

Reflection on Learning Goal 1: BPMN Diagram effective visualization

When learning about BPMN during the BUPR classes, I already had an interest in it, since it seemed very useful to me and that's why I wanted to focus on this during the project. But I quickly noticed that it can get too complex very quickly. That's why after making the first BPMN diagram, both Stijn and Mr Schwake told me that it's too complex in their own way, and they both said they would prefer to see isolated diagrams focusing on the specified process rather than the entire process between all lanes.

I took this very seriously and proceeded to change it accordingly. What was left after this, were simple, clear diagrams that Mr Schwake, Stijn and my classmates were able to understand. I felt that after Mr Schwake's feedback, I really changed my approach to BPMN and this is reflected in the diagrams. Instead of being cluttered and overlapping each lane, it became simple and one-way, with a clear start and end.

During the learning process, I tried to analyze all of the components necessary in the processes and include them in the diagrams, but I applied this idea a bit less later on, because sometimes it does only increase the complexity of the diagram and takes away from the readability.

I do believe, based on my experience so far with the BPMN diagrams, that if I would have to create a diagram for a separate company, I would be able to effectively. By applying the feedback I have received so far and sticking to the standards provided by BPMN.org.

Reflection on Learning Goal 2: Effective communication with stakeholders

At the start of the project, I had never interviewed any stakeholders or tried to make a list of requirements based on the wishes of the stakeholder. So this was all very new to me. I do know, however, that in my past working experiences as a software tester at several software companies, that I can effectively communicate what problems there are. I tried to put myself in the opposite position, trying to pry what the current problems of the invoicing process was. I prepared assumptions about what kind of problems there were and based on these assumptions I created a list of questions to ask Stijn during an interview.

I planned the interview with Stijn about a week beforehand, and provided a time and Google Meets link, so that he wouldn't have to search where to go. During the interview, I tried to keep track of the time so that the interview would only last 30 minutes in total. I lead the interview by explaining what the purpose of the interview was and what questions we will be asking. I asked all my own questions and based on these I wrote down the answers in a Google Docs file, in which Delly and I were working. After the interview, I had a feeling that it was successful and it was not very tiring, which was one of the goals of my learning goal. I compressed the information into a business context and presented it to Stijn the next week. He provided some feedback on the wording in the document, but the words that I used during the interview were different from the ones in the document. So what this created was the illusion that the document was unclear, but instead I used the wrong words during the interview itself. This made me more aware of my choice of words in future interactions.

For the rest of the communication with Stijn, I contacted him via Slack, which I also use for my work at his company. This way, we were able to send short and quick replies whenever necessary, and it didn't require an interview to be set up. This was more ideal for the stage

of the project. I sent all the progress I made on the finished reports and BPMN diagrams and asked him for feedback. I was expecting that he would want more things changed, but each time there was just one small detail that needed to be changed. This showed to me that he was quite satisfied with the work I provided and that the communication had been successful.

In future interactions with stakeholders, I would like to have the first interactions in person or in an online meeting with cameras to get to know them a bit more and to show who is working on a project for them. I liked this from this project and I would like to stick to it. In terms of communication, I should be more wary of my choice of words since this might create some confusion. I feel that I can now effectively communicate with stakeholders and adhere to their wishes, while keeping the interactions short and to the point.

Reflection on teamwork

In terms of teamwork, I was not satisfied working with Delly. At the start it took a long time (2+ weeks) before I had first contact with Delly. I already had a business context idea at this time and explained it to him. He agreed to it and we prepared for the interview together. Even though I explained the business context to Delly, he asked irrelevant questions such as what kind of payment methods should be accepted by the customer and how to apply security to these payments. During the interview, Stijn already said that this is handled by MoneyBird, which is an external platform handling the payment of invoices. This indicated to me that he was not paying attention, and was just asking the questions he wrote beforehand anyway.

Later, when we started to create the project charter and the BPMN diagrams, Delly barely took any initiatives to work on them, except when I gave him instructions. It came to a point where I was explaining every single step for the BPMN diagram while he was sharing his screen and creating it on his PC.

The reason why I'm writing this description of the situation is because I got really annoyed by his passive and reactive behavior. This made me decide to do the rest of the project by myself, since it took more time to explain to him what to do than to do it myself.

This is not a very good trait of mine, because my expectation levels of this project were way higher than Delly's, I can not blame him for it. We were not fit to work together, but I still should have at least tried to work together until the end. Ever since I presented the analysis report to the class, which I wrote by myself, Delly and I have not spoken anymore.

I wish I could have brought these issues more to the front at the start of the project, but in my personal life there were a lot of things going on. I know that I should try and be more professional in the future and talk about these issues firsthand instead of watching and letting them develop further.