Process documentation

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Diagram Type	Business Process Diagram (BPMN 2.0)
Path	Shared documents / SAP-SAM
Author	Marvin Völter
Revision Number	1
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Diagram Link	https://academic.signavio.com/p/editor?id=aa34bc6d925f4045afe921d1646d0339

1.1 Diagram
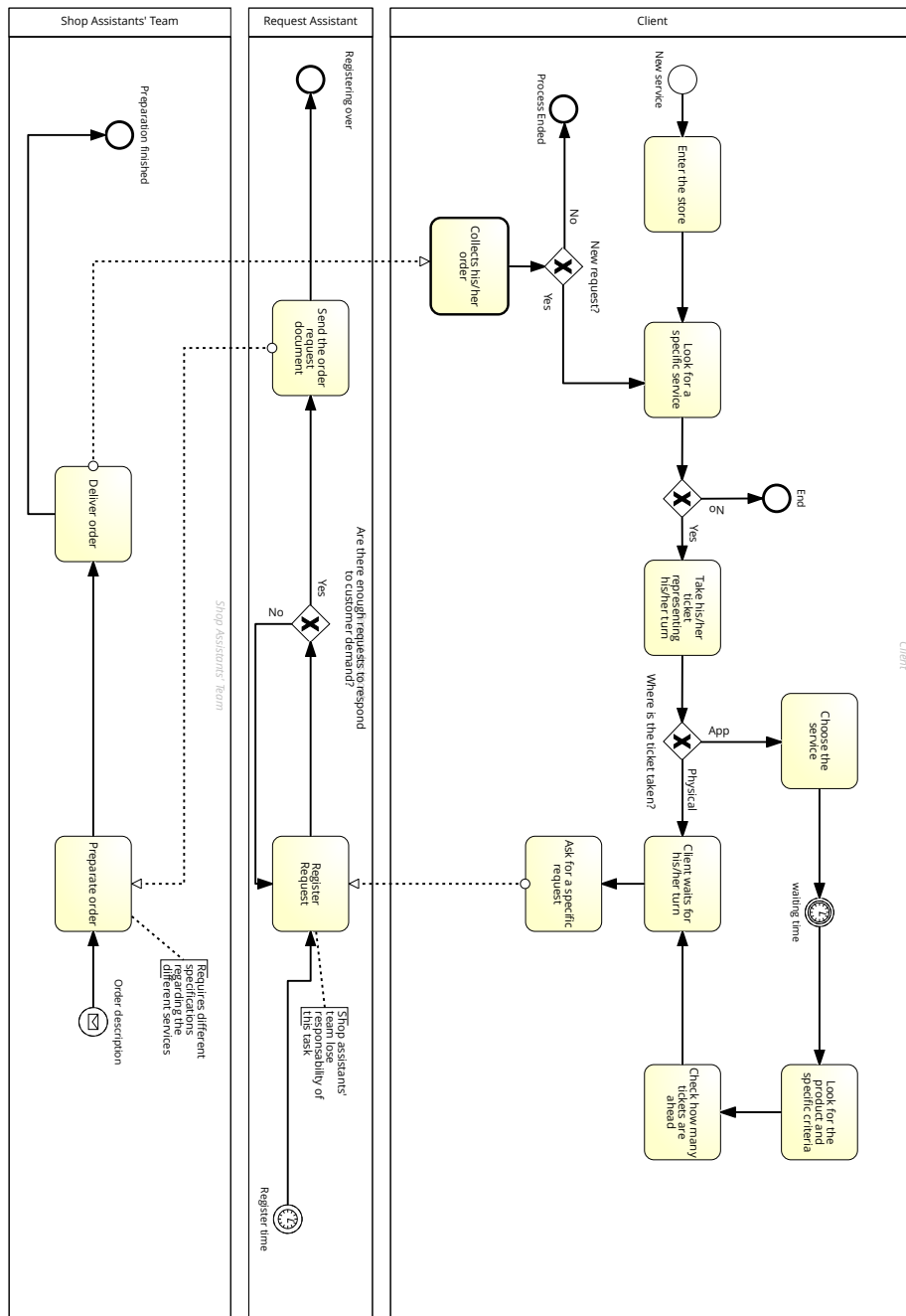
1.2 Description

Client who goes to store to buy something from the services provided inside the store

1.3 Elements

Process elements

New service

    Start Event

    O processo iniciou-se

    Organization units: Client

Enter the store

    Task

    Client enters in the store

    Organization units: Client

Collects his/her order

    Task

    Organization units: Client

    Is a call activity: yes

New request?

    Exclusive (XOR) Gateway

    Organization units: Client

Look for a specific service

    Task

    Organization units: Client

Exclusive (XOR) Gateway

    Exclusive (XOR) Gateway

    Organization units: Client

End

    End Event

    Organization units: Client

Take his/her ticket representing his/her turn

    Task

    The client takes a ticket that represent his/her number to be called

    Organization units: Client

Where is the ticket taken?

    Exclusive (XOR) Gateway

    Organization units: Client

Choose the service

    Task

    Organization units: Client

waiting time

    Intermediate Timer Event

Organization units: Client

Look for the product and specific criteria

Task

Organization units: Client

Check how many tickets are ahead

Task

Organization units: Client

Client waits for his/her turn

Task

Organization units: Client

Ask for a specific request

Task

Organization units: Client

Process Ended

End Event

Organization units: Client

Order description

Start Message Event

Organization units: Shop Assistants' Team

Preparate order

Task

Organization units: Shop Assistants' Team

Deliver order

Task

Organization units: Shop Assistants' Team

Preparation finished

End Event

Organization units: Shop Assistants' Team

Register time

Start Timer Event

Organization units: Request Assistant

Register Request

Task

Organization units: Request Assistant

Are there enough requests to respond to customer demand?

Exclusive (XOR) Gateway

Organization units: Request Assistant

Send the order request document

Task

Organization units: Request Assistant

Registering over

End Event

Organization units: Request Assistant

Organization units

Client

Pool

the part of the process which the client is in encharge

Process type: Public
State: Active

Lane

Lane

Organization unit: Request Assistant

Lane

Lane

Organization unit: Client

Lane

Lane

Organization unit: Shop Assistants' Team

Request Assistant

Pool

Shop Assistants' Team

Pool