**Lab 3: Business Processes**

**Professor:** Mark Buchner

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**Group:** #9 - F4

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**In the following table, name your business area within the assigned case study and list as many processes that are performed within your business area as possible.**

**Business Area:** Class and Classroom Facilitation

|  |  |
| --- | --- |
| **Processes Performed** | **Actors** |
| * Register Class * Send Notification * Check Instructor Availability * Hire Instructor * Order Class Materials | * Customer * Workshop Instructor (Jie, Bill, Christine) * Classroom Organizer (Jenny) * Independent Contractor Manager (Christine) * Inventory Manager (Jeremy) * Rental Manager (Bill) |

**Case Study Analysis**

* Jie and her **team of in-house design experts** conduct **decorating workshops** in the classroom facility.
* Bill and his **team of technicians** conduct workshops in the classroom, teaching customers the proper and safe methods of using the various tools.
* **Christine Singh** also organizes do-it-yourself classes for Saturday mornings with the idea that customers can buy the supplies, rent the tools, gain the knowledge and complete the project in a weekend!
* **Jenny North** organizes use of the classroom facility.
* Jenny and **KNCS staff** to ensure that the classroom is never double booked and that classes are scheduled at convenient times.
* Customers can register for classes online or in the store.
* If a class involves a lot of supplies provided by the store, then the class may have a cost for the customer
* Jenny calls each customer 2 days before the class is offered, to help ensure maximum attendance.
* the class room is stocked with all the tools and supplies needed to operate the class (Bill, Jeremy)
* KNCS accepts payment through cash, Interac/debit, MasterCard and Visa. (POS/Website)
* Jenny will rely on Christine’s list of contractors to teach classes when KNCS staff aren’t available
* Jenny will borrow store models of equipment and hardware from Bill and Christine
* The cost of the class will cover the material costs from inventory