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6-1 Activity Systems Thinking diagram explanation

For this assignment I have created three diagrams, illustrating the system as a whole and individual parts of it. The first diagram is labeled “LPO 6-1 Diagram complete”. This diagram portrays the entire system and Is color coded for clarity. The three colors represent the three major systems within the system. The starting point is the customer placing an order on the online storefront. The order is then received by the warehouse and an employee reviews it. One computer is utilized to track incoming orders, locate items, and pull inventory. Once the item or items are retrieved for an order, the inventory tracking system is manually updated. The order then goes to fulfillment for packaging. After packaging the order, a USPS tracking number is attached to the order, and it is shipped to the customer. The tracking number is manually monitored by an LPO employee. When the order is successfully delivered, an employee sends a thank you card along with a request to leave a review.

The second diagram is labeled “LPO 6-1 diagram feedback loops”. This diagram also uses color coding; however, it’s repurposed for highlighting feedback loops. The first feedback loop is highlighted in red. This loop is the inventory tracking system. It operates by employees manually updating it when a product is removed from the inventory. The second loop in green is the review loop. Employees manually track the status of orders. When the item is delivered, an employee sends a thank-you card along with a request to leave a review. When the customer receives, they may leave a review. LPO can use these reviews to improve customer relations and make changes if necessary. Diagram “LPO 6-1 Feedback loops” is a basic representation of this loop. The diagram should be interpreted from the top moving clockwise. Simply, when USPS delivers the order LPO employees send a thank-you card. One additional aspect I decided not to map is the influence of reviews.