
Business Process Re-engineering

By

Group 07

IS2114 - Business process reengineering

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Work Load Matrix

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- Furthermore, we are warmly thankful to General staff of the Ladyj pvt Ltd. for their support given us in understanding the processes by observation.
- And also we are warmly thankful to all group members for co-operating throughout this huge task by providing their dedicated effort and commitments.
- Finally, a word of thanks goes to each and every one, supported us in various ways to succeed the project.

Abstract

The purpose of preparing this report is to present the results of the Industry Visit to LadyJ Borella. The first visit was on the 04th of March 2019 And the last visit was on the 03rd of July 2019. Almost all of our team members were guided to this visit by our course coordinator of IS2114 -business process reengineering of University of Colombo School of Computing.

The report consist of the information of the organizational and managerial factors, business processes and functions, Brief company introduction, Reason for selecting the company, Process architectures , As-is da=iagrams, Reasons for selecting the processes, To-Be diagrams, Theoretical or practical reasons for the re-engineering proposals, Process implementation, monitoring and controlling methods , Client feedback and Student feedback. The participants were expected to understand the functions of the organization, its industry and business processes from this visit. This report consist details of the organizational background, its organizational structure, main functionalities and identified business processes as well.

1. Introduction to LadyJ pvt(Ltd) Borella

We have more than 40,000 square feet of shopping space under one roof, conveniently displayed over five floors in the heart of Colombo. That means you and your family can experience the best value and highest quality products in air conditioned comfort.

Our size and buying power allows us to give the biggest discounts and best deals to our customers.

Delivering value is in our blood. Lady J is a family business with deep roots. Our first store was a small kade in Galle where we first learnt the importance of offering value, but never compromising on quality. This tradition of providing top products at low prices continues today. As Sri Lankans we know what our customers want. Our locally designed and manufactured fashion labels, Baby J for kids, Jay Casual for ladies and Andre for gents, reflect our knowledge of the Sri Lankan market and the latest fashion trends.

2. Questionnaire

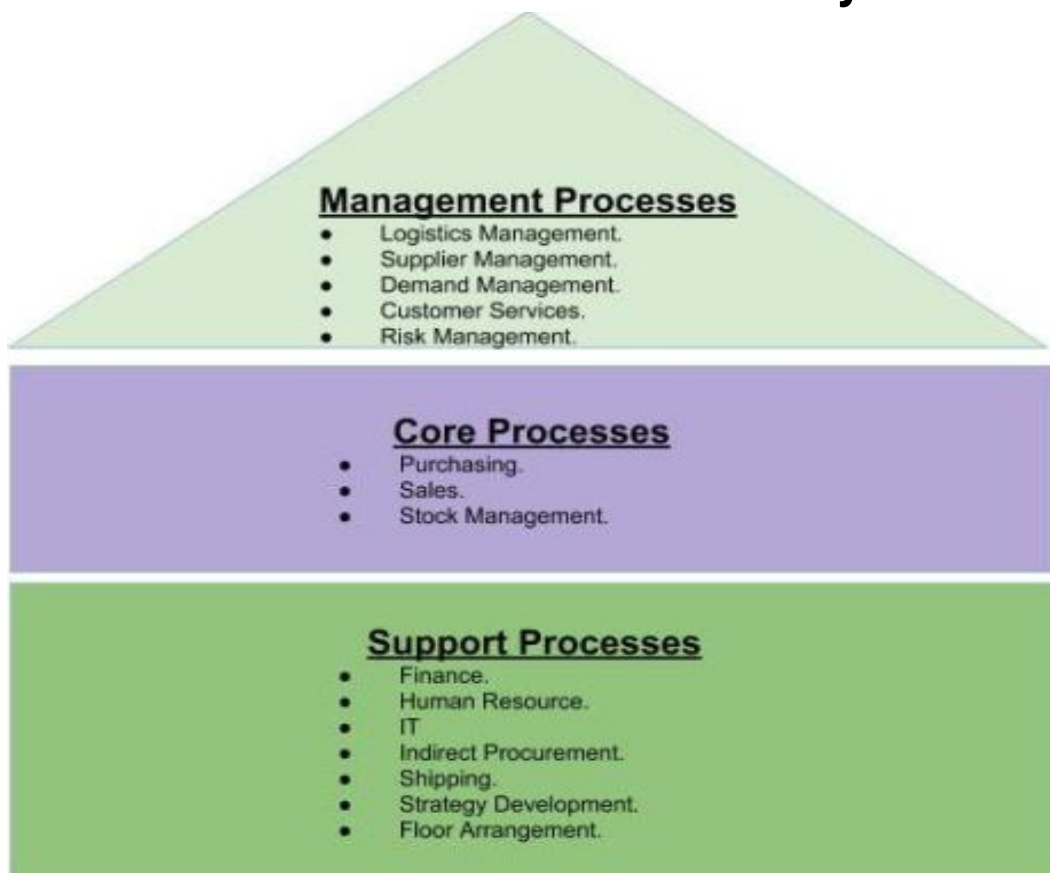
1. How would you explain your vision and mission?
2. What is the history of your organization?
3. What are the main functionalities of your organization?
4. What are the services you offer apart from that?
5. What are the main standard products of your company?
6. What are the opportunities and threats you recognize to the company?
7. What are the achievements/ milestones attained by your company?
8. What are the main business processes in your company?
9. How flexible are the business processes, for eg. at times of natural disaster?
10. What is the level automation relevant to each of these business processes?
11. What are the information systems used in your company? In which areas are they used?
12. What are the manual procedures taken to improve the efficiency of business process?
13. How can IT/IS be used to further improve the production process?
14. What is the level of IT knowledge of your employees?
15. How are your employees trained without any disturbance to the flow of the business process?
16. What are the advantages/ competitive advantages gained through the use of information systems?
17. What are the global trends present in your industry with regard to information systems?
18. Is it a plus mark to have necessary IT infrastructure and information system technologies when interacting with customers and suppliers?
19. Are there any new opportunities that have arisen through automation/ using IS?
20. What upgrades are required in your information systems to cater to the company's expansion expectations?
21. What steps have you followed to increase your customer satisfaction?
22. What are the current issues identified in the main business process?
23. What are the potential future issues identified with regard to business process when the industry trend is considered?

Why we choose LadyJ ?

- A company with good customer relationships
- Has a good brand identification in the apparel industry
- Comprises with processes which are carried out manually and through computerized functional systems
- Has a management which is very keen to help

Therefore the team decided to choose the company LadyJ so that we can learn the practical aspects of Business Process Re-engineering

Process Architecture of LadyJ



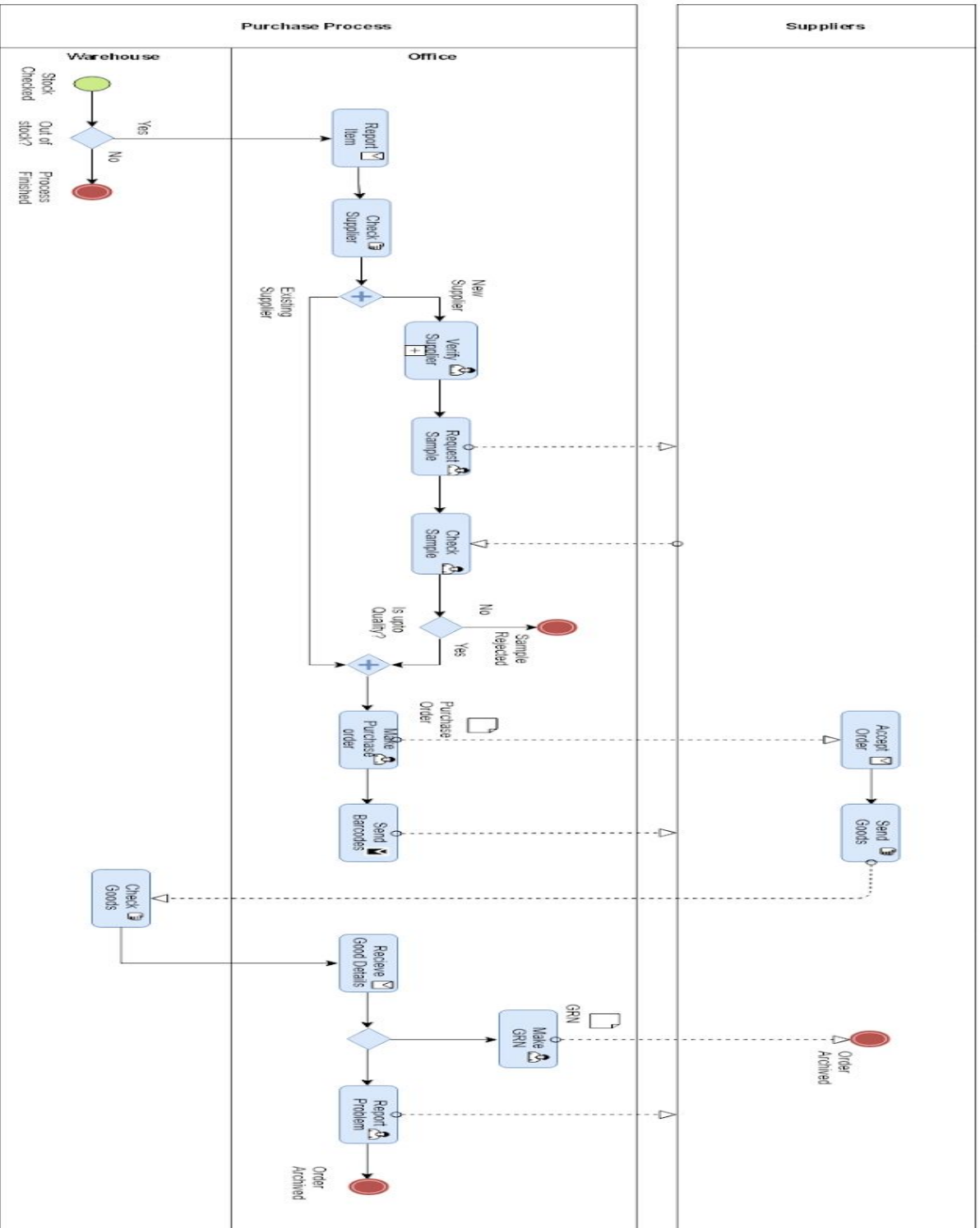
Selected Core Processes

-
- 1) Purchasing
 - 2) Sales
 - 3) Stock Management

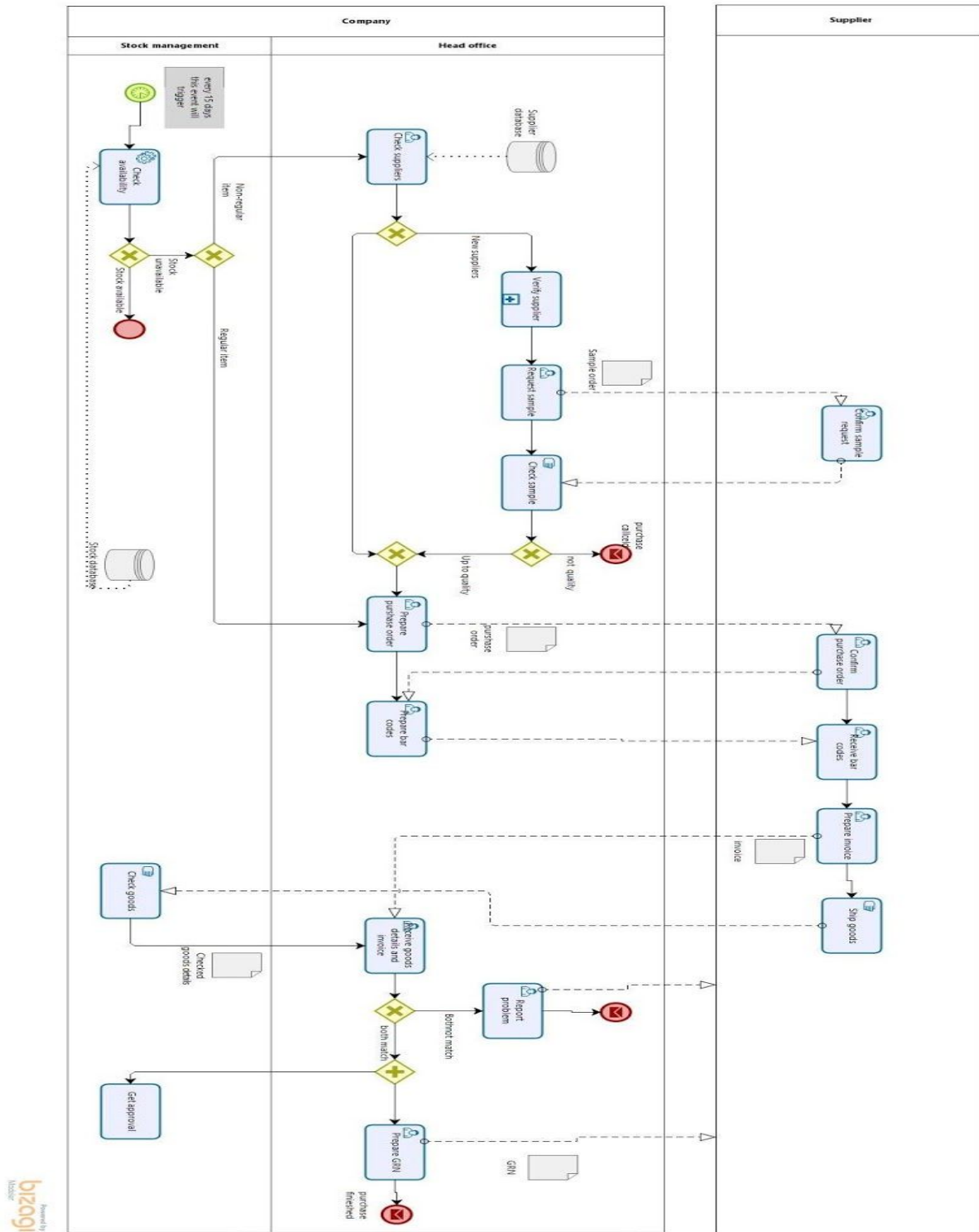
Reasons for selecting the Processes

- Add value to the final product of the company
- Directly linked to the customers
- Critical to organization's success and survival
- Need to pay attention to because they Directly affects the sales
- Recommendations of the management

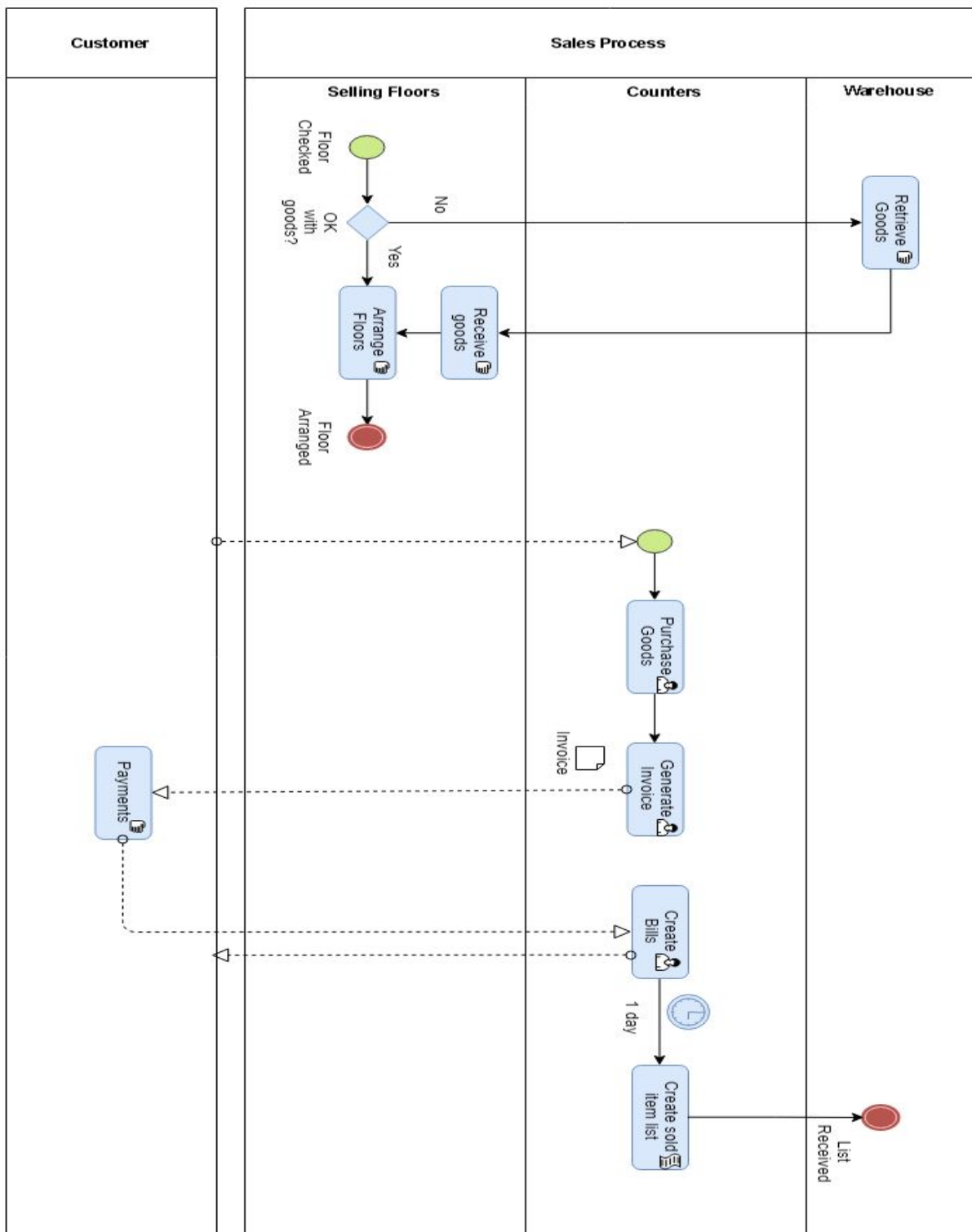
AS-IS Diagram - Purchasing



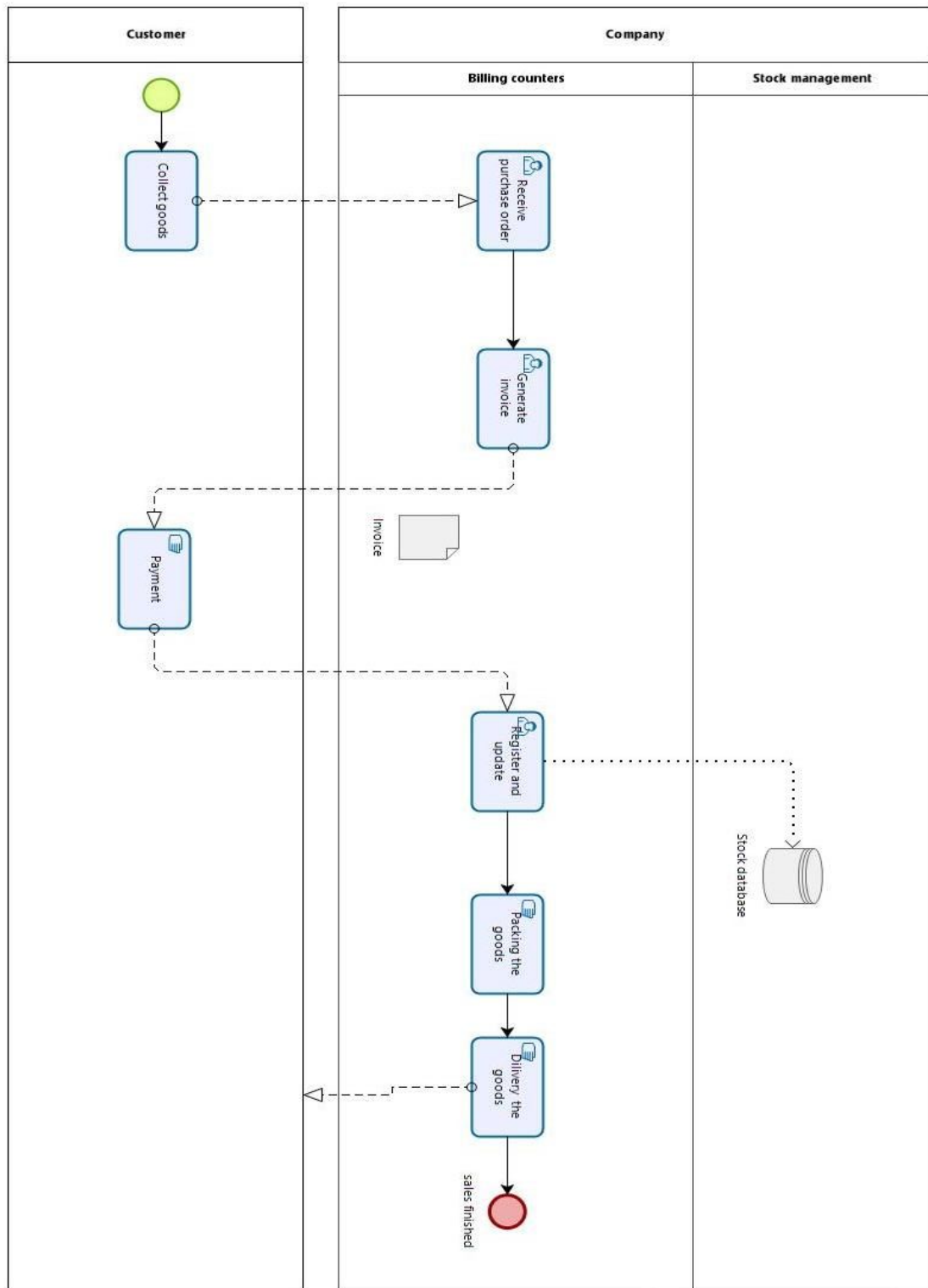
To be diagram for purchasing



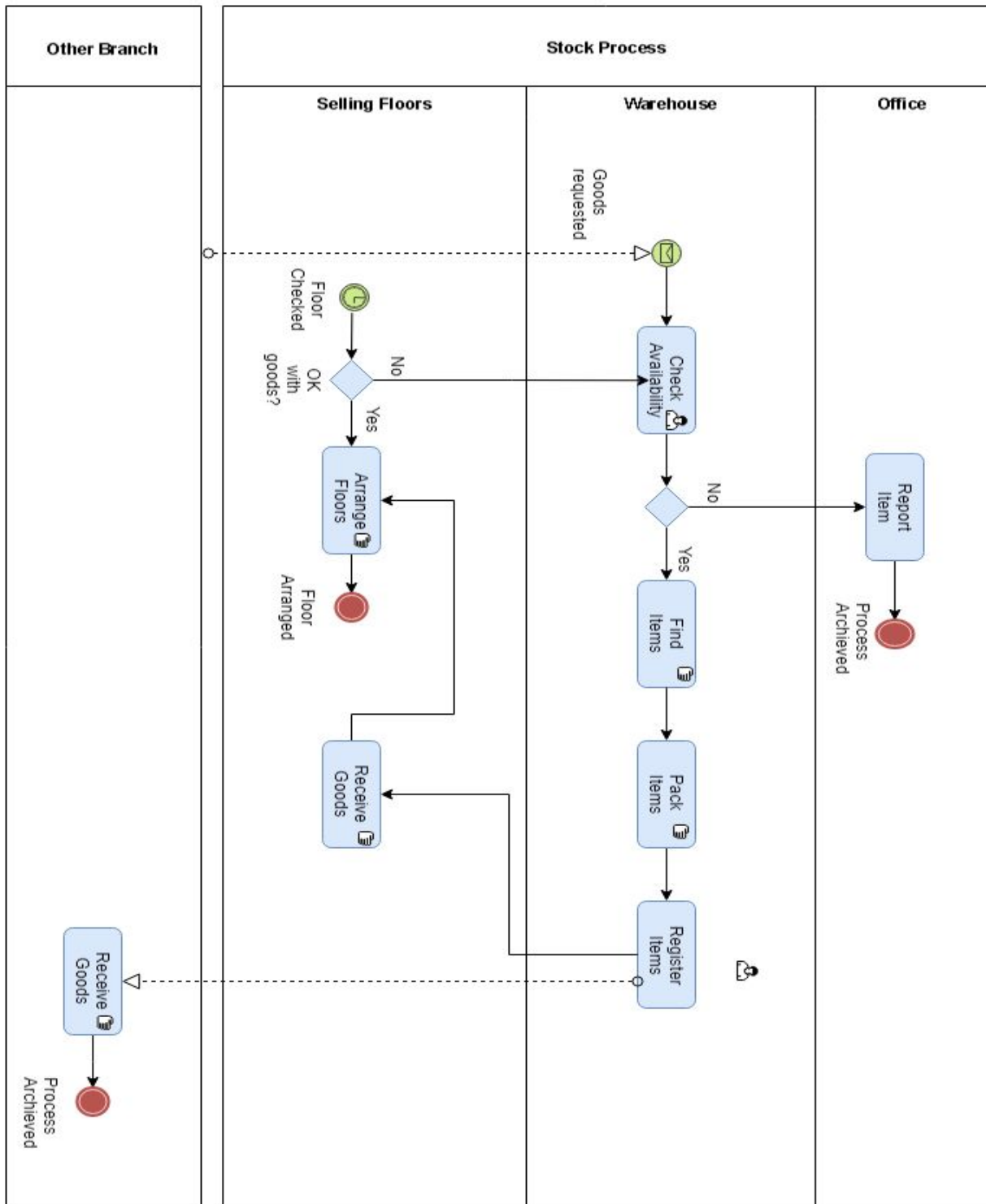
AS-IS Diagram - Sales



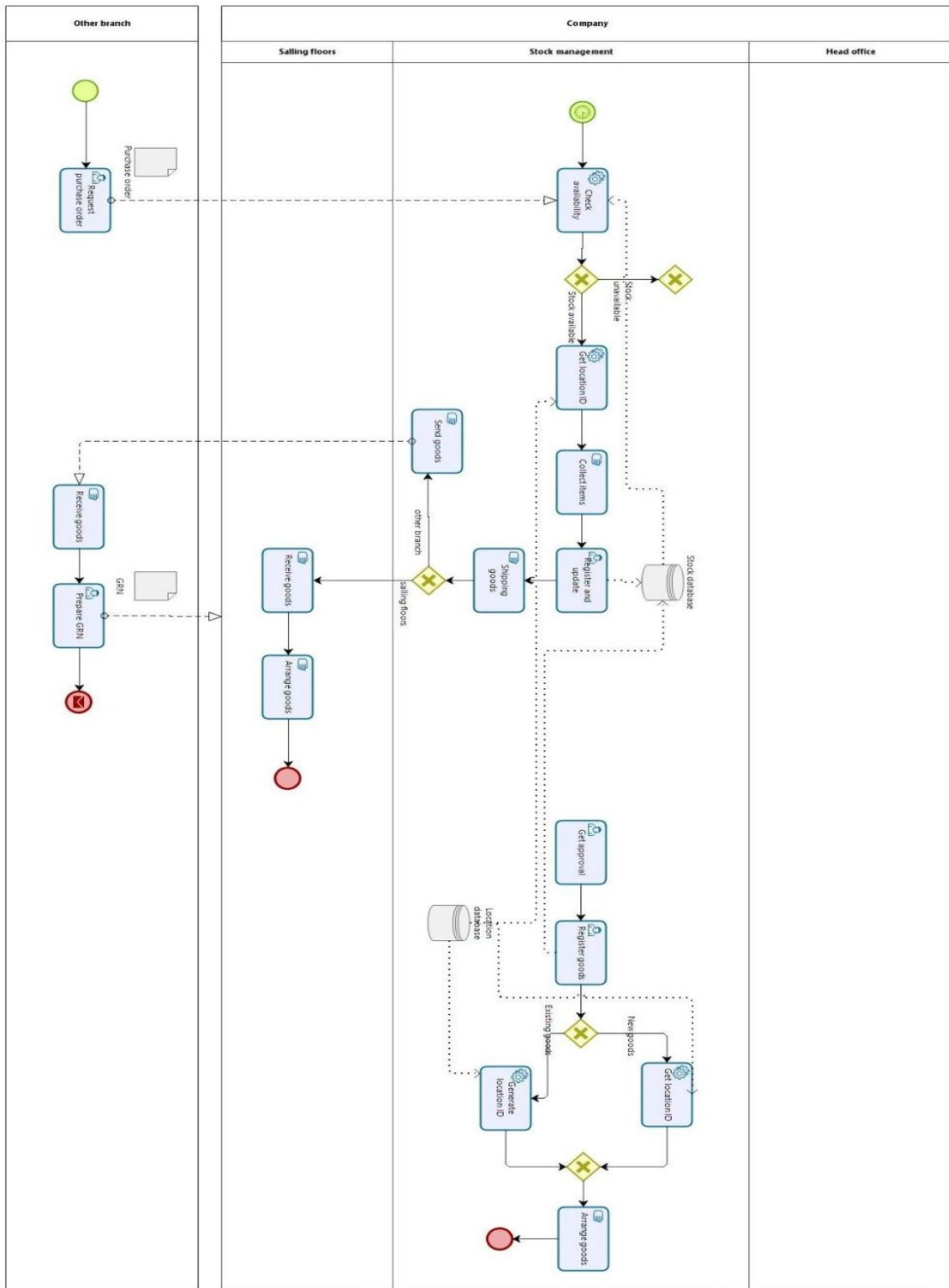
To be diagram for sales



AS-IS diagram for stock management



To-be diagram for stock management



Reasons for the re-engineering proposals

-
- Making a proper communication among each department of the company
 - Eliminating human errors
 - Reducing the wastage of time
 - Proper maintenance in each department

Process implementation, monitoring and controlling methods

5. Conclusion

6.Refferences

- <https://ladyj.lk/about-us/>