Case Study

Luxxis | Hi-Fi Equipment

Luxxis

- Premium Hi-Fi wholesaler
- Order Received to Order Fulfilled Process

Download the case study pdf
it’s in the section overview

Hint 1

Text = Activity

"The process starts when we receive an order from a customer. The accounting will then check if the order is valid. If the order is not valid, for example if the customer forgot to state the amount of desired goods, the responsible sales manager will contact the customer and correct the order.

After this, the warehouse team start their work. They will check if the ordered items are available. If so, all items will be packed and shipped. Then, a shipping confirmation will be sent to the customer. If some Items are not in stock, however, the warehouse team orders the missing items from the supplier. Then, they will inform the customer about the delayed delivery. As soon as the items have arrived, they will pack and ship the items, and inform the customer, as before.

Now, during the warehouse is executing these tasks, the accounting generates the invoice. They will send this invoice to the customer, after the warehouse team has sent the shipping confirmation. Now, as soon as the accounting team has received the money from the customer, they will close the case. With this, the process ends.

Hint 2

Text = Activity
Text = Opening Gateway

*"The process starts when we receive an order from a customer. The accounting will then check if the order is valid. **If** the order is not valid, for example if the customer forgot to state the amount of desired goods, the responsible sales manager will contact the customer and correct the order.*

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Case Study: Luxxis Hi-Fi Equipment

The Wholesaler 'Luxxis' is a small company that sells Hi-Fi Equipment. In the early days the company developed and produced its own Hi-Fi Equipment. However, cheap products from China turned the production into a loss-making business. Therefore, Robert Smith, the son of the founder, turned the business into a profitable wholesaler by focusing on their strong brand and establishing and excellent customer service.

The 'Order Received to Order Fulfilled' process is the heart of the operative side of the business. When a customer orders a good, it is absolutely critical that she receives the ordered Hi-Fi equipment in time and is always informed about the state of the order. Robert Smith, the CEO of 'Luxxis', has just discovered how powerful BPMN is for the optimization and automation of his business.

The process documentation is always the first step for a process optimization or automation. He therefore hired you as a consultant to map the 'Order Received to Order Fulfilled' process in BPMN.

That's why, you talk John Hank, the Head of Operations in order to better understand the process.

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Now during the warehouse team is executing these tasks, the accounting generates the invoice. They will send the invoice to the customer, after the warehouse team has sent the shipping confirmation. As soon as the accounting team receives the cash, they will close the case. By this, the order has been fulfilled.

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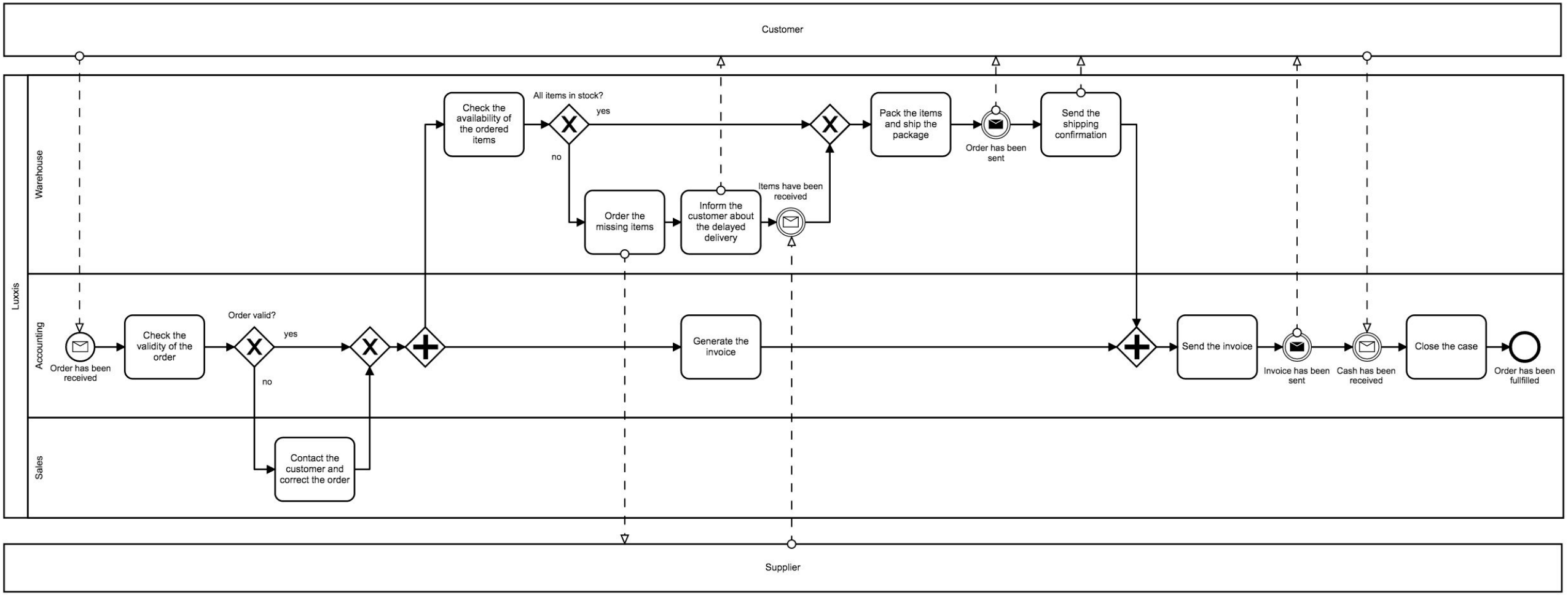
If you get stuck,
take a look at **the hints!**

Pause the video now!

How did it go?

Your process might look **very different** to my solution.



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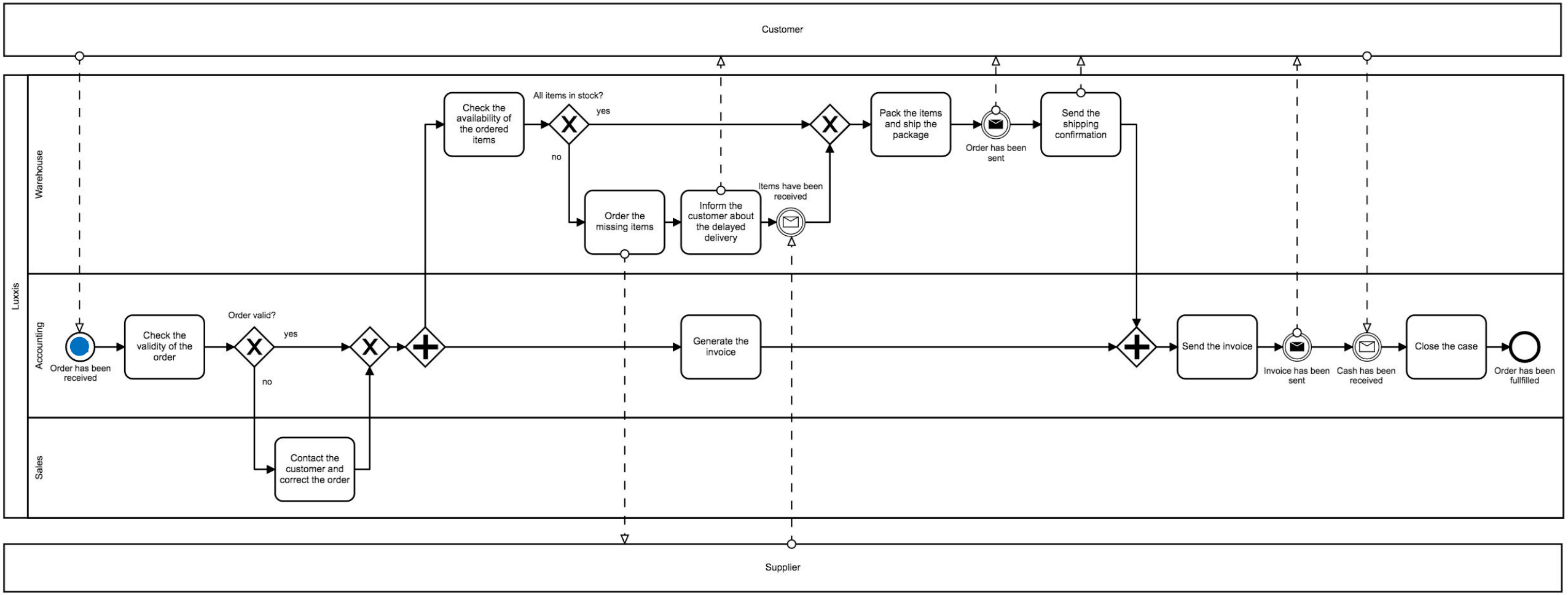

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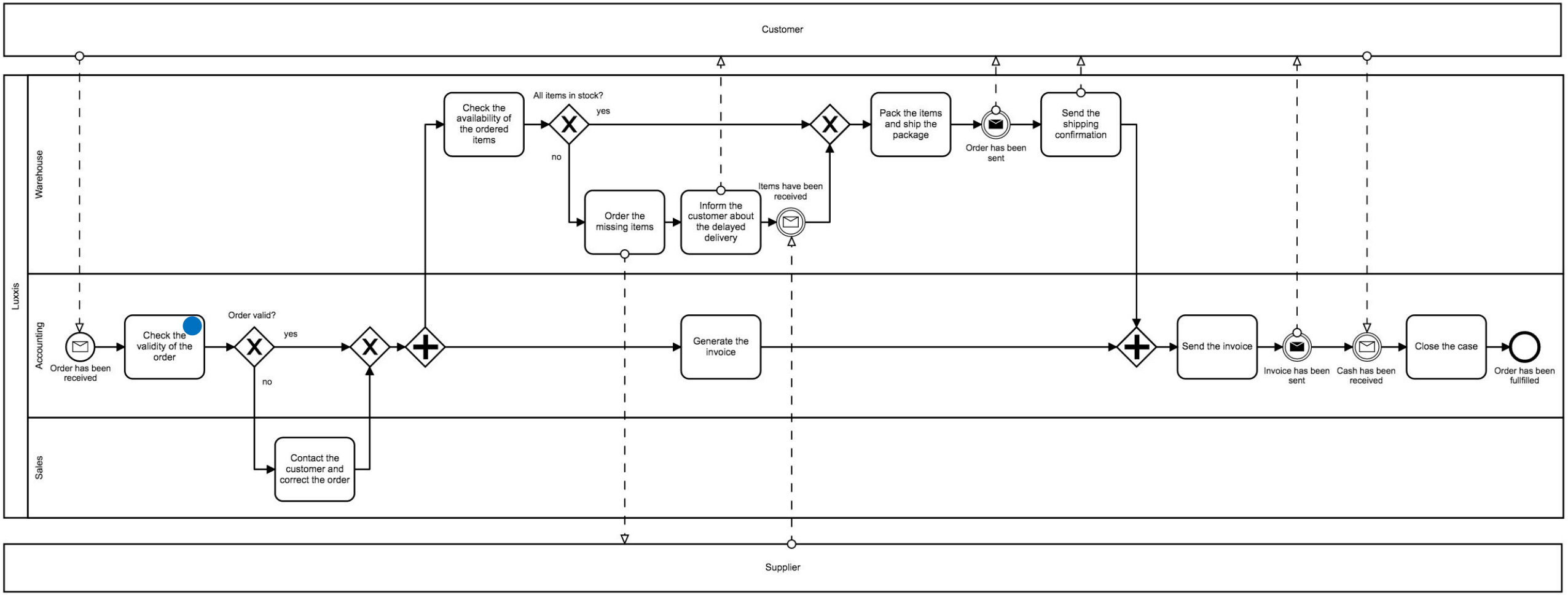

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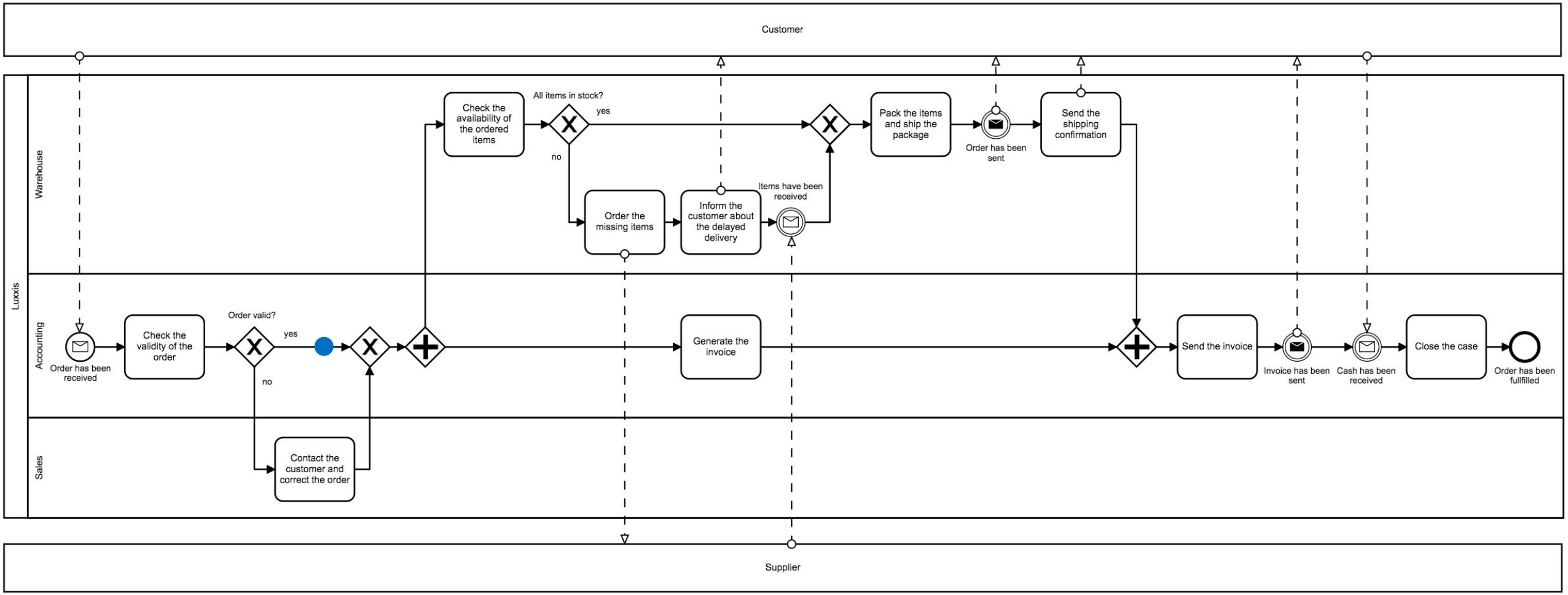

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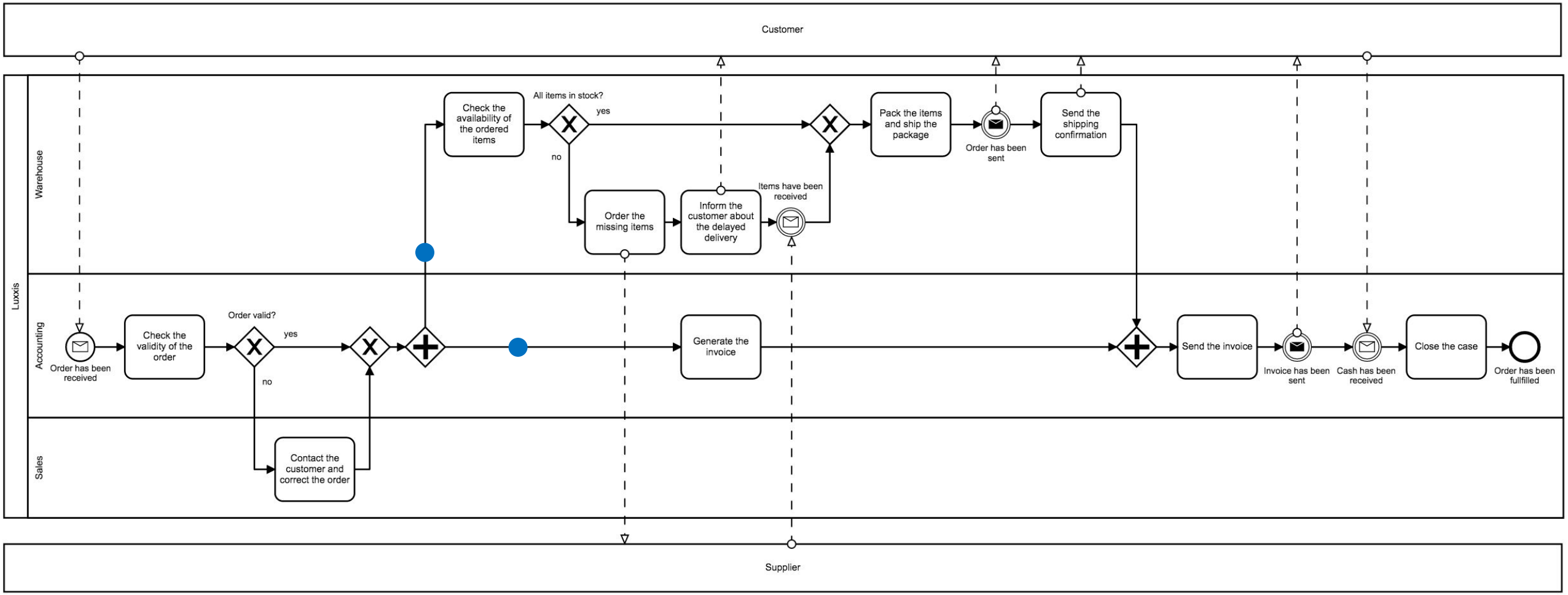

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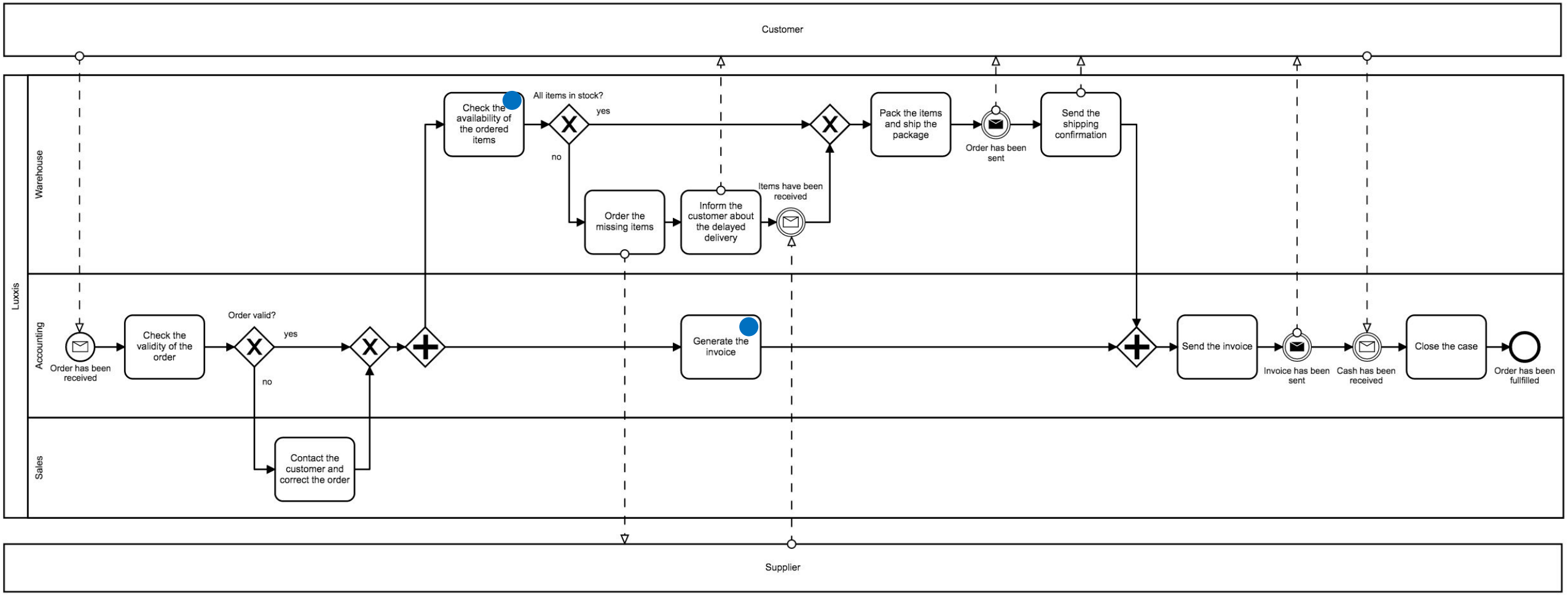

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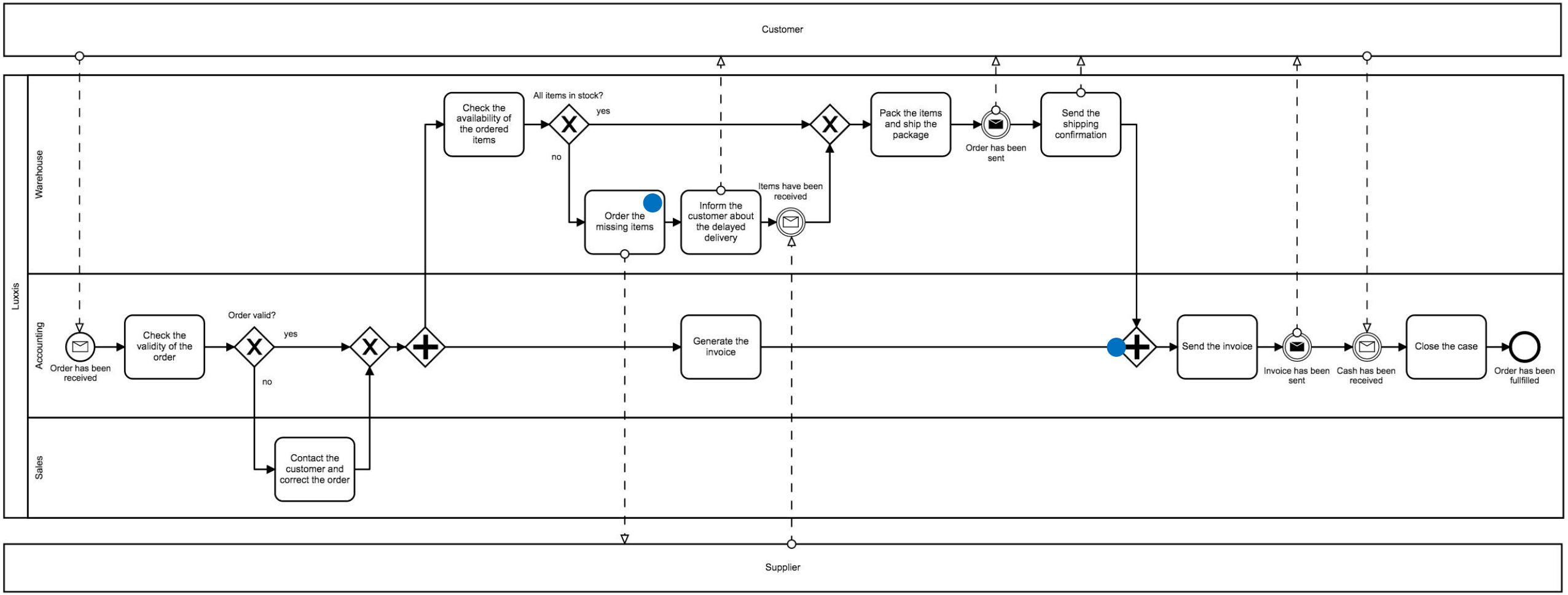

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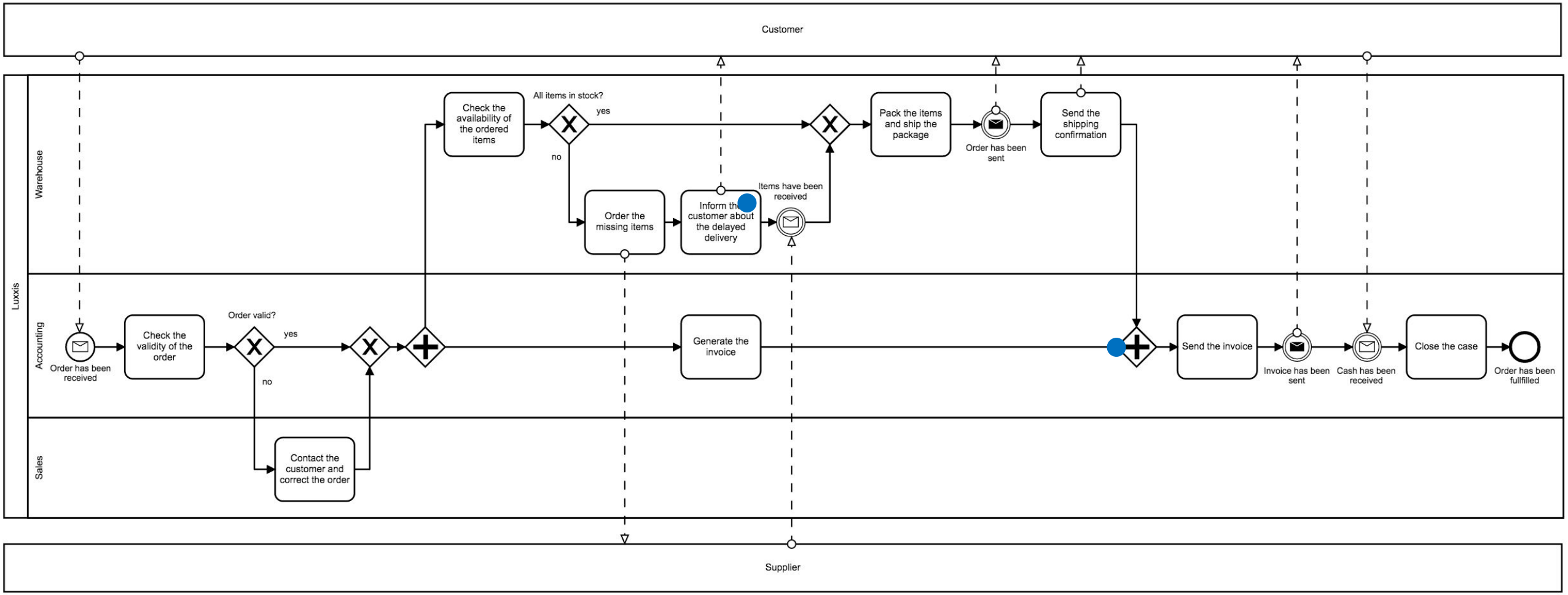

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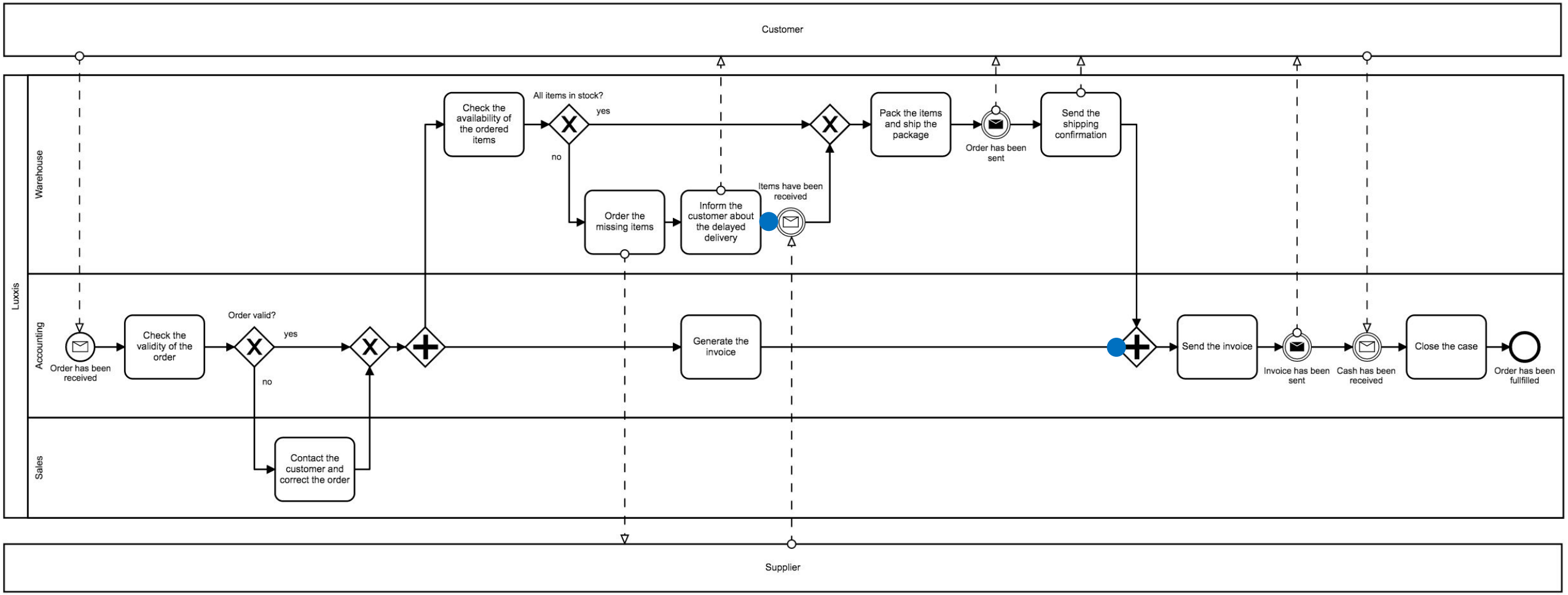

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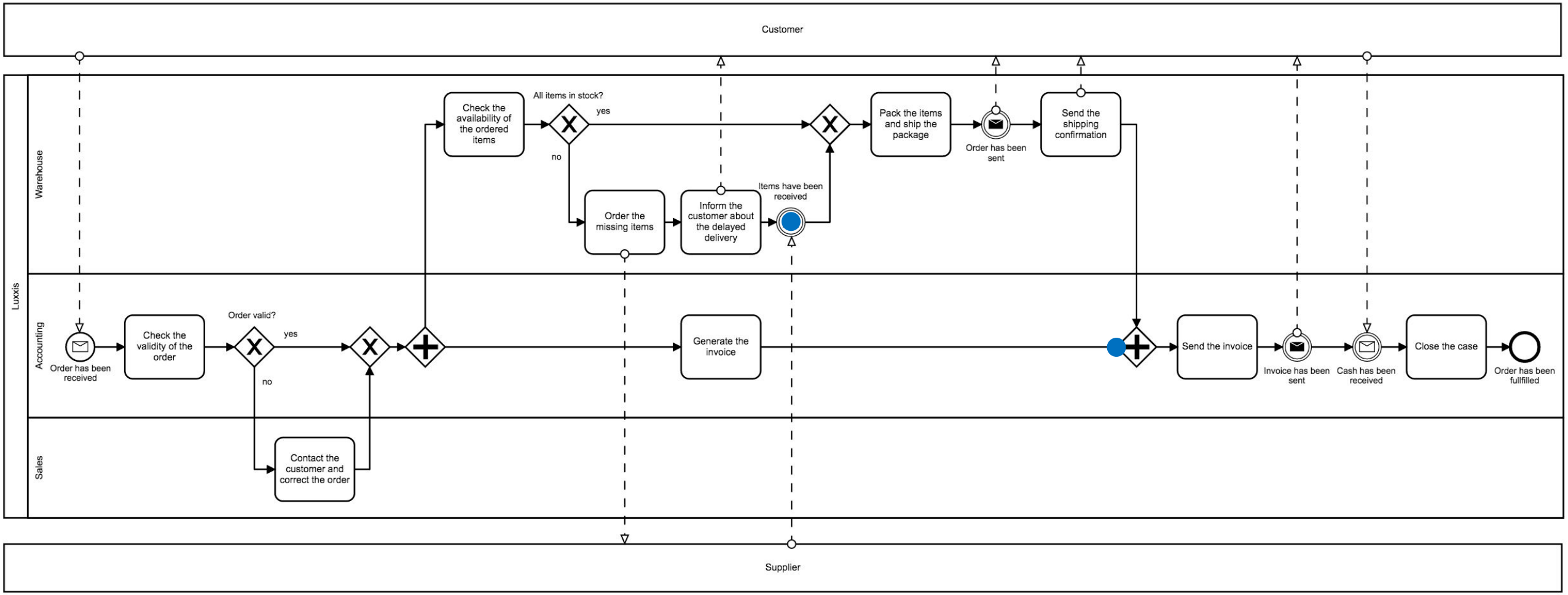

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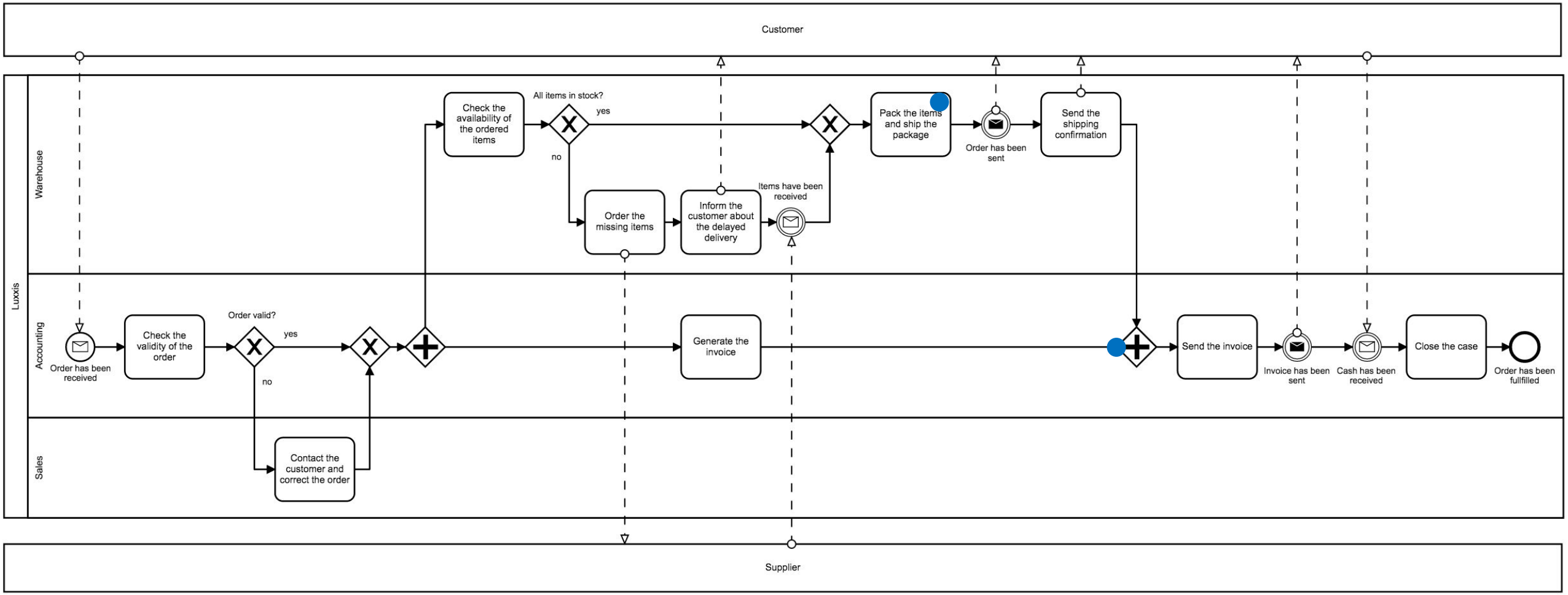

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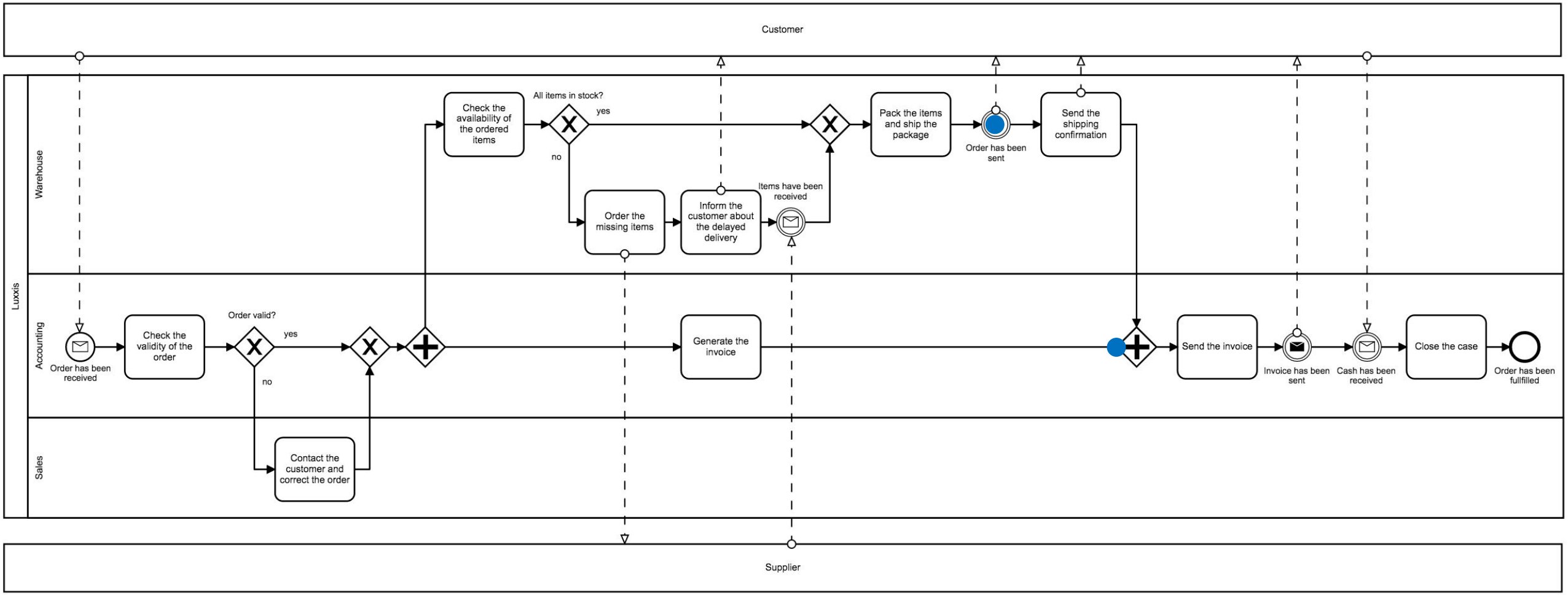

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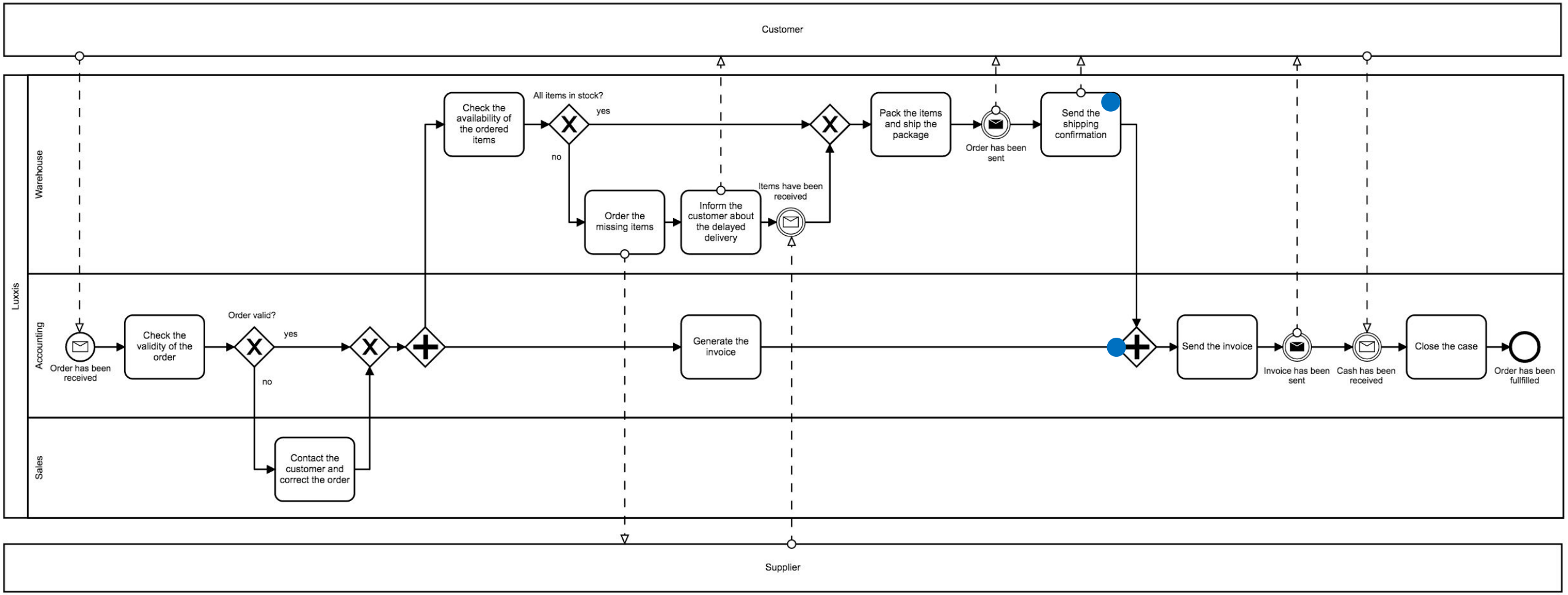

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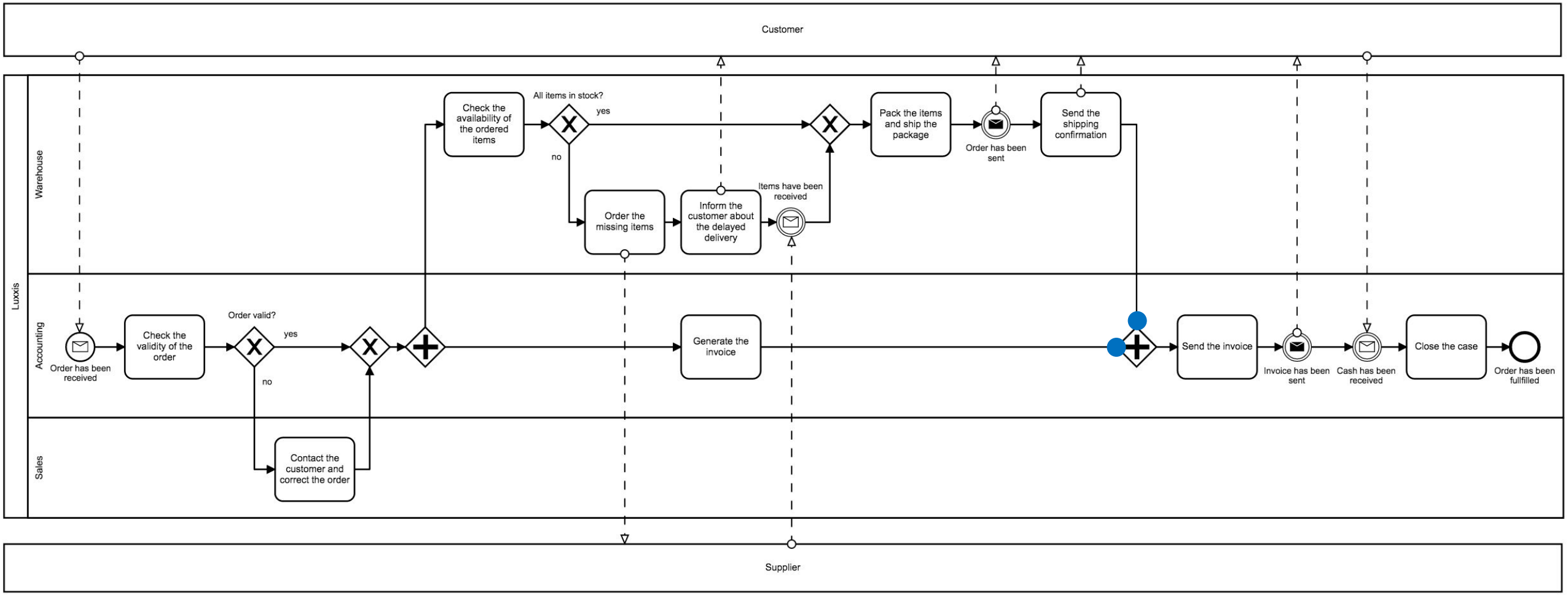

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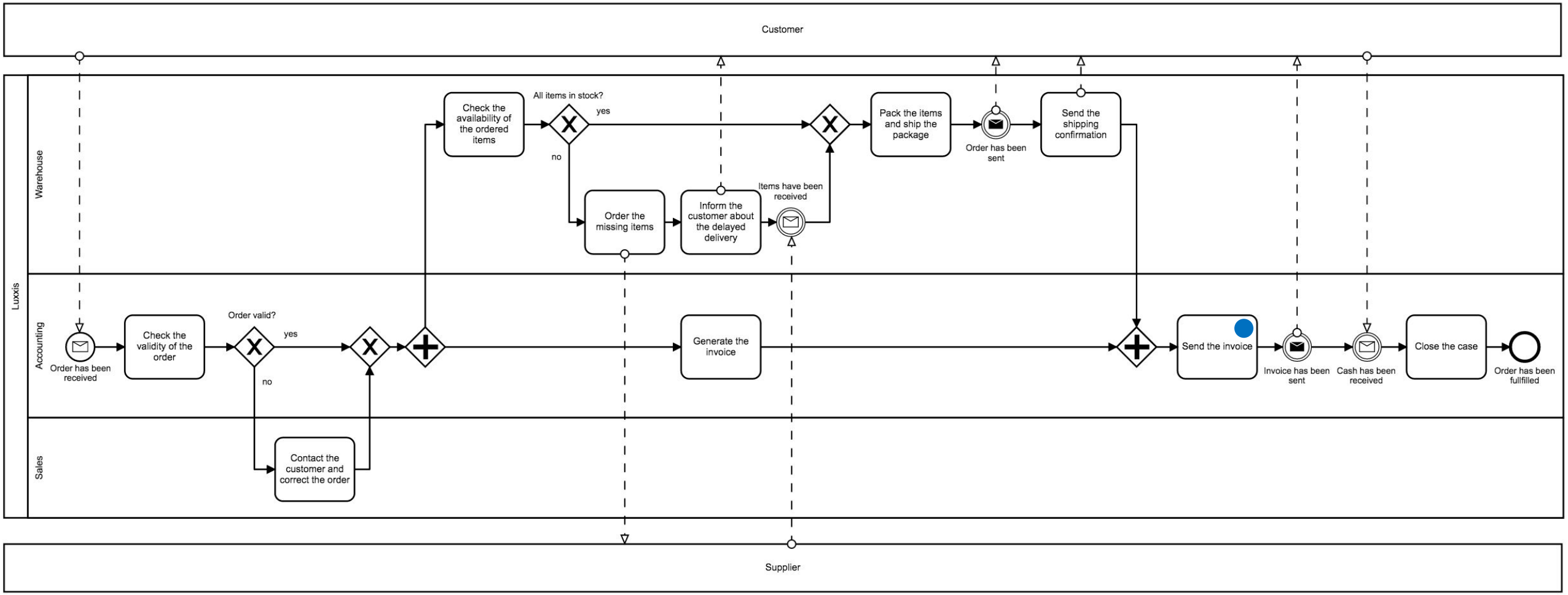

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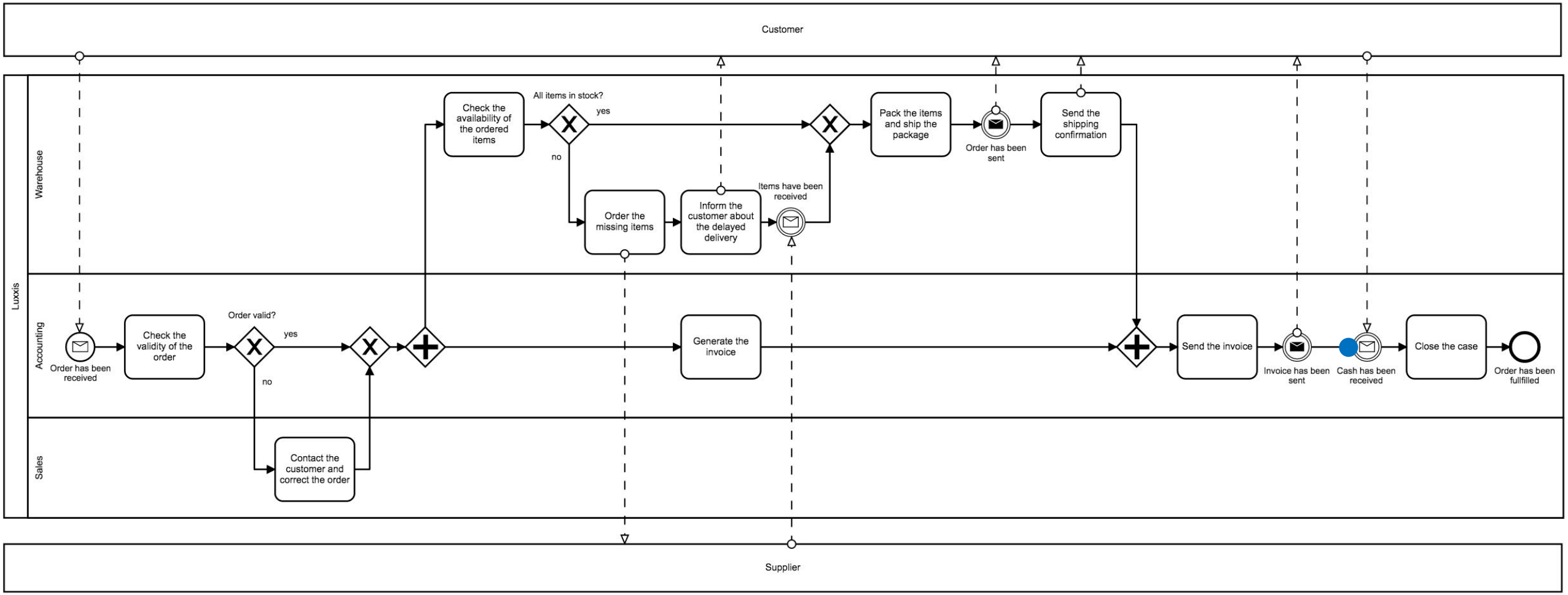

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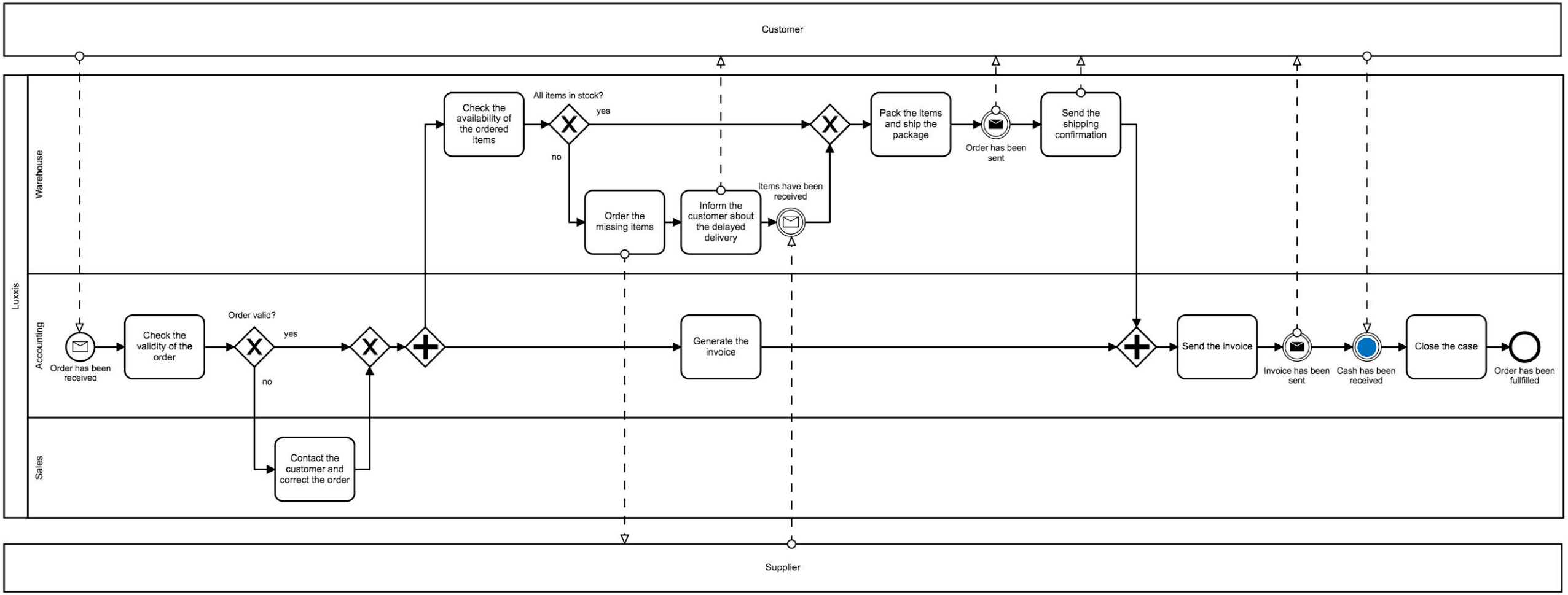

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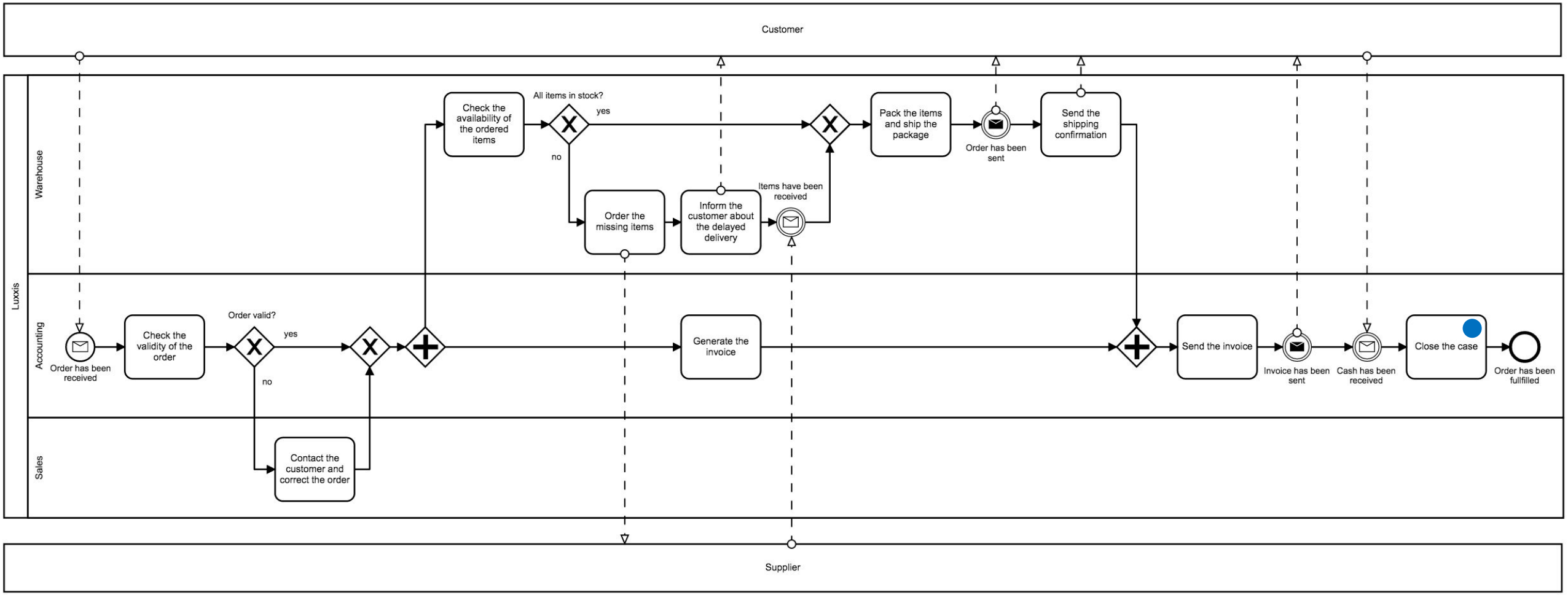

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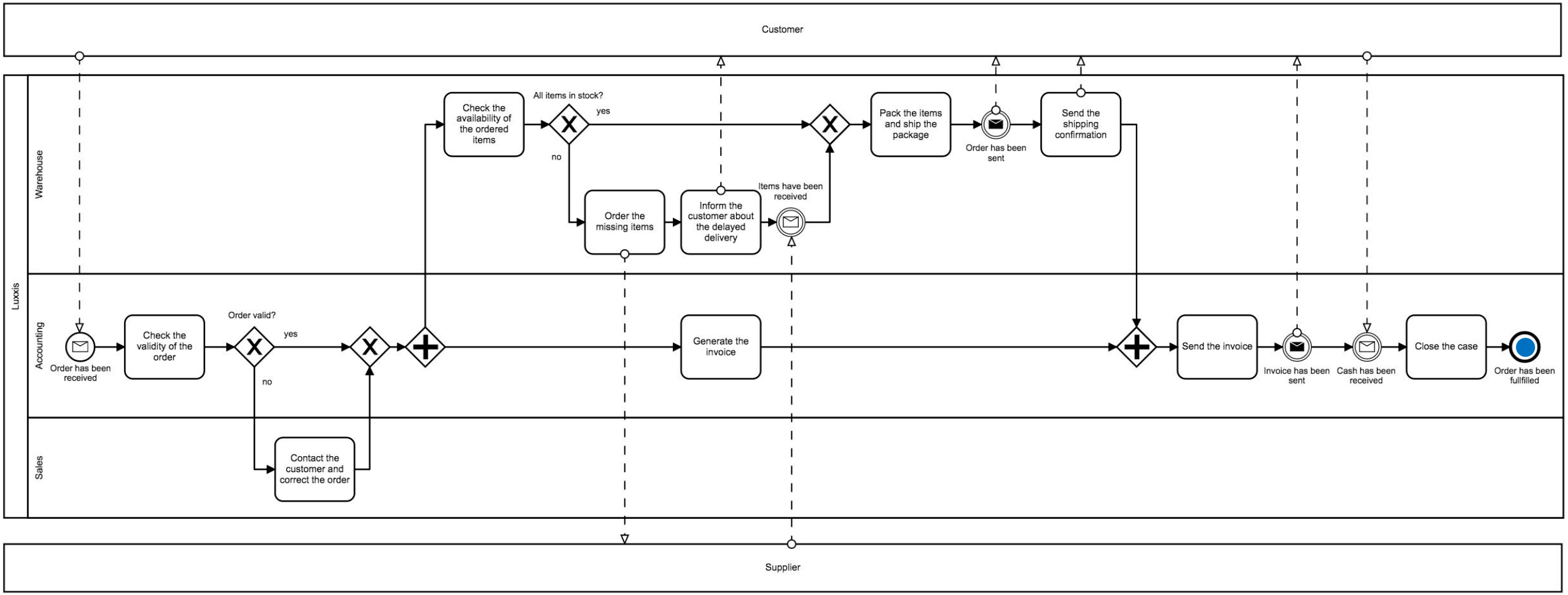

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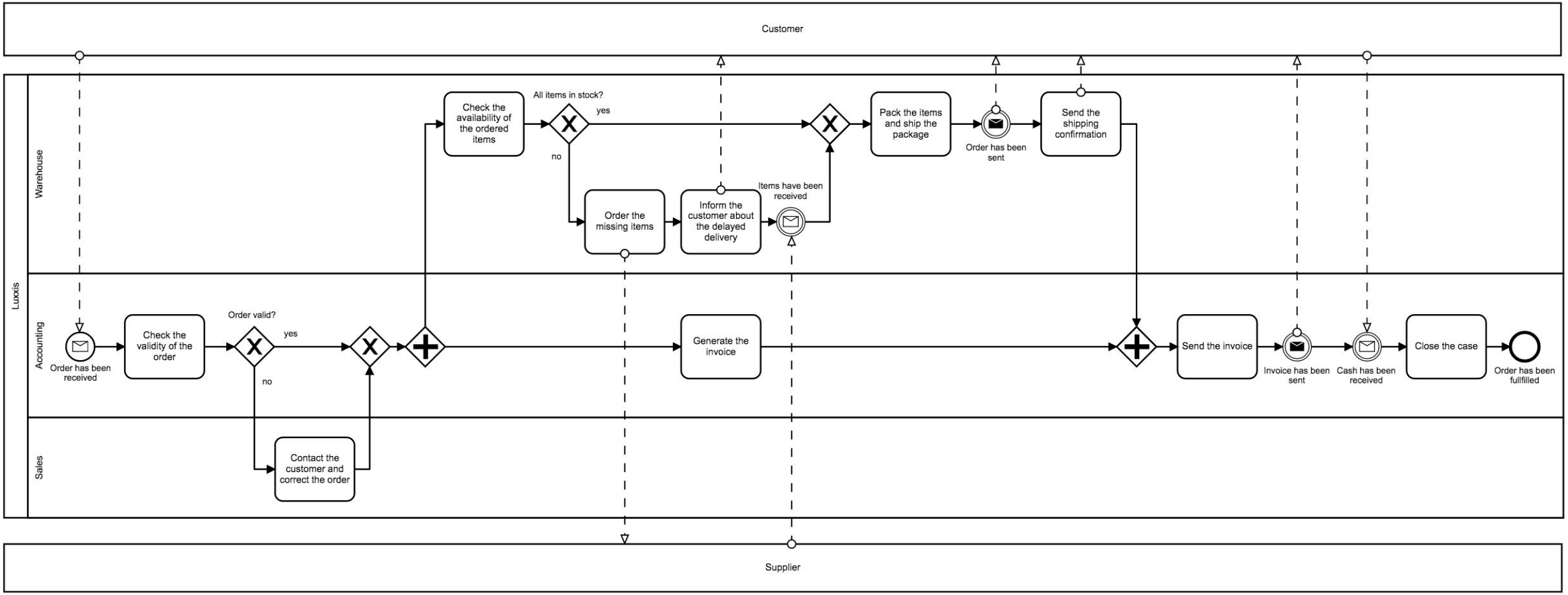
Remember that this is only one solution, yours may be **different** but **perfectly correct** 😉



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Well done!

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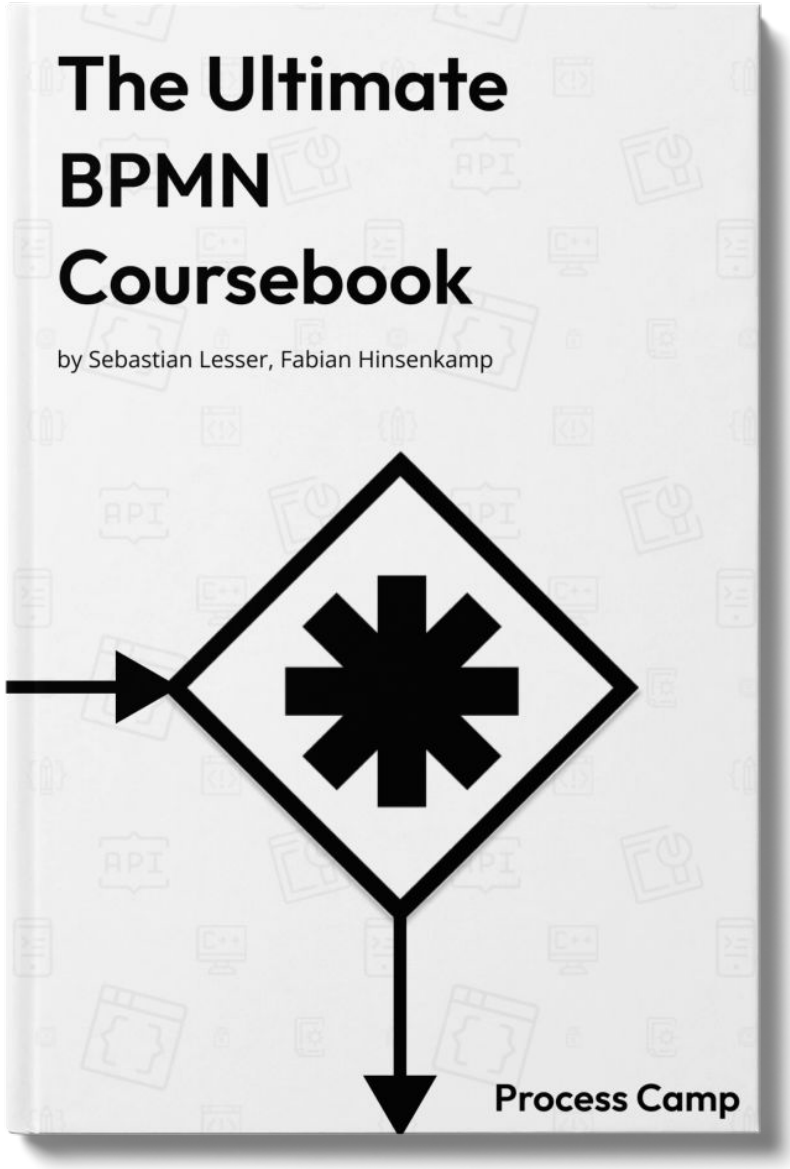

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