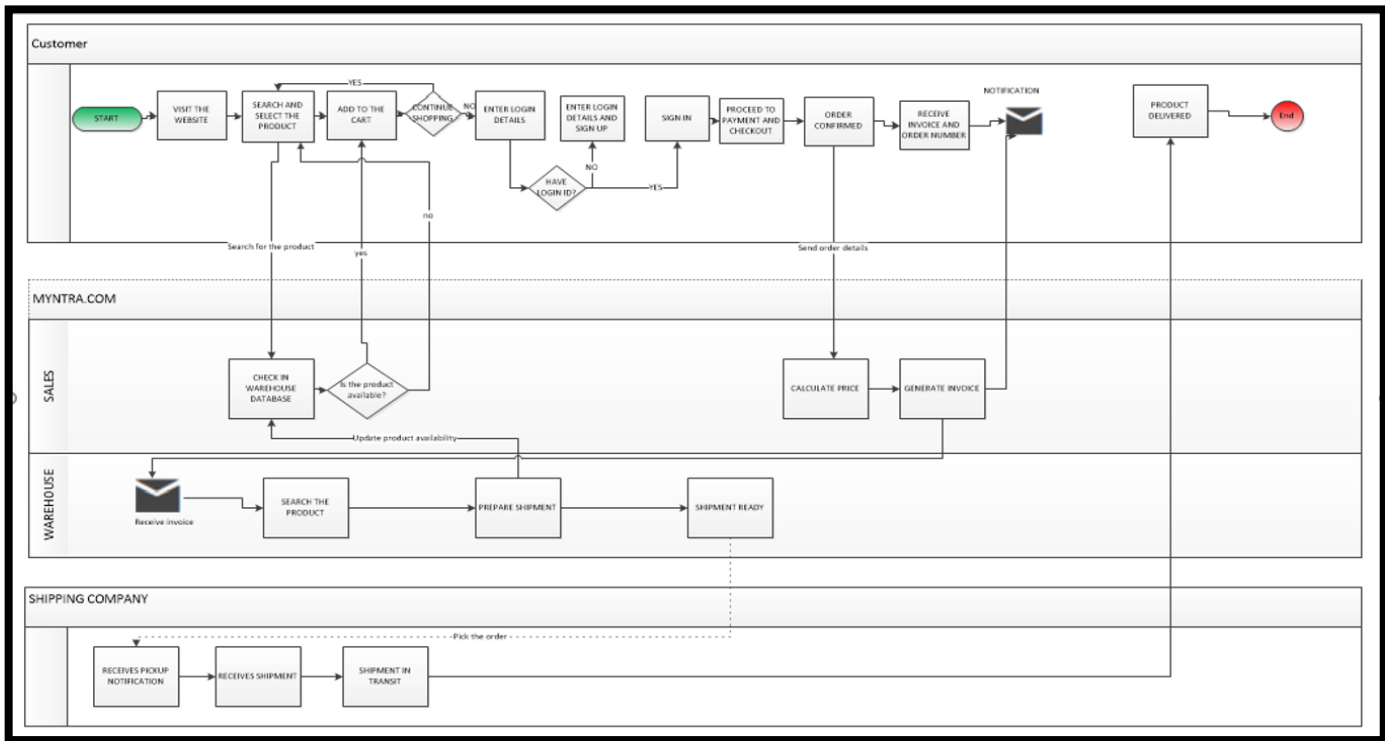
By looking at the AS –IS process model and current business state we can comment that the company should undertake all the changes for their betterment. Those changes can take approximately 5-6 months which would include implementing reputation system for the product and services, implementing addressing software, making more connection between warehouse and shipping department, creating automated email notification, introducing package optimization of the package. While implementing the project in each steps the actual cost is compared with the estimated one within this timeline to finish the project in that estimated time.

<b>Task NAME</b>	<b>Month REQUIRED of Action for Task Assigned</b>
Finalize on planning permission	1 month
Arranging capital for the project	
(after the completion of the above process) Looking for proper vendor and implementing address software in the process Implementing automated email message service Implementing database system in warehouse	1.5 month
Introducing package optimizing (parallel with above process) 1. Finalize suppliers 2. Implement and introduce various algorithm to do the packaging 3. Buy all the material required	1.5 months
Training staff (after the completion of above two process)	2 months
Total	6 months

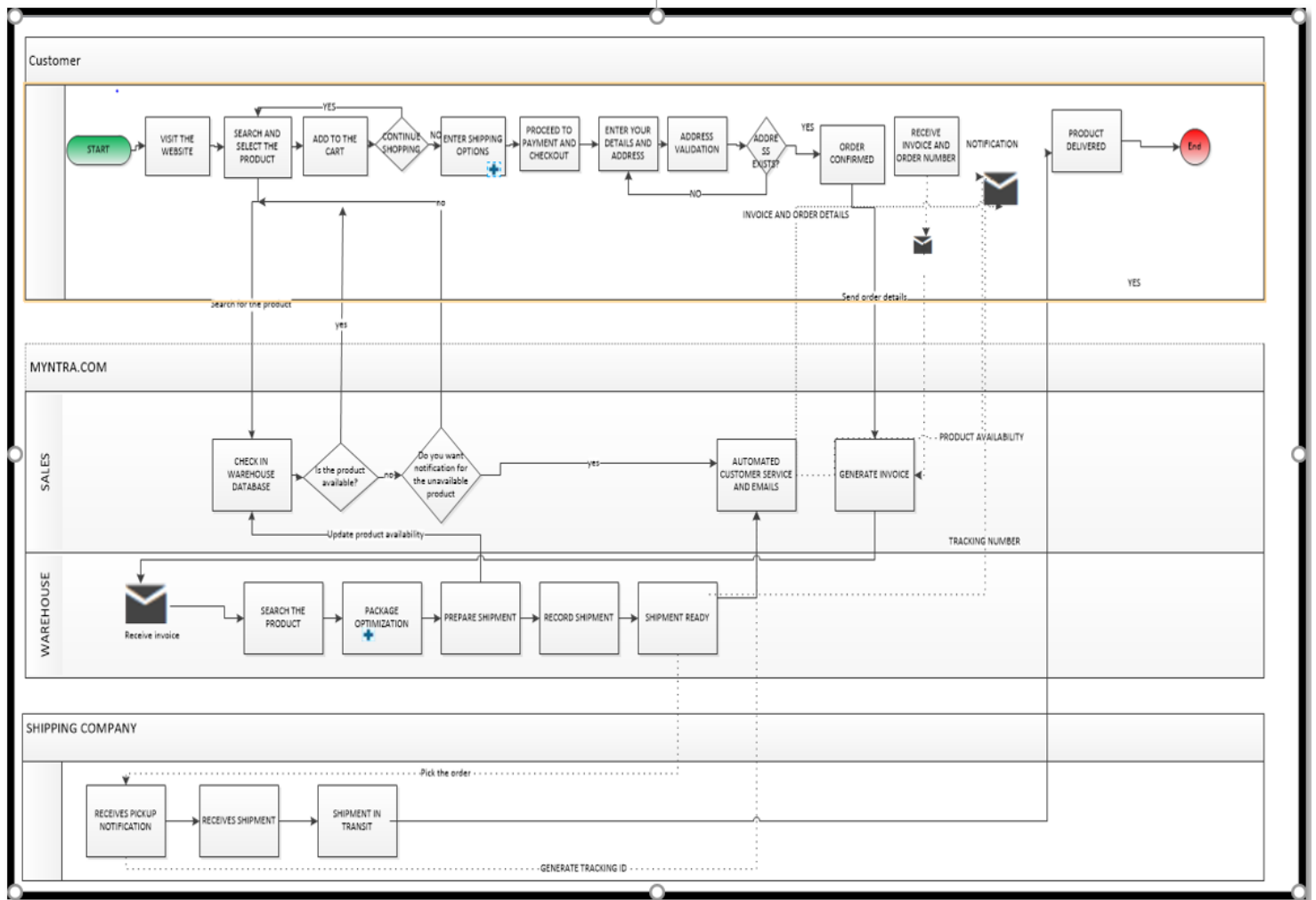
## APPENDIX:

### 1. AS-IS BPMN

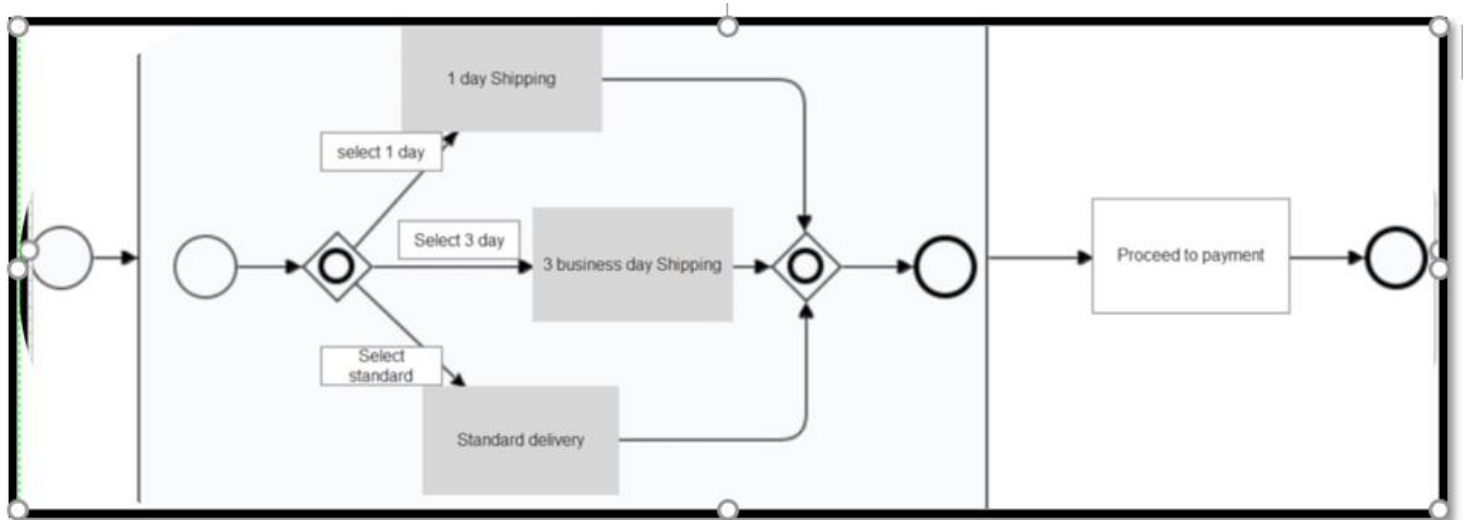
This diagram shows the current state of the business process of Myntra.com.



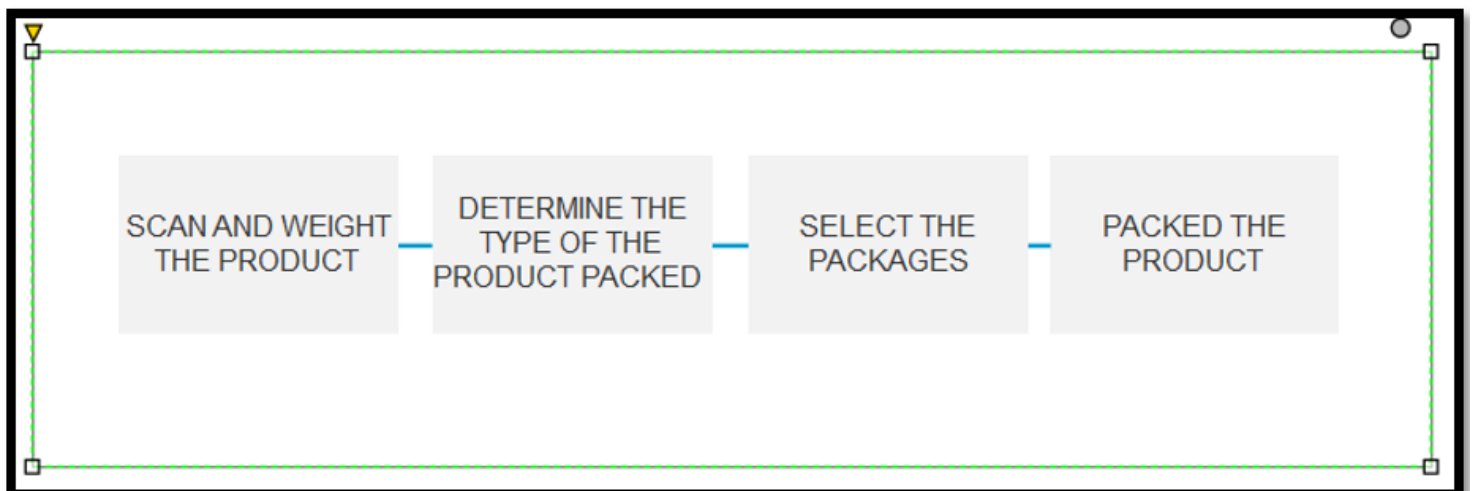
## 2. TO-BE BPMN



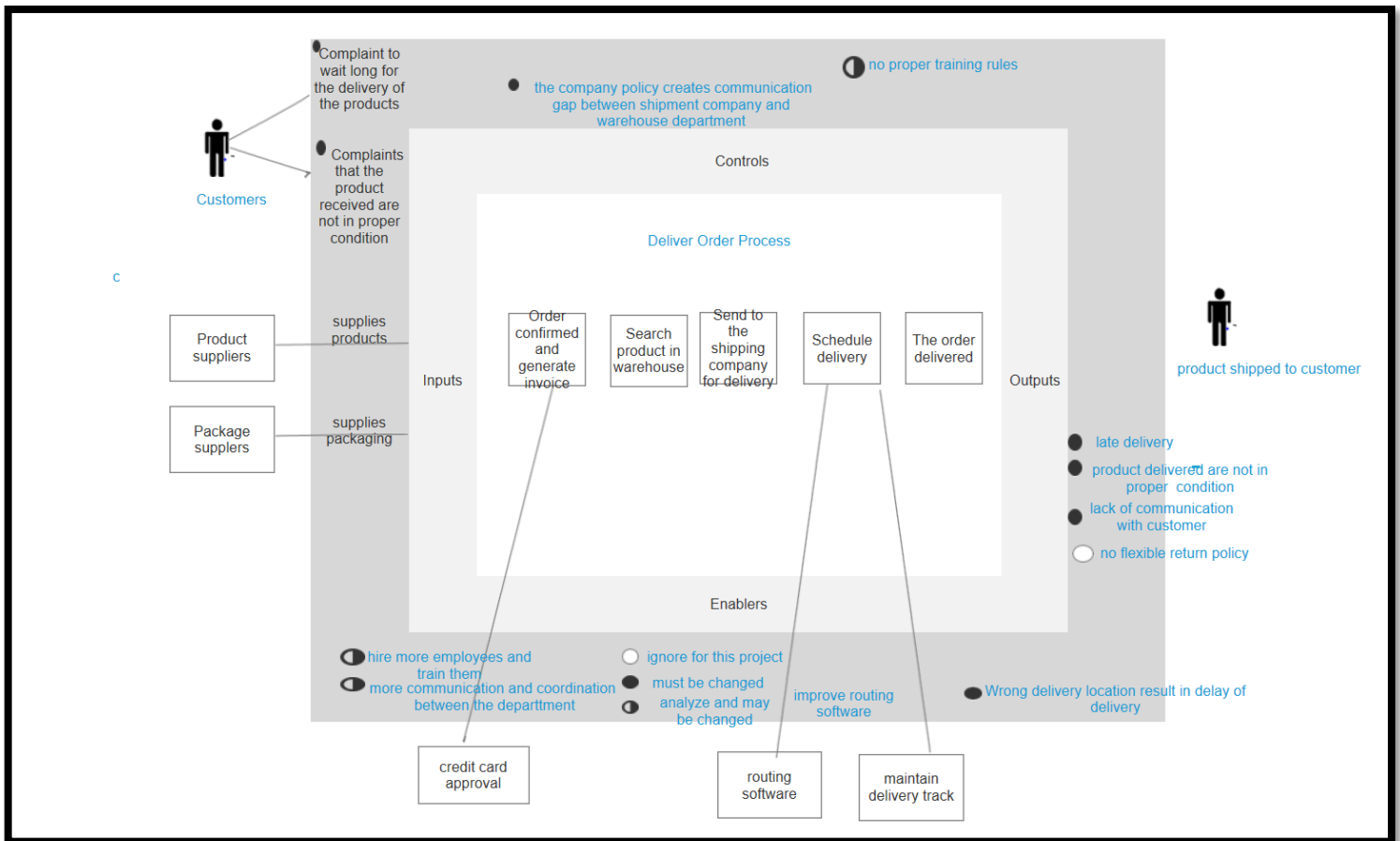
## 2.1 Subprocess for Shipping Options



## 2.2 Subprocesses For Pacakage Optimization



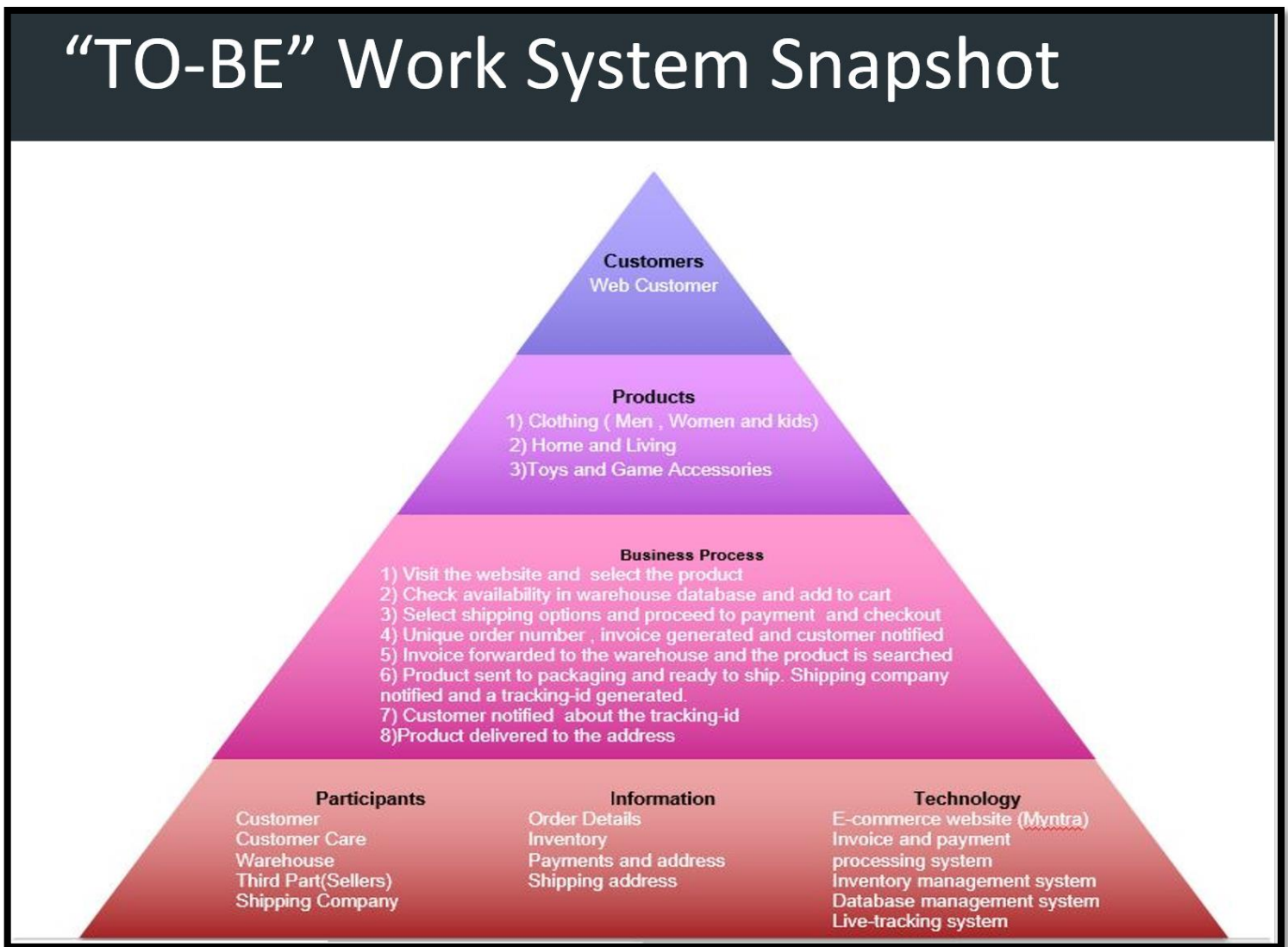
### 3. Project Scoping Diagram



## 4. AS-IS Work System Snapshot

Work System Snapshot		
<b>Customers</b> <ul style="list-style-type: none"> <li>External Customer (Web customer)</li> </ul>		<b>Products</b> <ul style="list-style-type: none"> <li>Clothing(Men, Women, Kids)</li> <li>Home and Living</li> <li>Toys and games/Accessories</li> </ul>
<b>Processes</b> <ul style="list-style-type: none"> <li>Browse company's website</li> <li>Selects one or more product and adds it to the cart</li> <li>Check the cart and processes the payment</li> <li>Company receives the order, check the inventory and generates an invoice</li> <li>Invoice and order details is sent to warehouse. Invoice is sent to the customer as well</li> <li>Third party searches the product and prepares the shipment and notifies the shipping company</li> <li>Shipping company picks the order from warehouse and delivers it to the customer's address</li> </ul>		
<b>Participants</b> <ul style="list-style-type: none"> <li>Customer</li> <li>Customer Care</li> <li>Warehouse</li> <li>Third Party(Sellers)</li> <li>Shipping company</li> </ul>	<b>Information</b> <ul style="list-style-type: none"> <li>Order details</li> <li>Inventory</li> <li>Payments and address</li> <li>Shipping address</li> </ul>	<b>Technology</b> <ul style="list-style-type: none"> <li>e-commerce website (myntra.com)</li> <li>Invoicing and payment processing system</li> <li>Inventory management system</li> <li>Database management System</li> </ul>

## 5. TO-BE Work System Snapshot





## 6. Use Case Diagram

