

PHASE II: Smart Construction Material Inventory & Sales Management System

Course: Database Development with PL/SQL (INSY 8311)

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Supply–Sales Workflow Business Process Analysis

This report explains the supply-to-sales workflow in a way that reflects my own understanding and writing. The diagram provided shows how products move from suppliers through delivery, verification, stock update, sales processes, and finally lead to customer satisfaction. This analysis breaks down each stage clearly and highlights how the process supports Management Information Systems (MIS).

Process Diagram

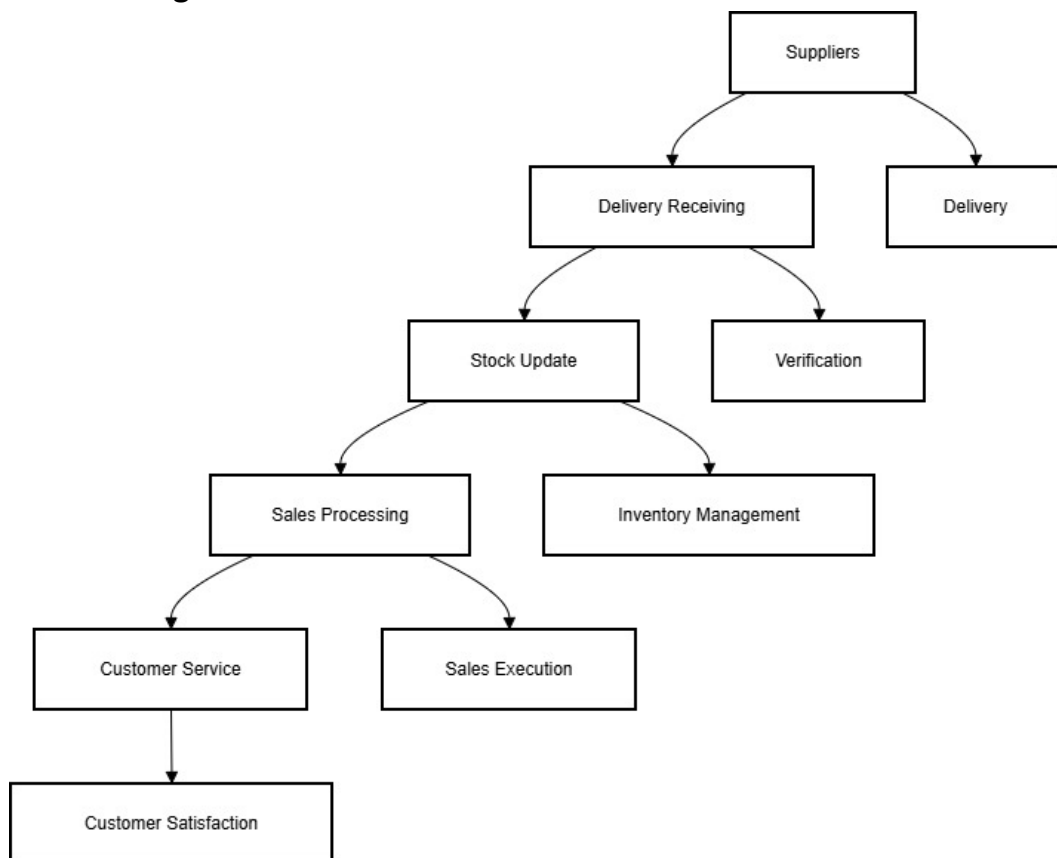


Figure 1: Supply–Sales Workflow Diagram

1. Supplier Stage

The process begins with suppliers who provide the products. Once the suppliers prepare the goods, they are delivered to the business. This is where the physical movement of products starts.

2. Delivery Handling Stage

When the delivery arrives, the business performs Delivery Receiving. This includes checking the packaging, counting items, and confirming whether the delivered goods match what was ordered.

3. Verification Stage

Verification is done to ensure the products received are correct, undamaged, and in the right quantity. This step prevents errors and ensures only accurate items move into inventory.

4. Inventory Update Stage

After verification, the Stock Update process records all items into the inventory system. Inventory Management then monitors the stock levels, organizes items, and ensures availability for sales operations.

5. Sales Process Stage

Sales Processing involves checking item availability, preparing customer orders, and confirming payments. Sales Execution completes the transaction by giving the customer the product and updating stock levels again.

6. Customer Support Stage

Customer Service assists customers after sales, providing help with questions, returns, or any support needed. Good service ensures customers receive proper follow-up.

7. Final Outcome : Customer Satisfaction

All the steps in the workflow aim to ensure that the customer is satisfied. When products are delivered correctly, stock is well managed, and service is smooth, customer satisfaction is achieved.

Importance of This Process in MIS

- Provides accurate data for reporting and decision-making.
- Automates tasks such as stock updates and sales processing.
- Reduces errors by ensuring every step is clearly defined.
- Improves customer experience through smooth service.

Conclusion

In conclusion, this workflow clearly explains how products move from suppliers to the final customer. Each stage plays an important role in maintaining efficiency and supporting MIS. Understanding this process helps in building better systems such as inventory management, POS systems, or full business management solutions.