## **CASE STUDY: purchase of parts in a manufacturing company**

1. Production asks Warehouse for raw materials
2. Warehouse has not the RM and forwards a request to the Purchase office
3. Purchase office negotiates with the chosen supplier, price, quantity, and delivery; issues the order and sends a copy to the accounting department
4. The Supplier delivers the materials to the warehouse together with the relative delivery note
5. Warehouse checks the received materials and sends a report to Quality Assurance concerning the compliance with the order specifications.
6. Warehouse returns possibly defective goods to Supplier
7. Accounting receives copies of the delivery notes and the amount of returned materials
8. Supplier sends invoice to Accounting
9. Accounting checks the invoice (compare with ordered and delivery note) and ask Finance to proceed with payment.
10. Finance execute payment to supplier
11. The warehouse sends the materials to Production that can start operations
12. Manager checks..

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Description automatically generatedA white and orange text on a black background

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A diagram of a warehouse

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Full Case description: see slides 01Definitions.pdf, 54 to 64

## Organizational model

Manufacturing Company

Warehouse

Purchase office

Accounting

Finance

Quality office

Supplier

## Process model

TEXT

### Processes

#### TABLE Version

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Process name | Input | Output | description | Organizational unit involved |

#### BPMN