

Exercise:

Modell the customer complaint process

1. As shown in the list as a sequence
2. As time saving parallel processes
3. With an additional lane for the data

Use the document „Exercise_Swimlane.pdf“

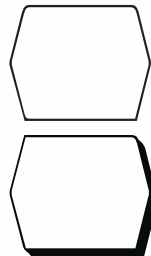
1	the customer fills in the Complaint Form and sends it back to the manufacturer with the defective product
2	the company's Quality Department receives the Complaint Form and the product
3	the Quality Department carries out an initial review of the form and the product
4	the Quality Dept. determines required next steps, creates an investigation plan, and launches next steps
5	the Production Department receives the Complaint Form and samples
6	the Production Dept. carries out a review, and decides if the problem is Production-related
7	the Production Dept. sends the Complaint Form and samples to the R&D Department
8	the R&D Department carries out a review and identifies the root cause
9	the R&D Department informs Customer Service
10	the Customer Service Department sends a reply to the customer
11	the customer receives the reply, is satisfied with it, and continues to buy the company's products

Processes

without decision



with decision



Process that is part of a process chain

Process with additional sub-processes

The smallest process part at the lowest level is called process activity



Start of a process



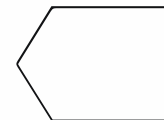
End of a process

Events



Trigger

Triggered Event



Branching

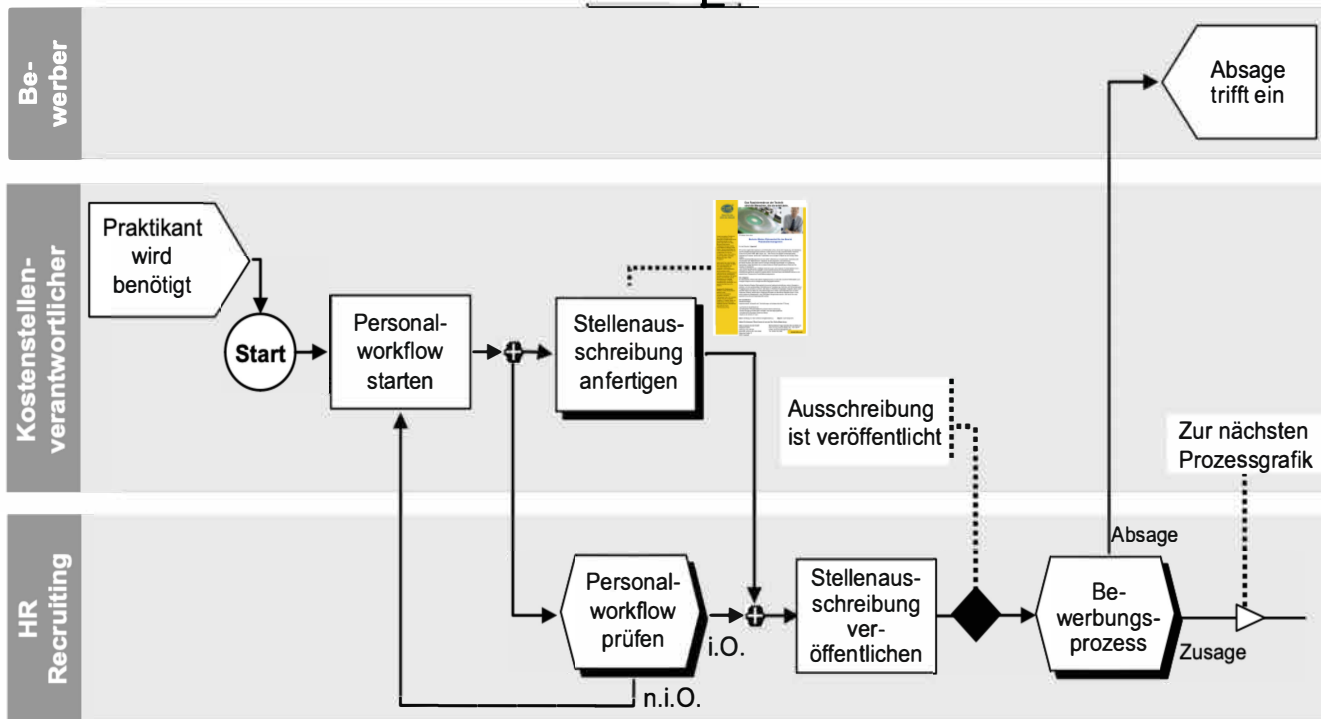
⊕ AND - Branch: Process flow can be split into several must-paths or merged from several path to one.

Swimlane

Prozess
rolle

All processes in one lane are under the responsibility of the process role

Example



Flow and Symbols

- Processflow: Sequence of the execution of processes
- Connector between different process maps
- Processflow with gate that has to be passed
- Processflow with Milestone
- Flow of messages and other additional information
- Remark / Comment line

