

INFS3604 – BPM
ASSIGNMENT 1 - COVER SHEET

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Course: _____INFS3604_____

Tutorial session/time: _____W12A / Wednesday 12:00pm_____

Assignment Title: _____Assignment 1_____

Due Date: _____15/03/2024_____

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Full name:Ho, Sy Anh Quoc

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APEC PROCESS REPORT

PART A

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APEC BUSINESS PROCESS

The type of process described is quote-to-order process, in which the business request the quote from the suppliers, and make appropriate purchasing decision based on the quality, price, and delivery term. However, I believe it is more accurate to analyse this process as procure to pay (P2P) process

The painpoint of the current process is that their process are extremely time-consuming, and easy for mistake such as repetitive order, or discrepancies to take place. This problem persist may cause a lot of damage for APEC both internally and externally.

APEC Primary Process Issues

The first primary challenge involves the requisition and approval process, as a significant portion of the process in requisition are repetitive which might consume a considerable amount of time. To be precise, to successfully place the order, it must go through three departments from identifying order, reviewing order, confirming, and ordering. As a result, it is prone to lead to some common mistakes such as duplicate items, wrong items, or missing items due to the inconsistency and misunderstanding when the requisition is transmitted between each department.

This problem persists can cause frustration for APEC because it might consume a considerable amount of time, and the cycle will keep repeating itself if any mistakes take place when placing order. Moreover, the discrepancies are not always detected in early stage but will require staff to perform several time-consuming tasks taking and report these discrepancies to the head of department. Furthermore, in the event of dispute, it will be very difficult to retrieve reference number because most of the communication are conducted through the email system. As a result, it will cost APEC a huge amount of cost for transportation and create burden to the manager because it will waste employee effort, slows down the procurement process, which will eventually delay the overall supply chain, hindering APEC's operational efficiency.

The second primary challenge is the lack of verification process and tracking criteria in vendor evaluation process. To be precise, the current process has no pre-defined criteria to track and evaluate vendor that meet ESG standards within the existing process. Without a streamlined verification system, employee must invest significant time to manually compare potential suppliers' ESG standard. This is not only time-consuming but also prone to errors, which can increase the risk that APEC partnering with supplier that does not meet ESG standard due to confirmation bias when selecting suppliers. Consistently selecting wrong suppliers could lead to substantial damage for APEC both financially, and company image for not adhering ESG standard. Hence adding extra verification can reduce bias, increase operational efficiency, and help APEC to find the most appropriate suppliers in the future.

APEC BUSINESS PROCESS

Diagram assumption:

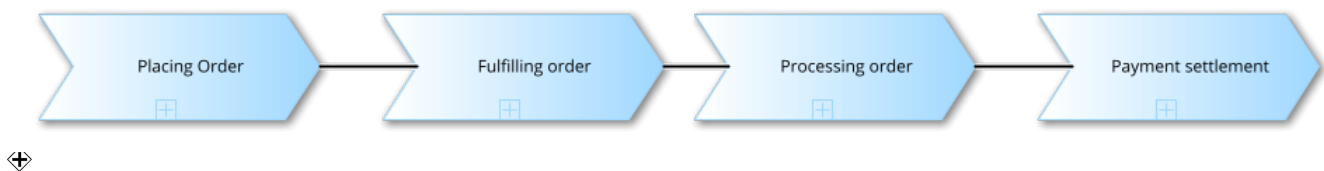
Assumption for Placing Order sub-process:

- *Department head is like relevant manager mentioned in the brief.*

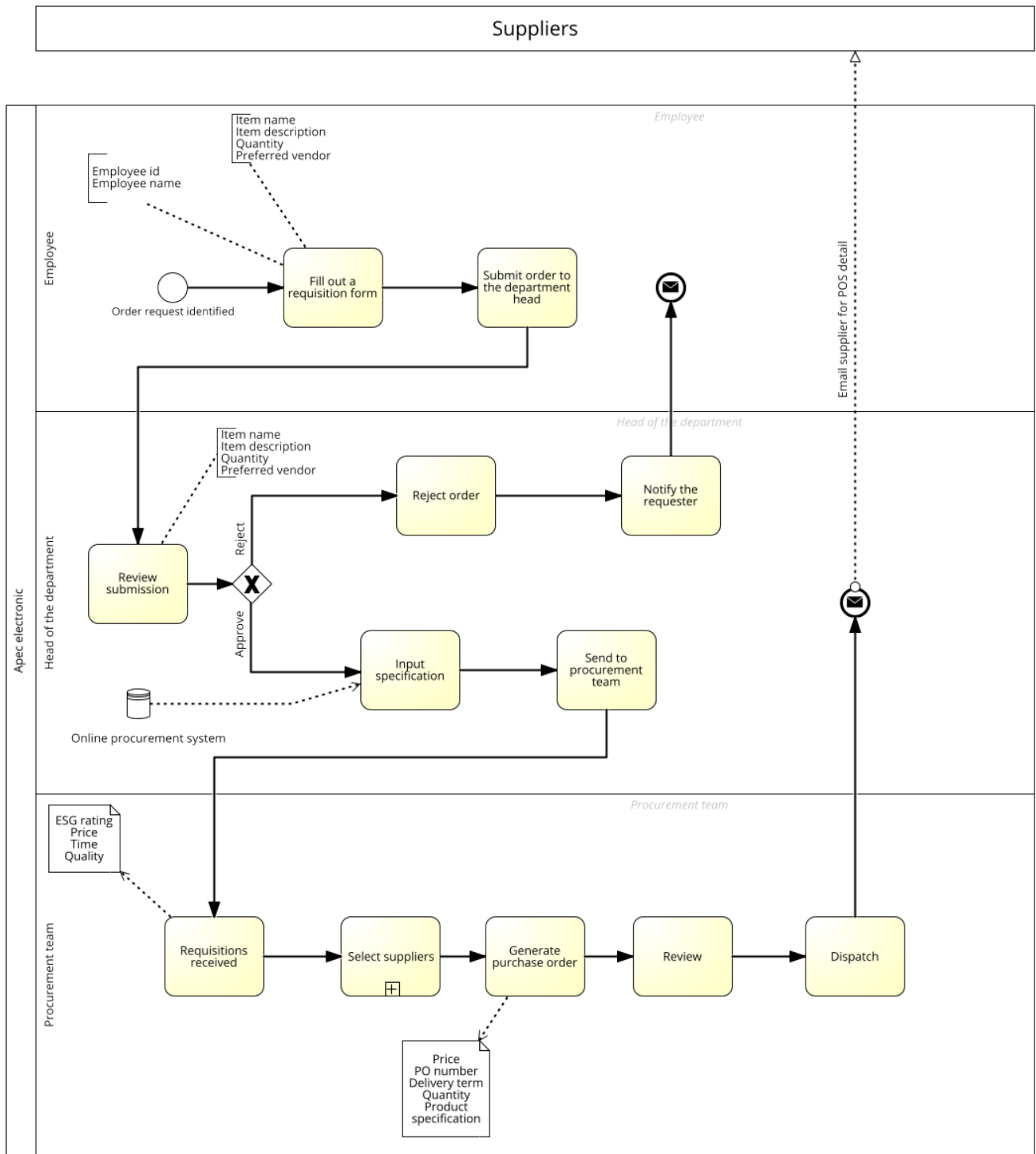
Assumption for Supplier selections sub-process:

- *Assumed one requisition may consist of multiple component that may require either new suppliers, or specified suppliers from the company list.*
- *The deadline for suppliers quote are pre-determined by APEC, and different suppliers may have different deadline*

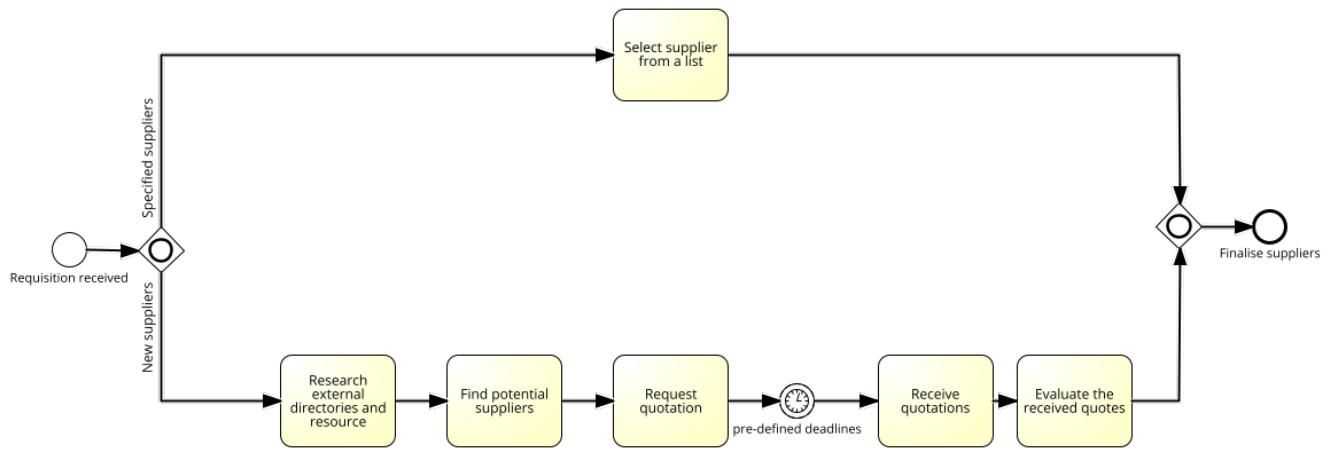
APEC VALUE CHAIN



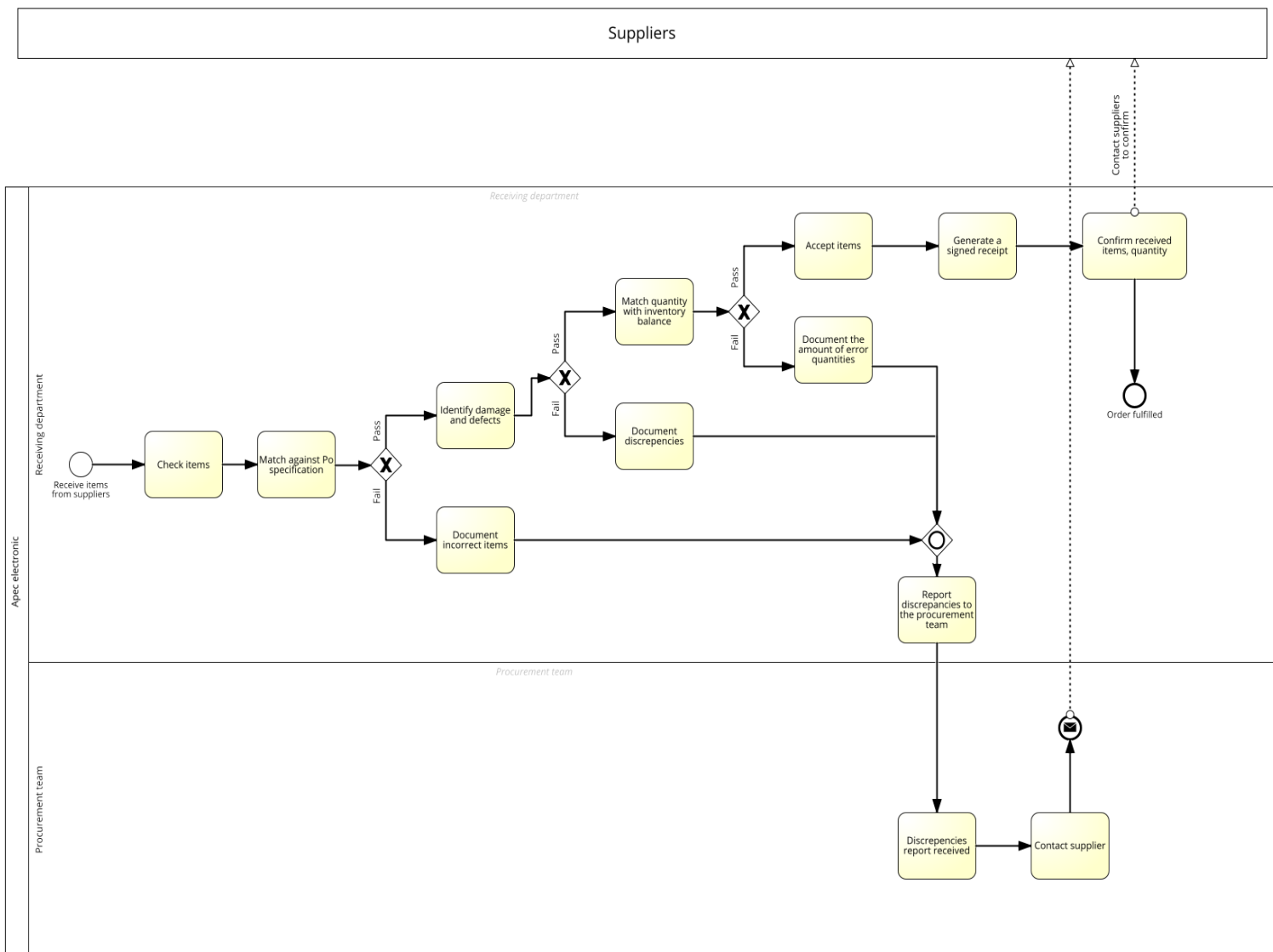
PLACING ORDER



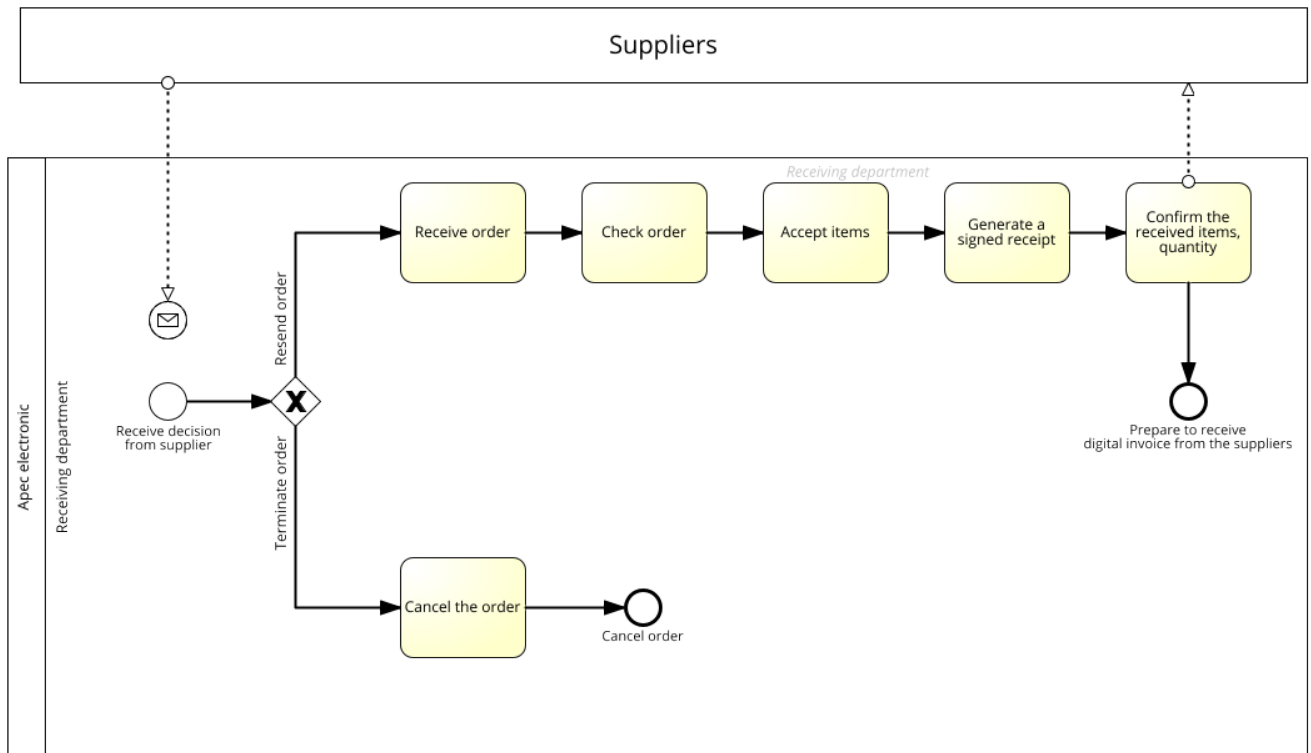
SELECT SUPPLIERS SUB-PROCESS



FULFILLING ORDER



PROCESSING ORDER



PAYMENT SETTLEMENT

