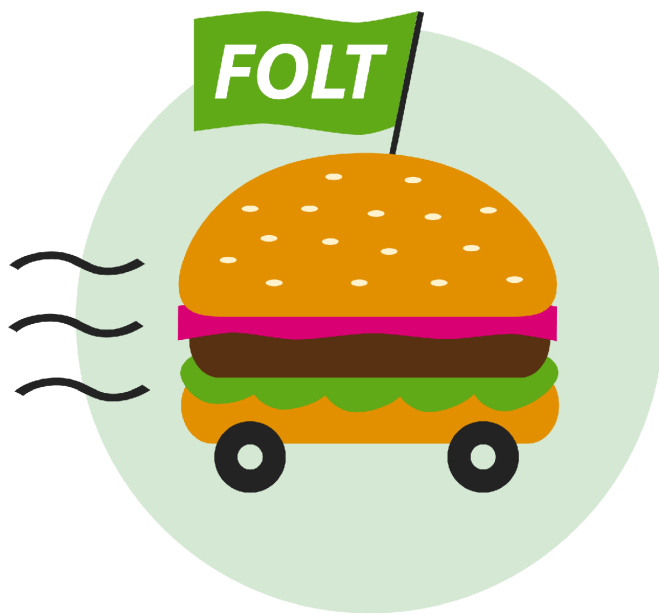


PV207

TEAM PROJECT

Food Delivery

FOLT



Michael Koudela (Teamleader)

Ondřej Dacer (Business Analyst)

Patrik Procházka (Process Analyst)

Peter Šípoš (BPM Developer)

1. Organisation Overview

Context

We collaborate with supermarkets that prepare their soon-to-expire food to be picked up by our couriers and delivered to our central warehouse. These products can be purchased by customers through our shop. To make use of the products that have not been purchased, we run a special restaurant, offering various daily menus. If some food from the restaurant is not eaten, it will be given to local charities.

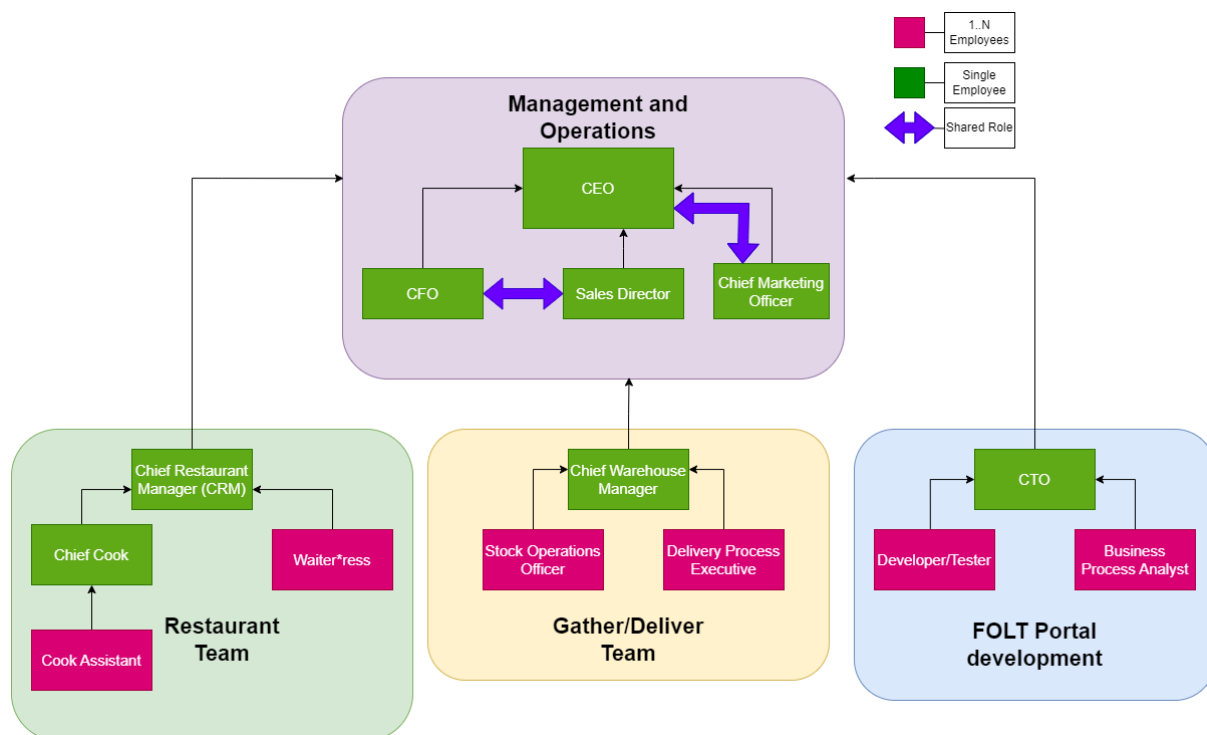
Vision

We're building a sustainable world where food waste is minimized, and everyone has access to affordable food options.

Mission

Our mission is to reduce food waste and provide affordable food to individuals and restaurants by purchasing soon-to-expire food products and offering them at discounted prices. Our restaurant serves as a hub for sustainable, innovative cuisine that showcases the potential of food that would be otherwise thrown out.

Organisation Structure



Restaurant Team

- **Chief Restaurant Manager (CRM)**
 - *Responsibilities:* Developing the menu with the chief cook, communicating with the warehouse, managing the whole restaurant business etc.
- **Chief Cook**
 - *Responsibilities:* Cooking, developing the menu with CRM
- **Cook Assistant**
 - *Responsibilities:* Assisting the chief cook in the kitchen (cutting, cleaning the dishes, stocking delivered food etc.)
- **Waiter/ess**
 - *Responsibilities:* Restaurant customer service, payments etc.

Gather/Deliver Team

- **Chief Warehouse Manager (CWM)**
 - *Responsibilities:* Head manager of the warehouse, managing process of collecting food from supermarket, managing process of delivery
- **Stock Operations Officer**
 - *Responsibilities:* Storage management, control and dispatch of goods
- **Delivery Process Executive**
 - *Responsibilities:* Collects and delivers goods

FOLT Portal Development

- **CTO**
 - *Responsibilities:* Leading the development of the app
- **Developer/Tester**
 - *Responsibilities:* Developing testing/the app
- **Business Process Analyst**
 - *Responsibilities:* Setting and optimizing inner processes, preparing development diagrams

Management and Operations

- **CEO**
 - *Responsibilities:* Success of the company, management of the company
- **Chief Marketing Officer (CMO)**
 - *Responsibilities:* Managing the whole company - customer communication and relation process
- **CFO**
 - *Responsibilities:* Budget, financial planning & control, wages, audits, report
- **Sales Director**
 - *Responsibilities:* Prices, revenue, acquiring and retaining new suppliers and customers (restaurants)

At the beginning of the operation, some roles will be merged into one:

- **CFO + Sales Director**
- **CEO + CMO**

Goals and Objectives

G1: Minimize food waste and contribute to a sustainable world

O1.1: Reduce food waste of cooperating supermarkets

- I1.1.1 (KRI): Percentage of food (in cooperating supermarkets) saved by our company that would otherwise be thrown away per supermarket per month
 - Unit: Percentage
 - Desired value: ≥ 30

O1.2: Establish cooperation with charities that receive uneaten food from the restaurant

- I1.2.1 (KRI): Number of dishes thrown away after not being sold per month
 - Unit: Number
 - Desired value: $= 0$

G2: Create an expanding food delivery network with satisfied customers

O2.1: Establish growing customer base

- I2.1.1 (KPI): Number of orders made by new customers since the beginning of the month
 - Unit: Number
 - Desired value: ≥ 100
- I2.1.2 (KRI): Percentage of customers gained per year
 - Unit: Percentage
 - Desired value: ≥ 20
- I2.1.3 (KRI): Percentage of customers who canceled the account per month
 - Unit: Percentage
 - Desired value: ≤ 1

O2.2: Have stable customers who pay for premium memberships that enable customers to use pre-reservation system

- I2.2.1 (KPI): Percentage of active premium memberships
 - Unit: Percentage
 - Desired value: ≥ 20
- I2.2.2 (KRI): Percentage of customers that left premium membership per quartal
 - Unit: Percentage
 - Desired value: ≤ 3

O2.3: Develop and maintain a loyalty programme that rewards customers

- I2.3.1 (KRI): Percentage of customers who were rewarded as they made purchases worth 1500 CZK or more each month during the last 6 months
 - Unit: Percentage
 - Desired value: ≥ 25

O2.4: Have vast majority of satisfied customers

- I2.4.1 (KPI): Average rating since the month's beginning
 - Unit: Number
 - Desired value: ≥ 4.5
- I2.4.2 (KRI): Number of complaints per one thousand customers per month
 - Unit: Number
 - Desired value: ≤ 10

O2.5: Have premium membership that provides useful advantages over regular membership.

- I2.5.1 (KPI): Average waiting time for a pre-reserved item during the last 2 weeks
 - Unit: Number of days
 - Desired value: ≤ 2
- I2.5.2 (KPI): Percentage of unavailable items
 - Unit: Percentage
 - Desired value: ≤ 10
- I2.5.3 (KPI): Average waiting time to restock an item during the last 2 weeks
 - Unit: Number of days
 - Desired value: ≤ 3

G3: Create a network of collaborating supermarkets to effectively stock soon-to-expire food

O3.1: Cooperate with supermarkets that create the majority of market share in Brno

- I3.1.1 (KPI): Current market share of cooperating supermarkets in Brno
 - Unit: Percentage
 - Desired value: ≥ 60
- I3.1.2 (KPI): Number of supermarkets we are currently negotiating with about cooperation
 - Unit: Number
 - Desired value: ≥ 3
- I3.1.3 (KRI): Increase of market share of cooperating supermarkets per quartal
 - Unit: Percentage
 - Desired value: ≥ 5

O3.2: Make the majority of stores and supermarkets notify us via our API

- I3.2.1 (KPI): Percentage of cooperators that do not use our API
 - Unit: Percentage
 - Desired value: ≤ 20
- I3.2.2 (KPI): Percentage of cooperators, who didn't initially use our API but we convinced to use it
 - Unit: Percentage
 - Desired value: ≥ 70

O3.3: Obtain and stock food from the supermarkets

- I3.3.1 (KRI): Total value of products bought from the supermarkets per month
 - Unit: CZK
 - Desired value: $\geq 1\,000\,000$

G4: Establish a sustainable and innovative cuisine hub that showcases the potential of food that would be otherwise thrown out.

O4.1: Cook and sell several lunch menu dishes each day

- I4.1.1 (KRI): Number of portions sold per day
 - Unit: Number
 - Desired value: ≥ 60
- I4.1.2 (KRI): Number of vegetarian portions sold per day
 - Unit: Number
 - Desired value: ≥ 15
- I4.1.3 (KRI): Number of prepared portions per each dish per day
 - Unit: Number
 - Desired value: ≥ 20

O4.2: Cook only from food from the warehouse

- I4.2.1 (KRI): Money spent on additional ingredients per day
 - Unit: CZK
 - Desired value: ≤ 500
- I4.2.2 (KRI): Number of dishes prepared only from food from warehouse per day
 - Unit: Number
 - Desired value: ≥ 60

O4.3: Create a partnership with local chefs and food bloggers to create recipes and promote sustainable cooking

- I4.3.1 (KPI): Number of local chefs and bloggers we are currently partnered with
 - Unit: Number
 - Desired value: ≥ 2
- I4.3.2 (KRI): Number of created recipes per month
 - Unit: Number
 - Desired value: ≥ 3

O4.4: Host regular workshops to educate the public on sustainable cooking practices

- I4.4.1 (KPI): Average occupancy of workshops from maximum capacity
 - Unit: Percentage
 - Desired value: ≥ 60
- I4.4.2 (KRI): Number of organized workshops per month
 - Unit: Number
 - Desired value: ≥ 1

2. Processes

Process overview

- P1. **Creating order in e-shop** (O2.1, O2.3)
- P2. **Order delivery** (O2.1, O2.4)
- P3. **Processing of food offers from partners via API** (O1.1, O3.2)
- P4. **Food pickup by Delivery Process Executive** (O3.3)
- P5. **Goods processing in warehouse** (support)
- P6. **Restaurant food menu preparation** (O4.1, O4.2)
- P7. **Restaurant customer registration** (O2.1)
- P8. **Customer retention** (O2.1, O2.2, O2.4)
- P9. **Adding new collaborating supermarket** (O1.1, O3.1)

Process P1. Creating order in e-shop

Description

The customer selects goods in the system. The Checkout Order sub-process is initiated after the customer clicks on Proceed to checkout in the cart. The system re-checks the availability of the ordered goods. If every selected good is available, the subprocess ends. However, if some goods are unavailable, the system offers registered users to set watchdogs on selected missing goods. Either way, if there are missing goods, the sub-process ends with a cancel event.

The Select a payment method and billing data subprocess is initiated if there are available goods. The system changes the availability of the ordered goods. The customer selects the payment method, and if the customer is a registered user, it will pre-fill the billing and personal data. The process ends with clicking on Confirm the order - sending the customer order and payment details email. The customer can cancel this subprocess anytime - the goods are then made available again.

According to the selected payment method, the Handle payment subprocess is initiated. If the payment fails, the order is cancelled, the goods are made available again and an email with the order cancelled is sent to the user.

A Successful payment confirmation email is sent to the customer if the payment is completed. The system then sends the completed order signal, which internally consists of other signals to various processes, including the Preparation signal.

After sending the signal, the customer status is evaluated in the subprocess. The process ends with a stored order.

Related objectives

- O2.1 Establish growing customer base
- O2.3 Develop and maintain a loyalty programme that rewards customers

Indicators and metrics

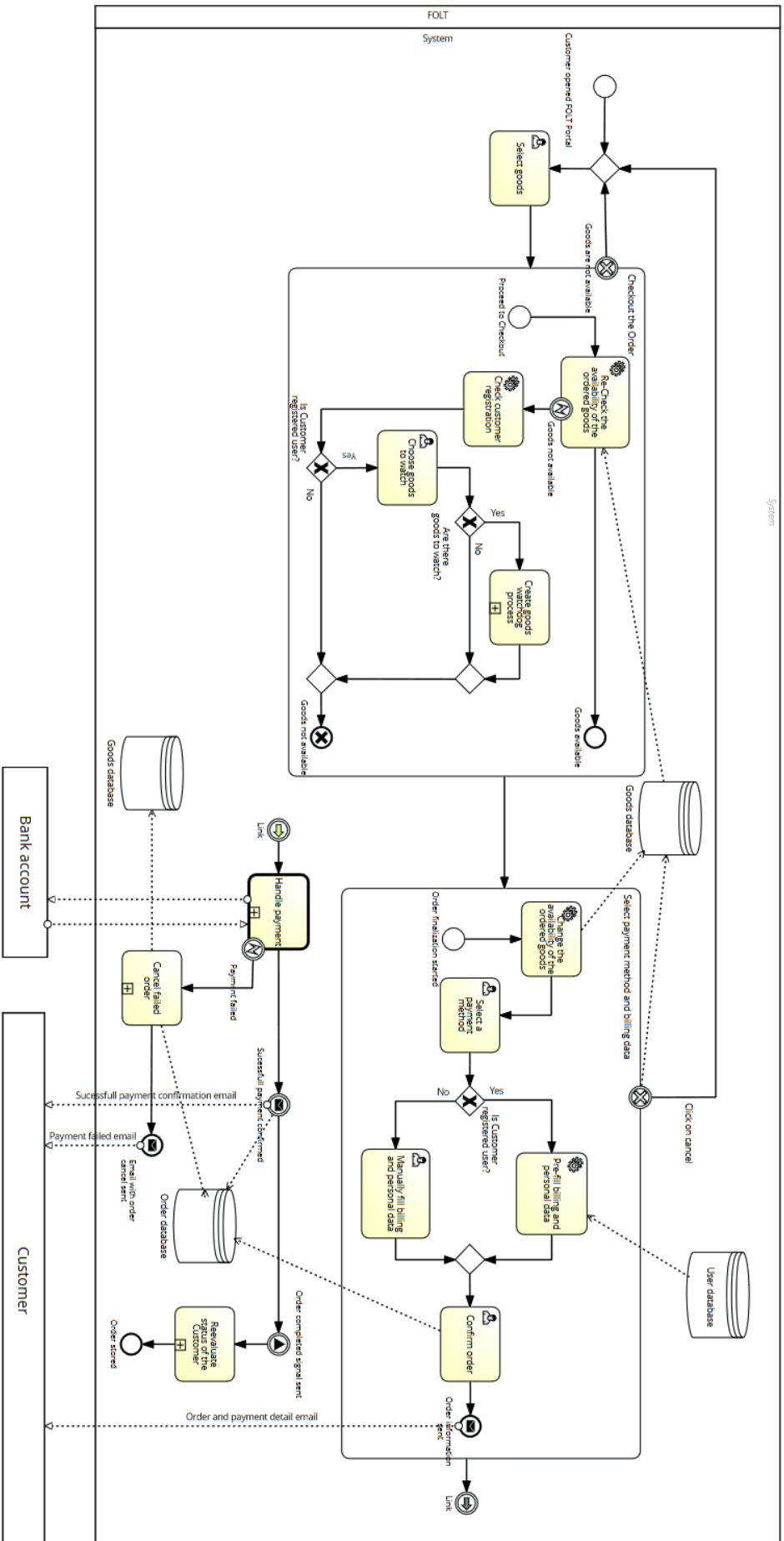
- I2.1.1 Number of orders made by new customers since the beginning of the month
- I2.3.1 Percentage of customers who were rewarded as they made purchases worth 1500 CZK or more each month during the last 6 months

Roles involved

- No specific role (automatised system interaction with customer)

Data objects

- Order database: Stores information about orders made by customers and their state.
- Goods database: Stores information about goods - what it is and how much it costs. Furthermore its location in the warehouse and their availability.
- User database (alias Customer database): Stores information about registered customers - personal and billing data.



Process P2. Order delivery

Description

The process starts when the signal from another process (P1) is received, signalling that the order has been successfully finished and must be dispatched. The SOO processes that order, packs it, and prepares it for pickup.

The DPE comes for a prepared order and travels with it to the customer. During delivery, the customer may ask for the DPE's location to estimate when they will arrive.

As soon as the DPE hands over the food, the system sends a feedback form to the customer and the order is finished. If the delivery is not successful, the customer receives the information that the delivery failed.

During the whole delivery process, the customer is informed via an order status update whenever the order proceeds to the next phase.

Related objectives

- O2.1 Establish growing customer base
- O2.4 Have vast majority of satisfied customers

Indicators and metrics

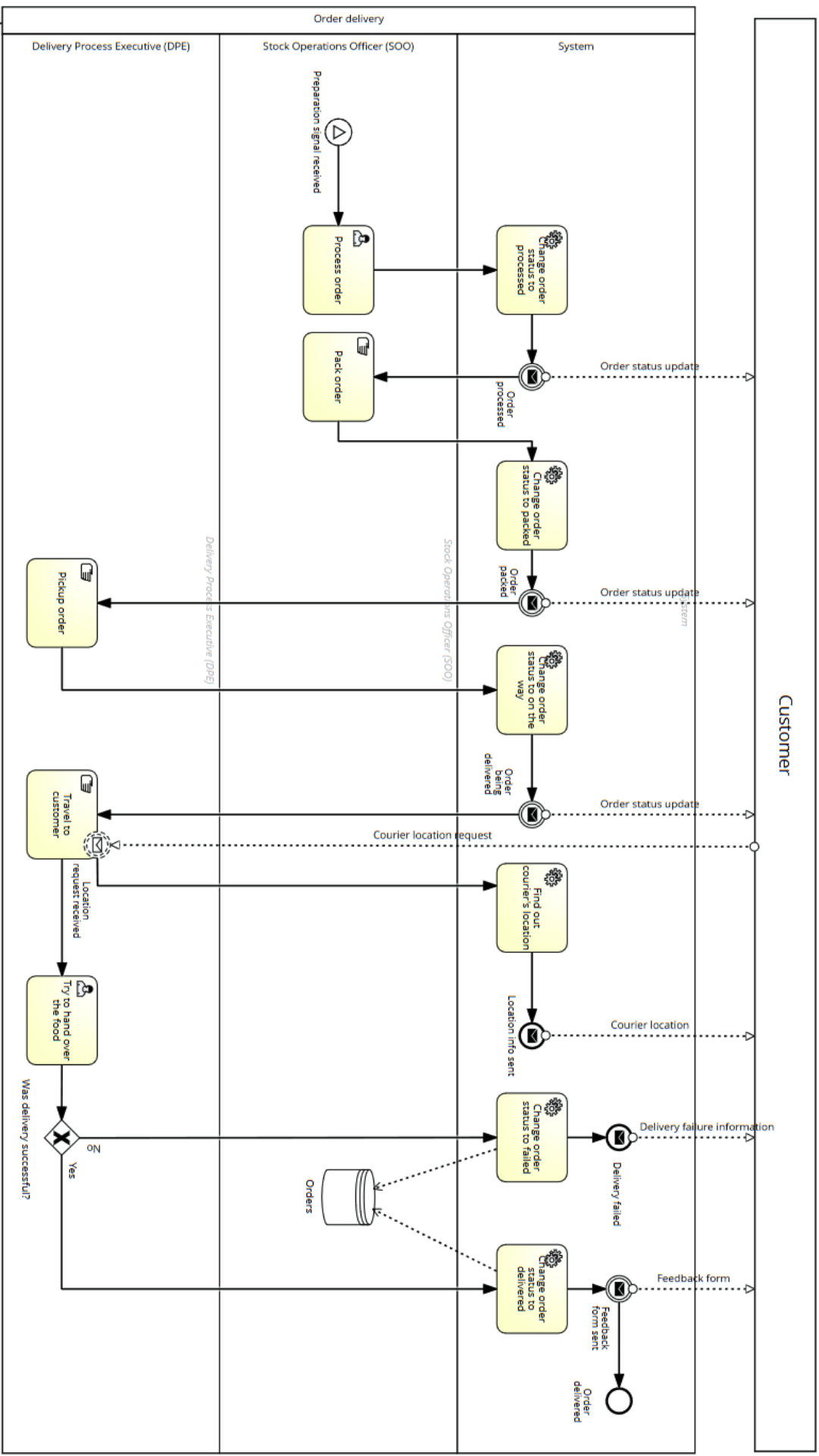
- I2.4.1 Average rating since the month's beginning
- I2.4.2 Number of complaints per one thousand customers per month

Roles involved

- Delivery Process Executive (DPE): Picks up the food and delivers it to the customer.
- Stock Operations Officer (SOO): Prepares the food for DPE according to order details.

Data objects

- Orders: Stores information about orders made by customers and their state.



Process P3. Processing of food offers from partners via API

Description

The process starts when a food offer from a partner is received. The system then creates recommendations based on warehouse stock and offered price.

CWM chooses food from the offer to order. If CWM chooses nothing, the offer is rejected and a rejection notification is sent to the partner. Otherwise, CWM confirms the order and an order notification is sent to the partner.

The partner then has 1 day to respond. If they don't respond within 1 day, the order is resent to the partner. If they don't respond within the next 24 hours again, the order is cancelled and the partner is notified about it.

If the partner manages to respond and send a decision, it is checked whether there are any goods to be picked up. It may happen that ordered goods have already been sold out. If there aren't any goods, the order is marked as rejected. If there are, CWM picks a Delivery process executive (DPE) who will pick up the order.

Related objectives

- O1.1 Reduce food waste of cooperating supermarkets
- O3.2 Make the majority of stores and supermarkets notify us via our API

Indicators and metrics

- I3.2.1 Percentage of cooperators that do not use our API
- I3.2.2 Percentage of cooperators, who didn't initially use our API but we convinced to use it

Roles involved

- Chief Warehouse Manager (CWM): Chooses which food should be ordered and who will pick it up.

Data objects

- Offers: Stores information about offers made by partnering shops.
- Orders (Order database): Stores information about orders made by customers and their state.
- DPE database: Stores information about delivery process executives (=couriers) and their tasks.

Process P4. Food pickup by Delivery Process Executive

Description

The process starts when the DPE arrives at the supermarket. Since they are anticipated, the DPE waits for the staff to come with prepared goods. If they have waited over ten minutes, they call the staff to figure out what's happening. Based on the phone call, they decide whether to keep waiting (and potentially have to call again) or report a problem and leave.

After the staff with goods arrives, the DPE checks details about the collaboration with the supermarket in the database. If the supermarket has an active order list, the DPE can check the goods against the list. In case of missing goods, the problem is reported to the manager and the pickup is cancelled.

Otherwise, they will have to manually select which goods to buy according to the current needs.

Finally, the DPE pays for the goods using their credit card or cash, moves the purchased goods to their car and marks the pick-up task as completed.

Related objectives

- O3.3 Obtain and stock food from the supermarkets

Indicators and metrics

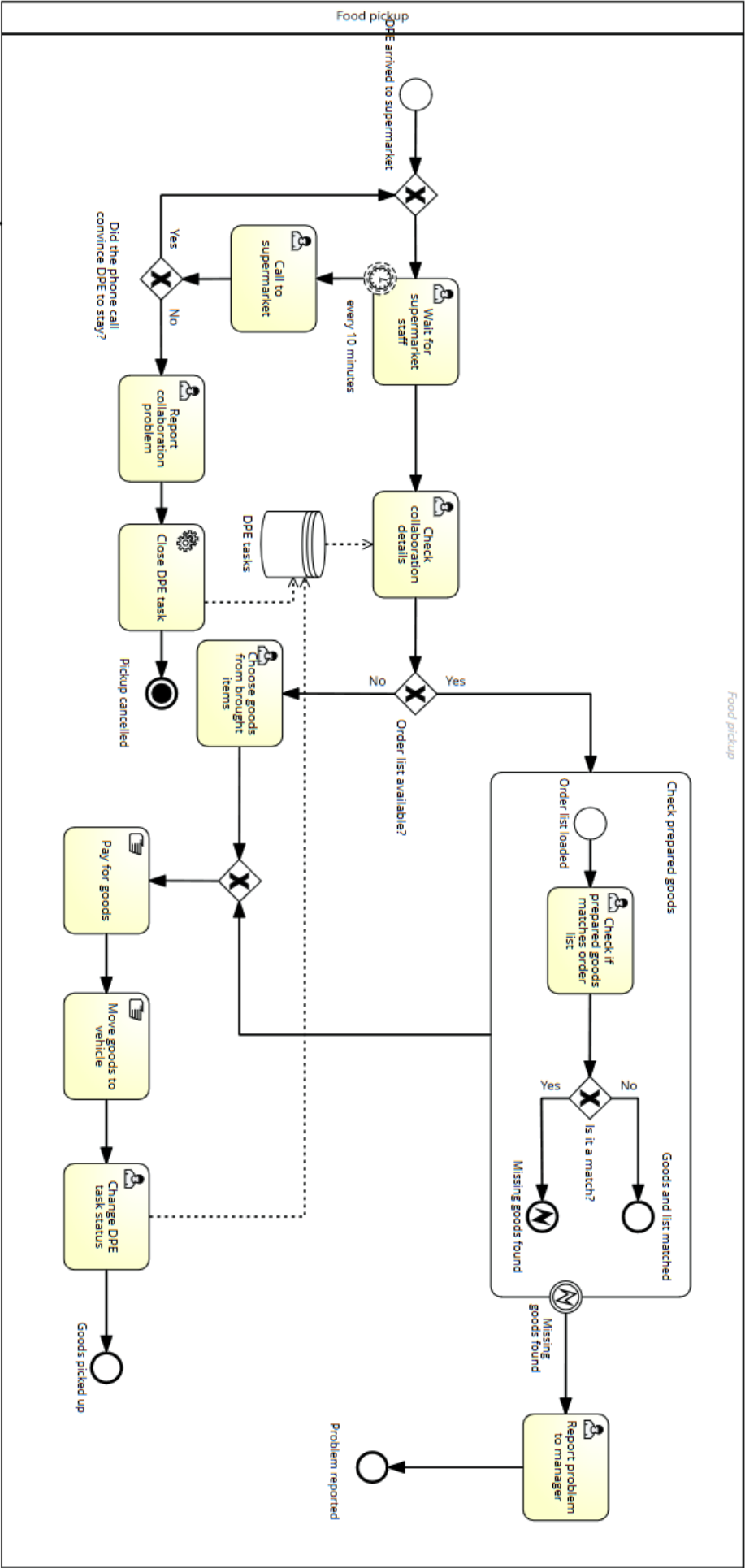
- I3.3.1 Total value of products bought from the supermarkets per month

Roles involved

- Chief Warehouse Manager (CWM): Chooses which food should be ordered and who will pick it up.

Data objects

- DPE Tasks: A part of DPE database. Contains information about what each DPE should do, including all accompanying information about these tasks.



Process P5. Goods processing in warehouse

Description

The process is initiated when DPE delivers the package to the warehouse. Stock Operations Officer (SOO) then retrieves the package and scans the delivered goods into the system. The system then checks for set watchdogs on goods. If there are any pre-reserved goods, pre-reservations are processed in the subprocess, including delivery and putting aside the package. Either way, if any goods are not used for pre-reservation, the SOO stores the goods and updates their storage location data. The system then automatically changes the availability of the stored goods.

Related objectives

- None directly (it is a support process)

Indicators and metrics

- None directly (it is a support process)

Roles involved

- Stock Operations Officer: Receives the delivered package and stores it.

Data objects

- Goods database: Stores information about goods - what it is and how much it costs. Furthermore its location in the warehouse and their availability.
- Watchdog database: Used for pre-reservation of missing goods, which is offered to registered users.

Process P6. Restaurant food menu preparation

Description

Every day at 16:00, the system generates a list of ingredients that should be consumed the next day and, therefore, will be delivered to the restaurant in the morning. According to this list, viewed as a kitchen order suggestion, a chief cook creates the first version of the menu for the next day.

If the chief cook needs additional ingredients for the meals, they first try to add them to the order if they are available in the system. If not, they have to decide whether they're really needed, so they either decide to exclude them from the menu or add them to an external shopping list, which will be later given to a courier to buy it in the supermarket.

When all ingredients are resolved, the system completes the kitchen order and makes the menu public. If some ingredients have been sold out during menu preparation, the chief cook must make a decision how to adjust the order to handle this problem.

Related objectives

- O4.1 Cook and sell several lunch menu dishes each day
- O4.2 Cook only from food from the warehouse

Indicators and metrics

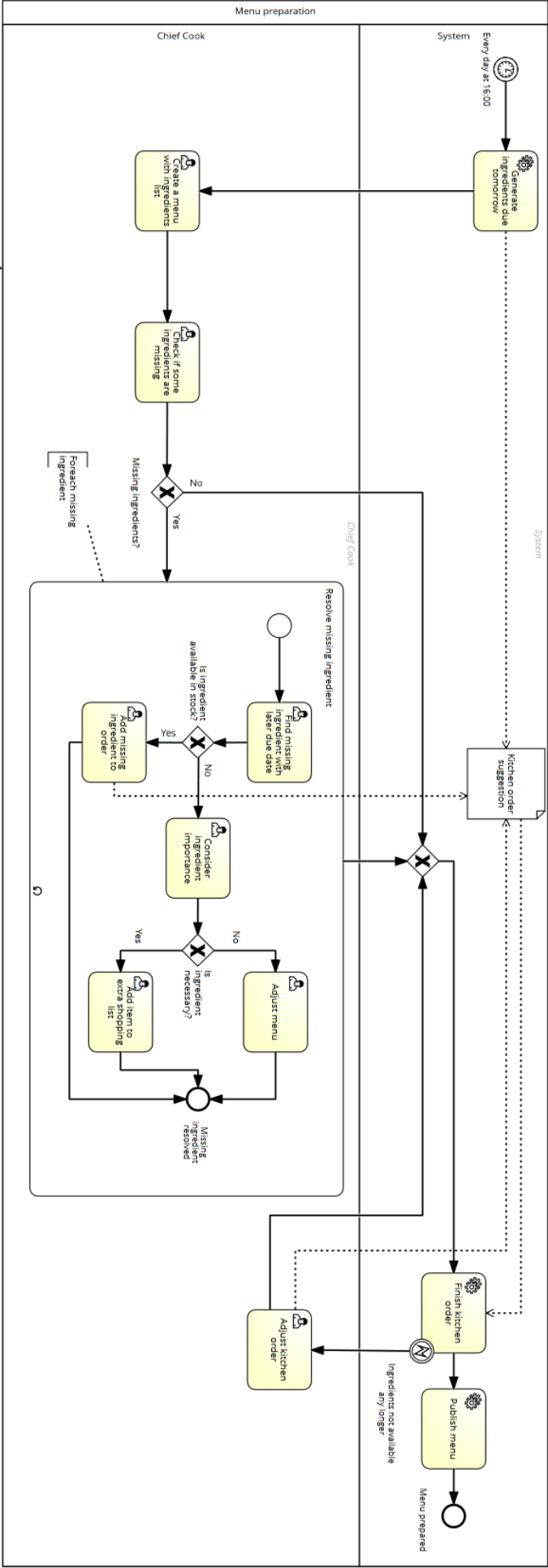
- I4.1.3 Number of prepared portions per each dish per day
- I4.2.1 Money spent on additional ingredients per day
- I4.2.2 Number of dishes prepared only from food from warehouse per day

Roles involved

- Chief Cook: Plan menu and kitchen order.

Data objects

- Kitchen order suggestion: List of products that will be (after confirmation) delivered from the warehouse to the restaurant.



Process P7. Restaurant customer registration

Description

The process is initiated when the registration form is filled out by a restaurant representative. The system creates a new restaurant customer and informs the restaurant customer that they have a pending request. The data from the form is then checked against NTR API. The system then processes the response and if the response is processed negatively, Chief Marketing Officer (CMO) manually checks the restaurant customer registration. CMO then manually accepts or declines the registration. If the registration is declined, the system sends the restaurant customer an email that their registration was declined.

If either system or CMO accepts the registration, the restaurant customer is set to active, and the final approval confirmation email is sent to them. The management and operations departments are notified if the restaurant customer is accepted.

Related objectives

- O2.1 Establish growing customer base

Indicators and metrics

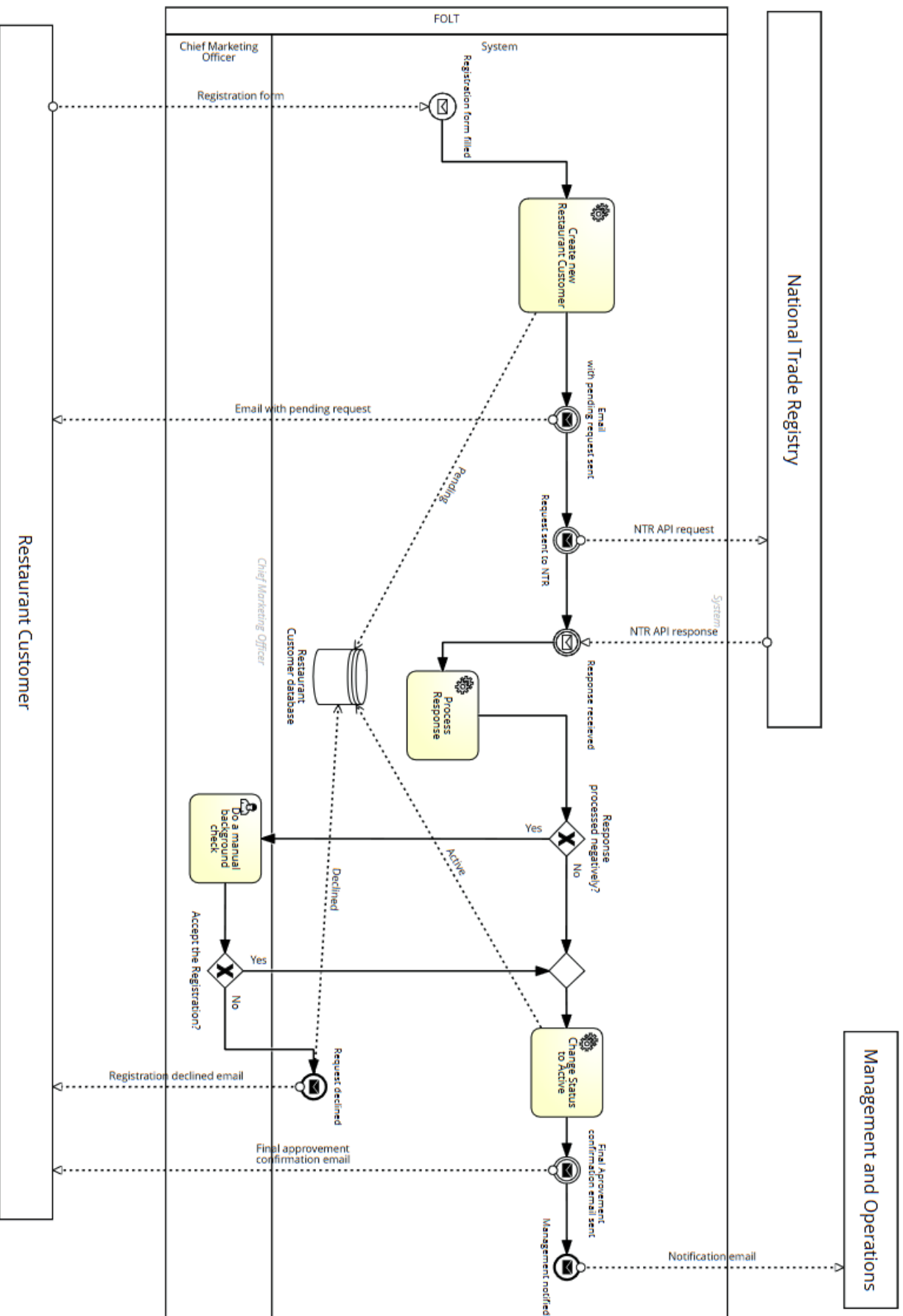
- I2.1.2 Percentage of customers gained per year

Roles involved

- Chief Marketing Officer (CMO): Checks restaurant customer registration.

Data objects

- Restaurant customer database: A part of the customer database, stores information about the restaurant customer and its status.



Process P8. Customer retention

Description

When a customer decides to close their account at FOLT, they fill in a particular form. The system then deactivates their account, which appears to the customer as closed, and notifies the customer. The Chief Marketing Officer (CMO) then conducts an evaluation of the customer to decide whether it's worth it to go the extra mile to keep the customer.

If yes, the CMO prepares an offer for the leaving customer based on their profile and discusses the offer with them. Subsequently, the customer:

- may be given extra time to rethink the offer by the CMO. If the customer doesn't reply back he is notified and if they don't respond further still, their account is closed. If they do reply within the given time, the CMO will process their reply accordingly. This extra time to rethink the offer may be given only once.
- is set on leaving FOLT. Their account is then finally closed.
- decided to take CMO's offer and stay a FOLT customer. The system then updates their data according to the agreement, reactivates their account and informs them about the changes.

If the customer is not worth keeping, e.g. due to small revenue, their account is closed right away.

Related objectives

- O2.1 Establish growing customer base
- O2.2 Have stable customers who pay for premium memberships that enable customers to use pre-reservation system
- O2.4 Have vast majority of satisfied customers

Indicators and metrics

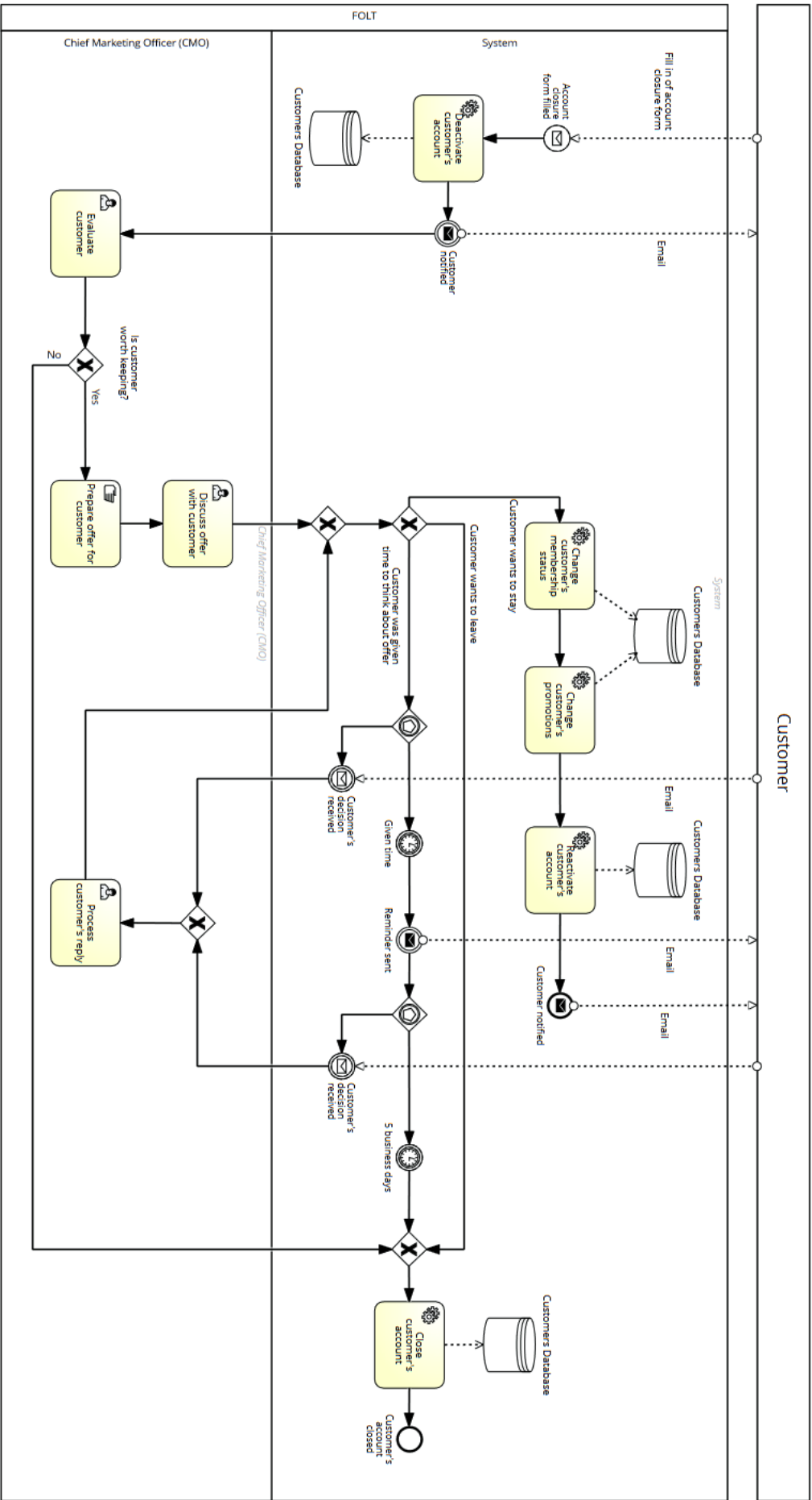
- I2.1.3 Percentage of customers who canceled the account per month
- I2.2.2 Percentage of customers that left premium membership per quartal

Roles involved

- Chief Marketing Officer: Evaluates leaving customers and convinces them to stay

Data objects

- Customers database: Stores information about registered customers - personal and billing data.



Process P9. Adding new collaborating supermarket

Description

Firstly, the Sales director (SD) finds a potential supermarket for collaboration with FOLT which is then added to the system. The system checks for whether the given supermarket isn't already collaborating with FOLT or whether the onboarding process wasn't already conducted in the past. If so, the SD reevaluates the onboarding process based on the reasons the onboarding was unsuccessful in the past. If the process is proceeded with, the system performs a series of background checks on the supermarket in order to determine whether it would be profitable cooperation. If so, the SD contacts the supermarket.

The supermarket has a maximum of 10 business days to reply before the onboarding process is dropped. When the supermarket replies and is willing to collaborate, the SD prepares a collaboration agreement and discusses it with the supermarket. Finally, if the supermarket signs the agreement, it is added to the collaborators database.

Related objectives

- O1.1 Reduce food waste of cooperating supermarkets
- O3.1 Cooperate with supermarkets that create the majority of market share in Brno

Indicators and metrics

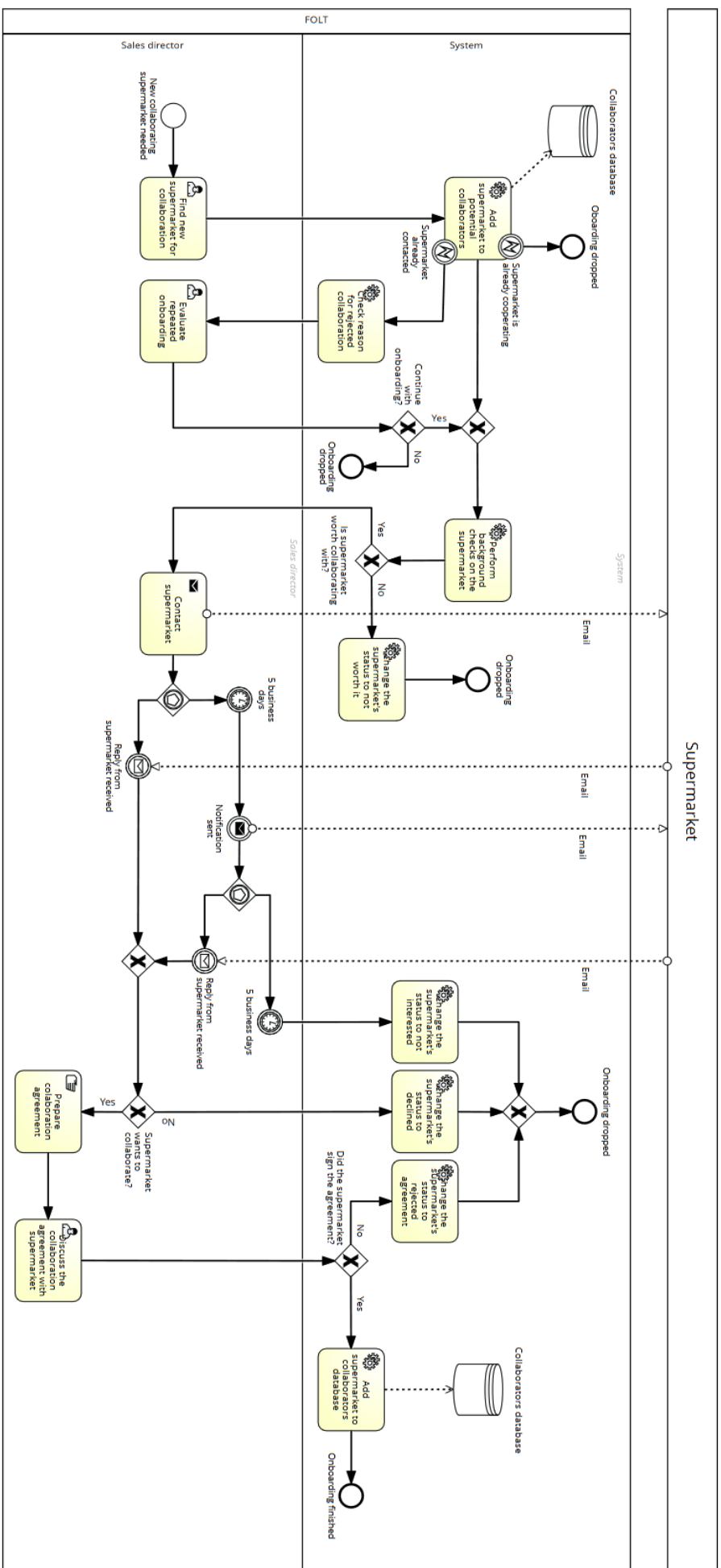
- I3.1.1 Current market share of cooperating supermarkets in Brno
- I3.1.2 Number of supermarkets we are currently negotiating with about cooperation

Roles involved

- Sales director (SD): Looks for new supermarkets and negotiates with them about collaboration

Data objects

- Collaborators database: Store all details about supermarkets and negotiations with them.



3. Implementation

Used platform and related technology

We used Signavio for process models and JBPM (7.73.0 Final) for our implementation. We created our own REST API communicating with the database, but we also used a public API.

Implemented services

Our REST API can be accessed by <http://folt.hudatec.cz/>. It is implemented with Python Django and PostgreSQL database. It is deployed on our own virtual private server (VPS) using Docker. Particular endpoints are described below.

1. **Public: Location service**

We used a free public API from <https://ipgeolocation.io/> to get a location according to the current IP address, which is passed automatically as a parameter. After the registration, an API key is received, which can be then used for requests.

2. **Custom: Partner offers**

Endpoint: <http://folt.hudatec.cz/folt/last-offer>

This endpoint is accessed by GET method in the implemented process P3. It retrieves (the last) created offer by a partner. An offer (together with offer items) can be created in Django administration.

3. **Custom: Couriers service**

Endpoint: <http://folt.hudatec.cz/folt/couriers>

This endpoint is also accessed by GET method in the same process (P3) as the previous one. It retrieves all available FOLT couriers (DPEs) who can pick up an order. A courier can be created in Django administration.

4. **Custom: Pickups service**

Endpoint: <http://folt.hudatec.cz/folt/pickups>

This endpoint is accessed by POST method in the same process (P3). It creates a record about a particular order and a particular courier who is assigned to pick it up.

5. **Custom: National Trade Registry (NTR) - Check of subject**

Endpoint: <http://folt.hudatec.cz/folt/ntr/checkSubject>

This hardcoded endpoint simulates an answer from the National Trade Registry whether we can collaborate with a new restaurant customer.

Implemented processes

- P2. Order delivery
- P3. Processing of food offers from partners via API
- P4. Food pickup by Delivery Process Executive
- P7. Restaurant customer registration
- P8. Customer retention

How to run the project

How to run implemented/external services, if any

Details about our server together with instructions on how to run it locally can be found at <https://github.com/dacerondrej/folt-server>.

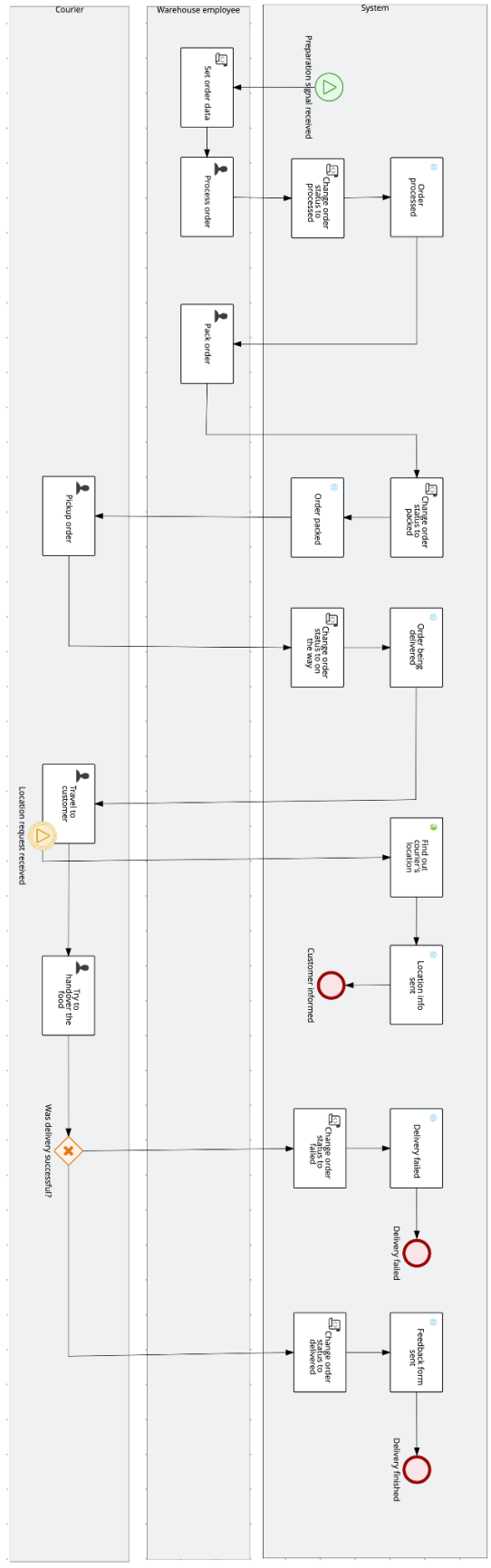
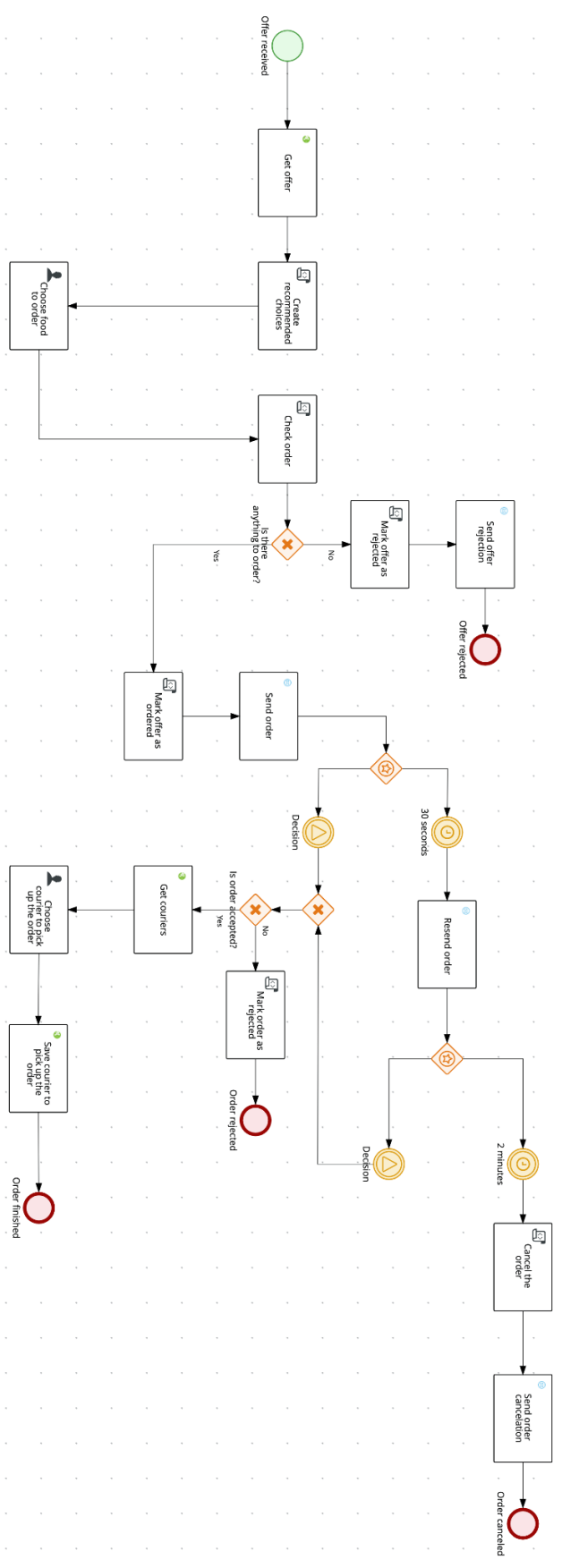
How to run project itself

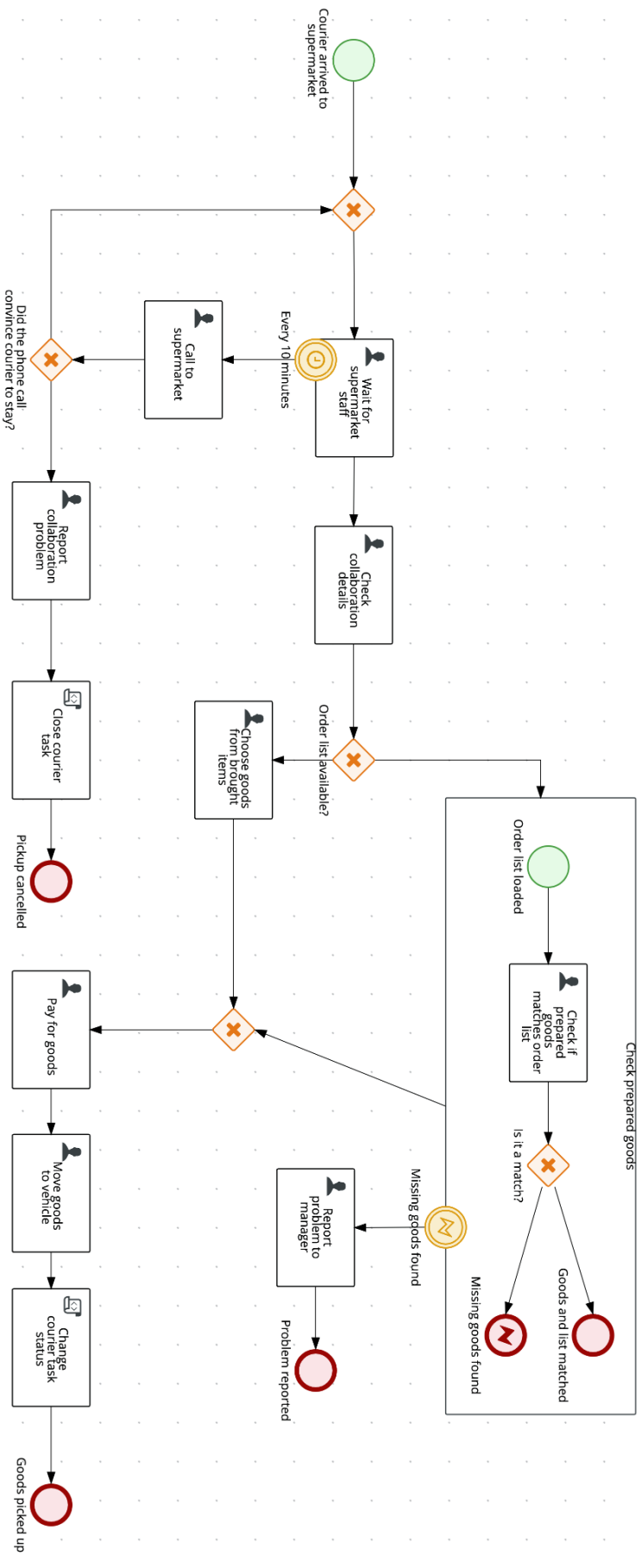
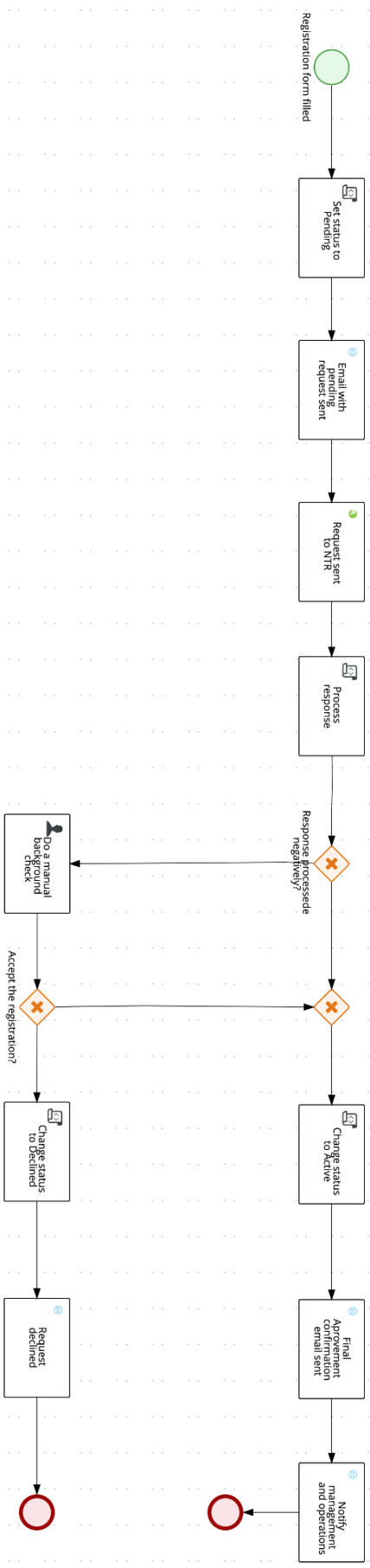
To run the project follow the steps below:

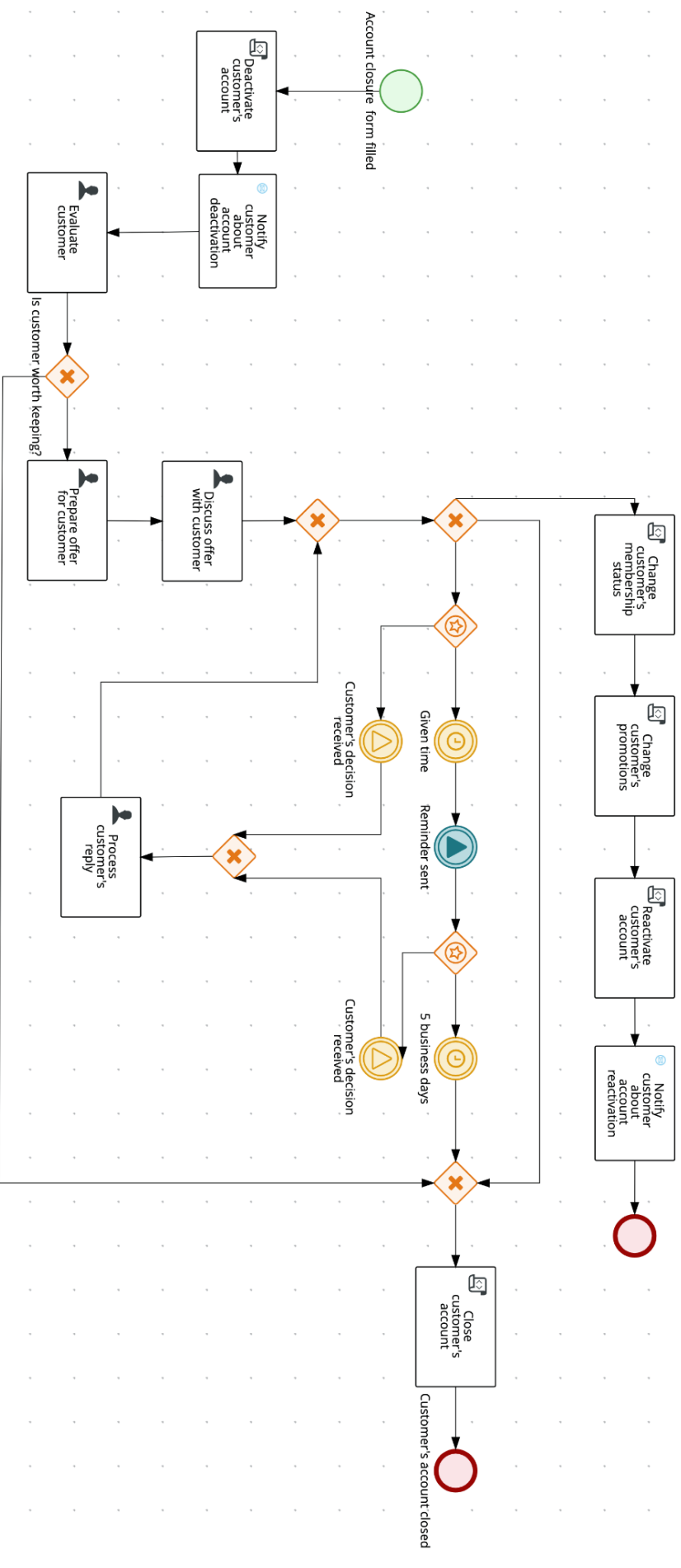
1. Clone the repository:
`git clone https://github.com/peter-sipos/FOLT.git`
2. Move to the FOLT directory:
`cd FOLT/`
3. Start JBPM and create a namespace "FOLT"
4. Import project to the namespace by pasting the repository URL
5. Add connection to business-central:
`git remote add business-central ssh://wbadmin@localhost:8001/FOLT/FOLT`

The procedure is also described in readme.md in [our repository on GitHub](#) together with procedures for downloading and uploading changes. All implemented processes can be accessed through a master branch. For unexpected situations, there are slightly older versions of processes available in particular branches.

Screenshots







<div><div></div><div></div><div></div></div>			1-50 z 204		<div><div></div><div></div></div>
<div><div></div><div></div><div></div></div>	☆	já	Order resent - Hello, we wrote you yesterday because we want to order this and that. Please send your decision as soon as possible, the order will be can...		0:11
<div><div></div><div></div><div></div></div>	☆	já	Order resent - Hello, we wrote you yesterday because we want to order this and that. Please send your decision as soon as possible, the order will be can...		0:11
<div><div></div><div></div><div></div></div>	☆	já	Order resent - Hello, we wrote you yesterday because we want to order this and that. Please send your decision as soon as possible, the order will be can...		0:11
<div><div></div><div></div><div></div></div>	☆	já	Order - We want to order this and this. Your FOLT		0:10
<div><div></div><div></div><div></div></div>	☆	já	Offer Rejection - We have to reject your offer. Thank you for understanding. Your FOLT		0:09
<div><div></div><div></div><div></div></div>	☆	já	Order canceled - We just canceled the order because you have not responded. Your FOLT.		23:59
<div><div></div><div></div><div></div></div>	☆	já	Order resent - Hello, we wrote you yesterday because we want to order this and that. Please send your decision as soon as possible, the order will be can...		23:57
<div><div></div><div></div><div></div></div>	☆	já	Order - We want to order this and this. Your FOLT		23:56
<div><div></div><div></div><div></div></div>	☆	já	Feedback after order - Your order has been delivered. We are asking your for feedback!		23:53
<div><div></div><div></div><div></div></div>	☆	já	Courier location - Your courier is currently located at 49.15753, 16.62683 in Brno		23:52
<div><div></div><div></div><div></div></div>	☆	já	Courier location - Your courier is currently located at 49.15753, 16.62683 in Brno		23:52
<div><div></div><div></div><div></div></div>	☆	já	Your order state has changed to On the way - Your order is currently On the way. Delivery information: Botanická 554/68a, Ponava, Brno		23:51
<div><div></div><div></div><div></div></div>	☆	já	Your order state has changed to Packed - Your order is currently Packed. Delivery information: Botanická 554/68a, Ponava, Brno		23:51
<div><div></div><div></div><div></div></div>	☆	já	Your order state has changed to Processed - Your order is currently Processed. Delivery information: Botanická 554/68a, Ponava, Brno		23:50
<div><div></div><div></div><div></div></div>	☆	já	Order canceled - We just canceled the order because you have not responded. Your FOLT.		16:44
<div><div></div><div></div><div></div></div>	☆	já	Order resent - Hello, we wrote you yesterday because we want to order this and that. Please send your decision as soon as possible, the order will be can...		16:42
<div><div></div><div></div><div></div></div>	☆	já	Order - We want to order this and this. Your FOLT		16:42
<div><div></div><div></div><div></div></div>	☆	já	Order resent - Hello, we wrote you yesterday because we want to order this and that. Please send your decision as soon as possible, the order will be can...		16:12
<div><div></div><div></div><div></div></div>	☆	já	Order - We want to order this and this. Your FOLT		16:11
<div><div></div><div></div><div></div></div>	☆	já	Offer Rejection - We have to reject your offer. Thank you for understanding. Your FOLT		14:31

Details of the collaborating supermarket

Supermarket Name

Albert

From to when is the collaboration active

Collaboration Timeframe

Contact person from the supermarket in case of problem

Tomáš Spočtený

Phone number of the contact person

+420666555444

☒ Does the supermarket provide an order list? *

Save

Release

Complete

4. Teamwork and tasks

Michael Koudela (Teamleader)

- Work planning/supervising
- Quality control & reviewing
- Processes P2, P4 & P6

Ondřej Dacer (Business Analyst)

- Goals & objectives
- REST API implementation
- Process P3

Patrik Procházka (Process Analyst)

- Organization structure
- Consistence maintenance
- Processes P1, P5 & P7

Peter Šípoš (BPM Developer)

- Initial domain description
- Process workflows & reviews
- Processes P8 & P9