# ROBOTICS PROCESS AUTOMATION
# PROCESS DEFINITION DOCUMENT
# FOR
# WEEKLY MRP PROCESS

Version No

Dated: 30 June 2020

DOC No: SAV_SAU_RPA_PDD_062020_V1

27 Aug 20

## Table of Contents

**Document History**

| Date | Version | Role | Name | Organization (Dept) | Function | Comments |
|---|---|---|---|---|---|---|
| 23-Jun-2020 | 1.0 | Author | Subash Prasad | ProV International | RPA Lead / Architect | Created document V1.0 |

**Department Approval Flow:**

| Version | Flow | Role | Name | Organization (Dept) | Signature & Date |
|---|---|---|---|---|---|
| 1.0 | Document prepared by | RPA Lead / Architect | Subash Prasad | ProV International | |
| x.0 | Document approved by: | Raw Martials Manager | Yahya Hawsawi Bassam Al Madaka | Savola Foods | *[signature]* 27th-Aug-20 |
| x.0 | Document approved by: | | | Savola Foods | |

# 1. Introduction:

## 1.1 Purpose of the Document:

The Process Definition Document (PDD) outlines the business process chosen for automation using UIPath Robotic Process Automation (RPA) technology. The document describes the sequence of steps performed as part of the business process, the conditions, and rules of the process prior to automation and how they are envisioned to work after automating it, either partly or entirely. This specifications document serves as a base for ProV developers, providing them the details required for applying robotic automation to the selected business process.

# 2. Objective:

The process that has been selected for Robotic Process Automation (RPA) is part of the project Savola Foods conducted within the Savola Foods purchase department. The business objectives and benefits expected by the business process owner after automation of the selected business process are as follows:

- Reduce processing time per item by 95%
- Better monitoring of overall activities by using logs provided by the robot
- Improve the weekly MRP PO approval process
- Improve customer experience
- Reduce the approval time between supplier and customer

# 3. Key Contacts for the Processes:

The specifications document includes concise and complete requirements of the business process and is built based on the inputs provided by the process Subject Matter Expert (SME)/process owner.

The process owner is expected to review it and provide sign-off for accuracy and completion of the steps, context, impact, and complete set of process exceptions. Their names are included in the table below.

| Role | Name | Contact details (e-mail, phone) | Notes |
|------|------|--------------------------------|-------|
| Process SME/Owner | Yahya Hawsawi<br><br>Bassam Al Madaka | yhawsawi@savola.com, bmadakka@savola.com<br><br>Work: +966 12 608 9472<br>Mobile: +966 54 545 0133 | Manager for weekly MRP process |

| Role | Name | Contact details (e-mail, phone) | Notes |
|---|---|---|---|
| Process Reviewer | Subash Prasad | subash.prasad@provintl.com<br><br>Mobil: +91-9952910969 | Point of contact for questions related to process details & exceptions |
| Process owner/Approver for production | Yahya Hawsawi<br><br>Bassam Al Madaka | yhawsawi@savola.com<br><br>bmadakka@savola.com | Escalations and/or Delays etc |

## 4. Minimum Pre-requisites for Automation:

1. Filled-in Process Definition Document (PDD)

2. Test data to support development

3. User access and user accounts creations (licenses, permissions, restrictions to create accounts for robots)

4. Credentials (user ID and password) required to logon to machines and applications

5. Dependencies with other projects on the same environment

## 5. 'As-Is' Process Description:

## 5.1 Process Overview:

General information about the process selected for Robotic Process Automation (RPA) prior to automation.

| # | Item | Description |
|---|---|---|
| 1 | Process full name | Weekly MRP |
| 2 | Process area | PO Processing |
| 3 | Department | Purchase |
| 4 | Process short description (operation, activity, outcome) | Creating the PO in oracle application after validating all the parameters from supplier |

27 Aug 20

| # | Item | Description |
|---|------|-------------|
| 5 | Role(s) required for performing the process | PO Processing – Oracle Application<br>PO Approve/Reject - Oracle Application<br>PO Update – Oracle Application |
| 6 | Process schedule and frequency | Weekly scheduled |
| 7 | Number of items processes/reference period | |
| 8 | Average handling time per item | 20 min |
| 9 | Peak period(s) | |
| 10 | Transaction volume during peak period | 20 (estimate) |
| 11 | Total number of FTEs supporting this activity | 1 |
| 12 | Expected increase of volume in the next reference period | Volumes will increase by 10% |
| 13 | Level of exception rate | Minor to no exceptions |
| 14 | Input data | Requisition number from outlook e-mail |
| 15 | Output data | N/A |

*Add more rows to the table to include relevant data for the automation process. No fields should be left empty. Use "n/a" for the items that don`t apply to the selected business process.

## 5.2 Applications Used in the Process:

The table includes a comprehensive list of all the applications that are used as part of the processes automated at various steps in the flow.

| # | Application Name & Version | System Language | Thin/Thick Client | Environment/ Access Method | Comments |
|---|---------------------------|-----------------|-------------------|----------------------------|----------|
| 1 | Oracle E-Business suite | EN | Thick Client | Web Browser | |

27 Aug 20

| # | Application Name & Version | System Language | Thin/Thick Client | Environment/ Access Method | Comments |
|---|---|---|---|---|---|
| 2 | Outlook e-mail | EN | Thin Client | Launch from Desktop | |
| 3 | Excel/PDF Reader | EN | Thick Client | Desktop | |

*Add more rows to the table to include the complete list of applications.

## 5.3 'As-Is' Process Map:

### High Level 'As-Is' Process Map:

This chapter depicts the 'As-Is' business process at a high level to enable developers to have a high-level understanding of the current process. The entire weekly MRP process is long and has been broken down into logical pieces to make the development process easier. The entire weekly MRP process is broken into three (3) segments (as it includes the checker/maker authentication to process further.)

### The Entire Weekly MRP Process:
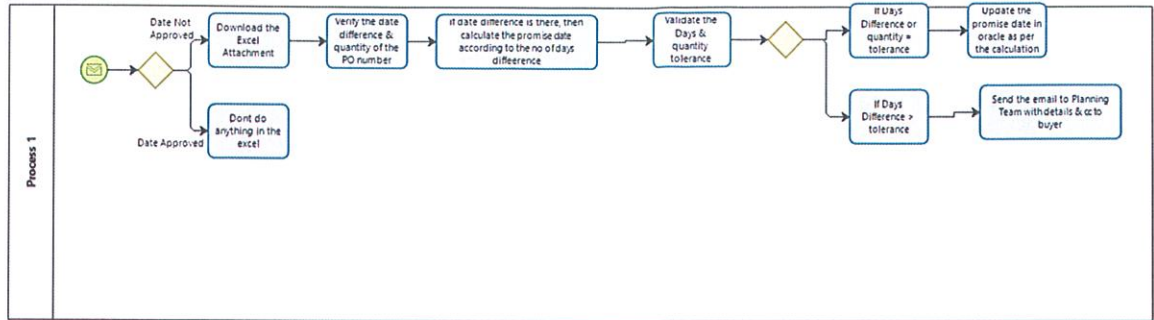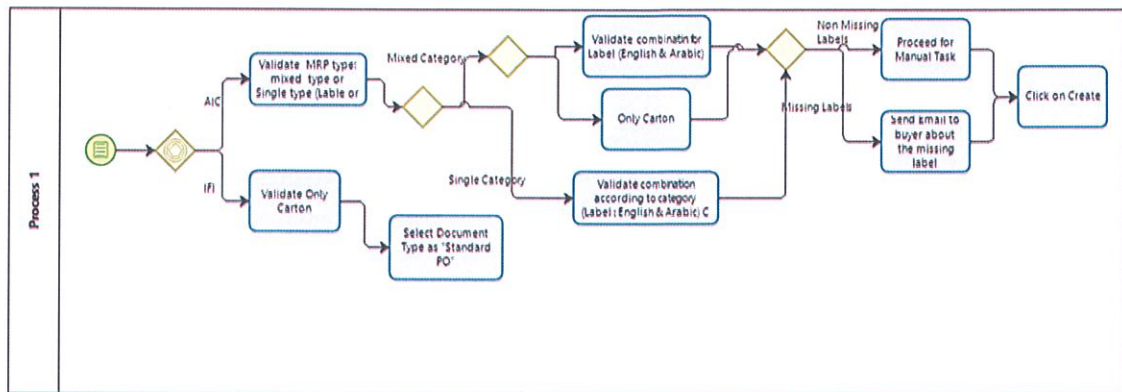
## 5.4    Input Data Description:

| Step | Sample (Print screen) | Input Type | Location | Are Inputs Standard? (Yes/No) | Are Inputs Structured? | Data to be Used From |
|------|-----------------------|------------|----------|-------------------------------|------------------------|----------------------|
| 01 |  | Screen | Oracle | Yes | Yes | Requisition No & Document No |

For example: A process that uses each transaction input from the template which is always fixed is considered to be structured data. If the inputs are in the form of scanned PDF images/free flow texts in e-mails, then they are considered to be unstructured data.

## 6.    'To-Be' Process Description:

This chapter highlights the expected design of the business process after automation.

## 6.1  'To-Be' Detailed Process Map – Weekly MRP Process:
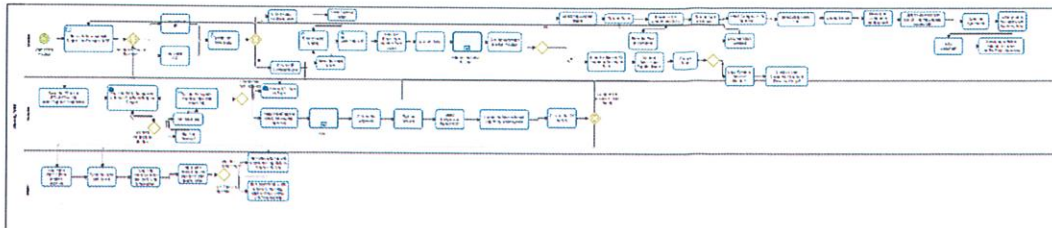


## 6.2  Detailed Process Map and Steps:

For detailed steps see weekly MRP detailed document below.



TO-BE Process.bpm



TO-BE Process.pdf

## 6.3  Parallel Initiatives/Overlap (If Case):

This chapter captures the proposed business, process & system changes in the near future and its corresponding impacts.

| # | Initiative Name | Process Step(s) to be Identified | Impact on Current Automation | Expected Completion Date | Point of Contact |
|---|---|---|---|---|---|
| 01 | Requisition number in outlook e-mail | Requisition number depends on the Savola planning team | Simplify process | Unknown | Yaha Hawsawi |
| 02 | Document No | Document No is creating by planning team once in a year and it will renew every year | Simplify process | Unknown | Yaha Hawsawi |

## 6.4  In Scope for Robotic Process Automation (RPA):

The activities in scope of Robotic Process Automation (RPA), are listed here:

- All steps in the embedded detailed map and steps (Weekly MRP process Detailed)

- More points to be added based on project requirement

27 Aug 20

## 6.5 Out of Scope for Robotic Process Automation (RPA):

The activities that are 'Out of Scope' of Robotic Process Automation (RPA), are listed here:

| Sub-process | Activity (step) | Reasons for Out of Scope* | Impact on the 'To-Be' Process | Measures for Future Automation |
|---|---|---|---|---|
|  |  |  |  |  |

*Add more rows to the table to reflect the complete documentation provided to support the Robotic Process Automation (RPA) process.

## 6.6 Business Exceptions Handling:

The business process owners and Business Analysts (BA) are expected to document below all the business exceptions identified in the automation process. These can be classified as:

| Known | Unknown |
|---|---|
| Previously encountered. A scenario is defined with clear actions and workarounds for each case. | New situation never encountered before. It can be caused by external factors. Cannot be predicted with precision. However, if it occurs, it must be communicated to an authorized person for evaluation. |

### 6.6.1 Known Exceptions:

The table below reflects all the business process exceptions captured during the process evaluation and documentation. These are **known exceptions,** that have been met/seen in practice before. It is necessary to define a corresponding expected action that the robot should complete if it encounters such exceptions.

| # | Exception name | Step | Parameters | Action to be taken |
|---|---|---|---|---|
| 1 | Exception occurred in the PO Account Generator workflow during the document creation process |  | Document No validation | E-mail to: yhawsawi@savola.com bmadakka@savola.com<br><br>Include order number and customer name |

| # | Exception name | Step | Parameters | Action to be taken |
|---|----------------|------|------------|--------------------|
|   |                |      |            | Subject should include error message of missing or incomplete information |
| 2 |                |      |            |                    |
| 3 |                |      |            |                    |
| 4 |                |      |            |                    |
| 5 |                |      |            |                    |

### 6.6.2 Unknown Exceptions:

For all the other unanticipated or unknown business process exceptions, the robot should send an e-mail notification to **Yahya Hawsawi** with attached screenshot of the error message.
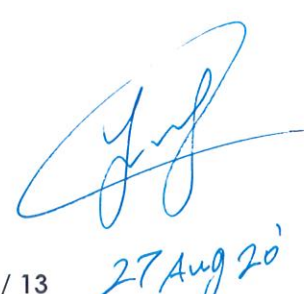
## 6.7 Application Error and Exception Handling:

A comprehensive list of all errors, warnings or notifications should be consolidated here with the description and action to be taken (for each error) by the robot. Errors identified in the automation process can be classified as:

| Area | Known | Unknown |
|------|-------|---------|
| Technology/ Applications | Experienced previously, action plan or workaround available for it | New situation never encountered before or might not have happened (independent of the applications used in the process) |
|  | No known issues |  |

## 6.8 Know Errors or Exceptions:

The table below reflects all the errors identifiable in the process evaluation and documentation. For each of these errors or exceptions, it is necessary to define a corresponding expected action that the robot should complete if such errors are encountered.

27 Aug 20

| # | Error Name | Step | Parameters | Action to be Taken |
|---|---|---|---|---|
| 1 | Application Crash/Internal Server Error | Any step | Error message | • Recover & retry for maximum 3 times<br><br>• Close the applications and run the sequence again<br><br>• Send e-mail with error description |

## 6.9  Unknow Errors and Exceptions:

For all the other unanticipated or unknown application exceptions/errors, the robot should send an e-mail notification to **Yahya Hawsawi** with attached screenshot of the error message.

## 7.  Reporting:

| # | Report Type | Update Frequency | Details | Monitoring Tool to Visualise the Data |
|---|---|---|---|---|
| 1 | Process logs | Daily | How many times was this process run since the beginning of the month and what was the average run duration? | Kibana |
| 2 | Process logs | Monthly | How many robots worked on this process each month? | CSV file posted daily on shared drive |
| 3 | Transaction logs | Daily | How many transactions were run by this process since the beginning of the month and what was the average transaction duration? | Kibana |

| # | Report Type | Update Frequency | Details | Monitoring Tool to Visualise the Data |
|---|---|---|---|---|
| 4 | Error logs | Daily | Average number of errors by 'type' per day | Kibana |
| 5 | Error logs | Daily | All errors per month grouped by 'type' | CSV file posted daily on shared drive |

\* For complex reporting requirements, include them into a separate document and attach it to the present documentation.

## 8.    Other Observations:

Include below any other relevant observations that you consider need to be documented here.

Example: Specific business monitoring requirements (audit and reporting) etc.

## 9.    Additional Sources of Process Documentation:

If there is additional material created to support the process automation, please mention it here along with the supported documentation that is provided.

| Additional Process Documentation | | |
|---|---|---|
| Video Recording of the process [Optional] | | |
| Standard Operating Procedure (s) (Optional) | | |
| Business Rules Library (Optional) | | |
| Other documentation (Optional) | | |

\*Add more rows to the table to reflect the complete documentation provided to support the Robotics Process Automation (RPA) process.

27 Aug 20