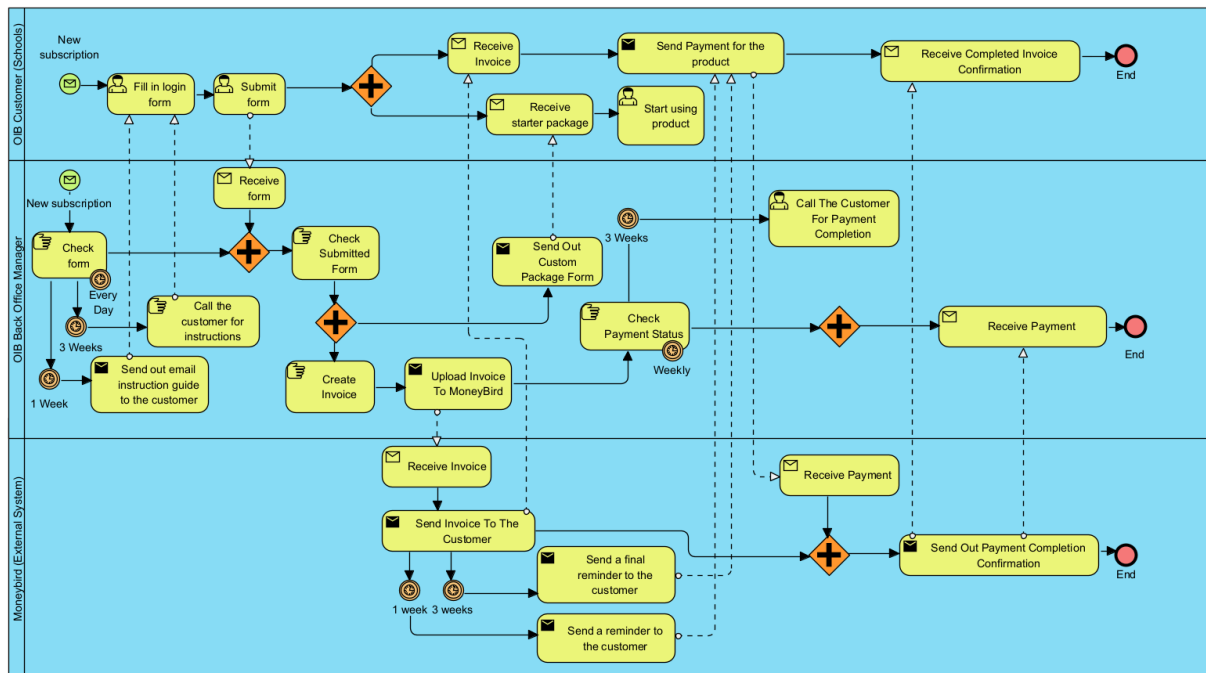# Feedback from Mr Schwake about BPMN diagram

Mr Schwake pointed out a few things about the Diagram:

- It's too cluttered; At first glance, it looks confusing since there are many things going on.
- There is no clear start and end; the MoneyBird lane does not have a start event, and there are multiple tasks that have loose ends, this is not a good practice and makes things confusing.
- The repetition in the start for the back office manager is not the way to do it. It's not clear that the reminders have to be sent to continue.

Then he showed me a better way of doing it. His suggestion was to create a very simple flow, just left to right and create subprocesses to leave the details for other diagrams.

In the case of the current situation, a lot of details are not that important, the most important thing is that the diagram is understandable and clear.

Feedback from Stijn about BPMN diagram

Stijn said he understood the diagram, and he found it clear. But he would prefer to see separate smaller diagrams since the big diagram is too much to look at.

Based on these feedbacks, I made the decision to make smaller diagrams and I used these in the analysis report.

Feedback from Stijn about the analysis report
Stijn was very satisfied with the analysis report, but he pointed out that the assumptions about the time spent on the invoicing process was a bit on the short side.
Originally I estimated that sending an email would take around 2 minutes, while Stijn said it would take at least 5 minutes.
In the same way, I thought making a call to the customer would take 5-10 minutes, but Stijn said it would take 10-30 minutes.
And lastly, sending the packages would take an extra 30 minutes for sending everything in bulk.
I changed these estimations in the report, but I also realized at this point that the time spent on packaging is not in scope of the project. So in this case, it is of no concern how much time is spent on the packaging.