**Order Fulfillment Process Case Study**

An e-commerce company has been experiencing significant growth, but its order fulfillment process has struggled to keep up with the increased demand. Customers have started reporting delays and occasional issues with receiving incorrect items in their orders. The company currently uses a largely manual workflow to process orders, manage inventory, and handle quality checks before shipping.

**Current State Process (AS-IS):**

1. An order is placed through the e-commerce platform and received by customer service.
2. Customer service verifies the order by checking the customer’s details (such as address and contact information), confirms payment status, and checks item availability in the inventory.
3. If there are issues with the order details, customer service contacts the customer to resolve any discrepancies or make adjustments.
4. Once verified, the order is sent to the inventory team, who allocates stock for each item in the order.
5. The inventory team updates stock levels to reflect reserved items. If an item is out of stock, customer service is informed to communicate with the customer about alternative options.
6. After inventory allocation, the order details are forwarded to the warehouse team for gathering and packing.
7. The warehouse team collects the items, packs them, and labels the package with the customer’s information and order ID.
8. The warehouse team performs a manual check to ensure all items in the package match the order details.
9. The packed order is sent to quality control for a final inspection, where the items are reviewed to confirm accuracy, quantity, and condition.
10. If any issues are found during the inspection, items are replaced or corrected as necessary.
11. Once quality control is completed, the order is transferred to the shipping department, where a shipping coordinator assigns a carrier based on the delivery location and requirements.
12. The shipping coordinator enters the tracking number and shipment details into the company’s system.
13. The tracking information is then shared with the customer, typically via email or SMS, to keep them informed of the delivery status.

**Business Goal:**  
To improve efficiency and maintain customer satisfaction, the company aims to implement an automated order fulfillment system. This system would:

* Significantly reduce the time spent on verification and processing.
* Automatically update inventory levels in real-time.
* Streamline quality control and shipping preparation steps.
* Improve the overall speed and accuracy of order fulfillment to meet increasing demand.

**Your Task:**

1. Design the organizational chart of the company.
2. Design the BPMN diagram (or any relevant process management diagram) of the case study's current state (As-Is).
3. Write the gap analysis to highlight strengths, weaknesses, and areas of improvement.
4. Design the BPMN diagram of the case study's future state (To-Be).
5. Write the description of the case study's future state (To-Be).
6. Define the Functional and Non-functional Requirements.
7. Select a function from your functional requirements and create a user story for it.