Business Analysis and Product Management

IS 304.3

Group 06
Batch 21.1

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Note: If there is any difficulty in reading the diagrams, please be kind enough to refer the provided links in the reference section.

DK PAWNING CENTER

Owner : Mr. Jayantha Raja

Company: D.K. Pawing Center

Business status: D.K. Pawing Center give money by depositing gold (Exchange money with gold) for a certain period with an agreement..

For this project, our team has selected the company D.K. Pawning Center. This D. K. pawning center has been running for two years. The owner of this company is Mr. Jayantha Raja.This company opened at the end of 2021, and it's a single-person business.Mr Raja invested his money and started the business. This company is located at Dehiaththakandiya city, in front of police station.

As mentioned above, the mother branch is located at Dehiaththakandiya City, and Mr. Raja has started a new branch at Giradurukotta city. Our team selected this company as an idea of our team member.

We have visited this company to get more information for our project. Then we met the owner, and we discussed project information. We got the main idea to continue our project. It's that in this company there is no computerized system working at the moment and data has been stored in a physical file-based system. As our basic analysis in this company, all the transactions and account records happen as a file-based system.

Main Activities

- Giving new bills to customers
- Collect customer details
- Records about customer's accounts
- Records of mortgage
- Records about expire
- Records about Interest rate
- Records about monthly profits All records of data stores are stored as written records using the file-based system. So, this is an informal system.

Business objectives

- This is a pawning center. This means that when people need money, they deposit their gold items in this company and receive a mortgage.
- Also, for the money provided by the company, different types of interest rates are applied to different types of goods.
- Also, written copies will be sent to the customers in the form of letters to inform the customers that the mortgage has matured on time.
- Also, this company rescues items that will be sold in other pawning centers or banks.

We selected three business processes for our assignment. They are,

1. **Giving money to the customer after receiving gold items from the customers (Pawning Items)**

The most well-known and commonly used procedure in this industry is the first one stated above.

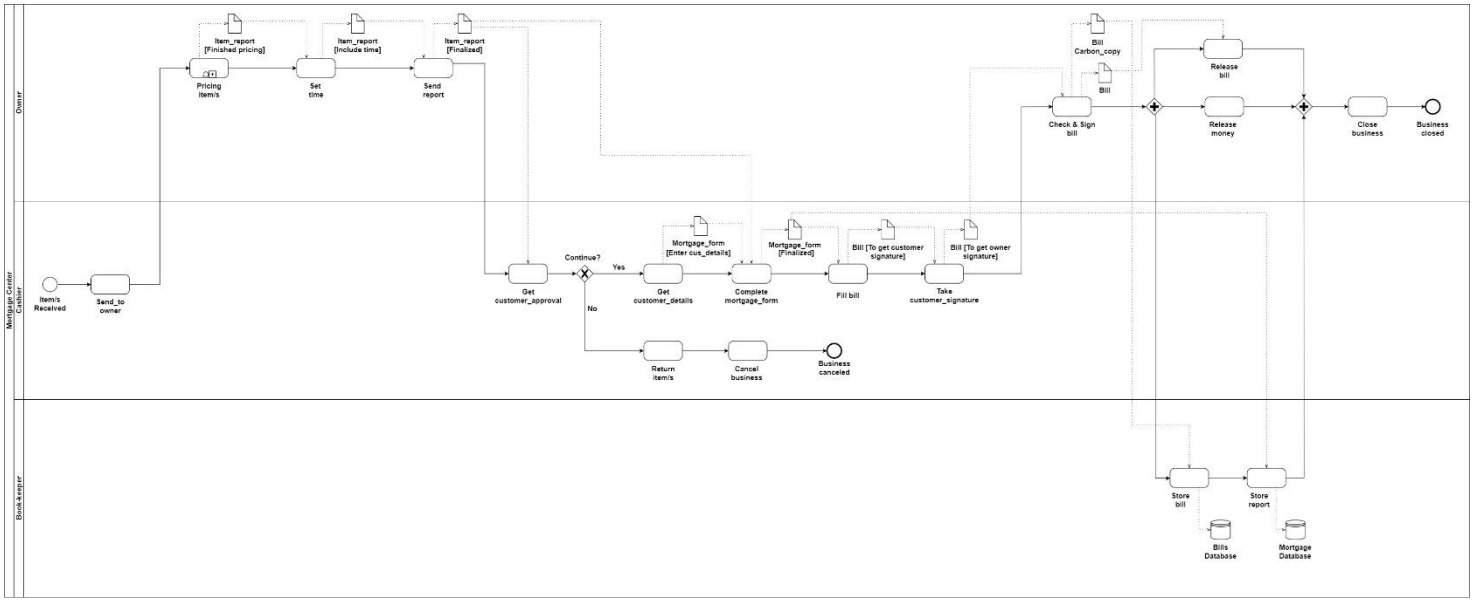
There are two primary subprocesses in this process. They are,

I. The procedures for determining prices for gold-made goods.
II. setting interest rates on gold-based commodities.

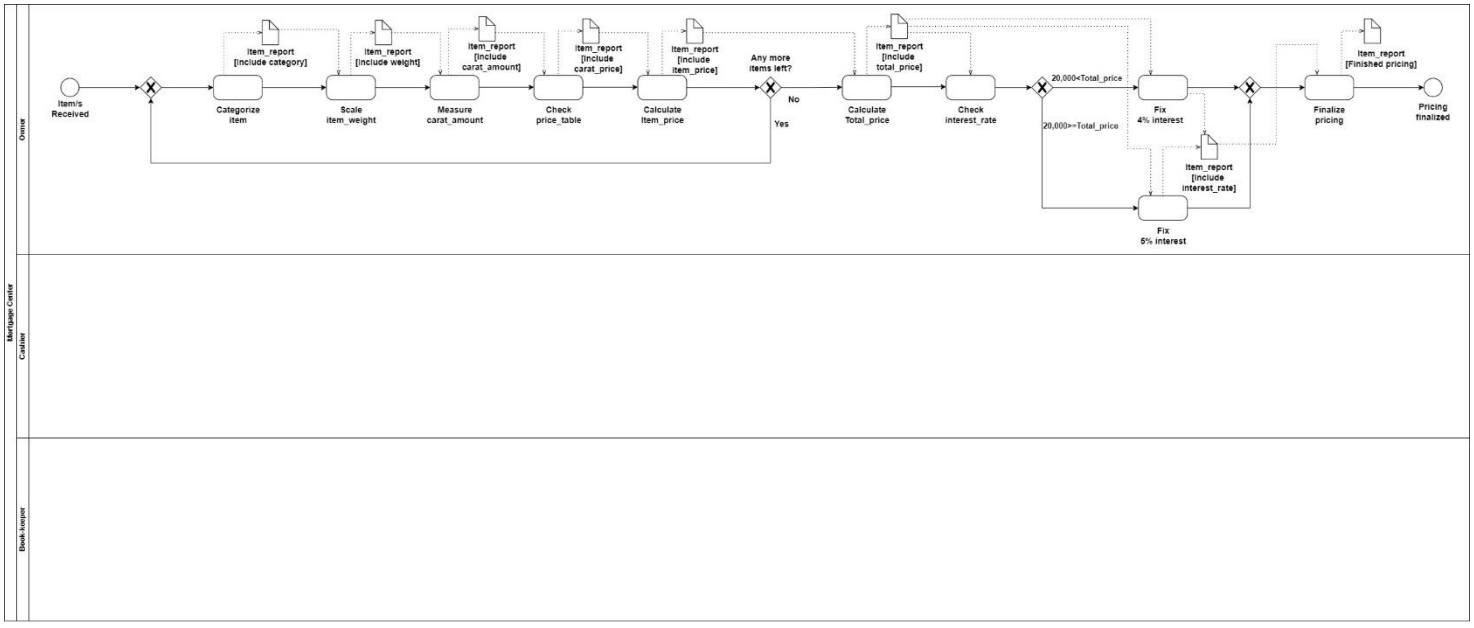
The transaction begins when the client takes their gold items into the pawning center and is completed when they are given the funds and the mortgage bill.

Follow shown the as-is diagram to this process.

❖ As is process diagram



❖ As is sub-process diagram

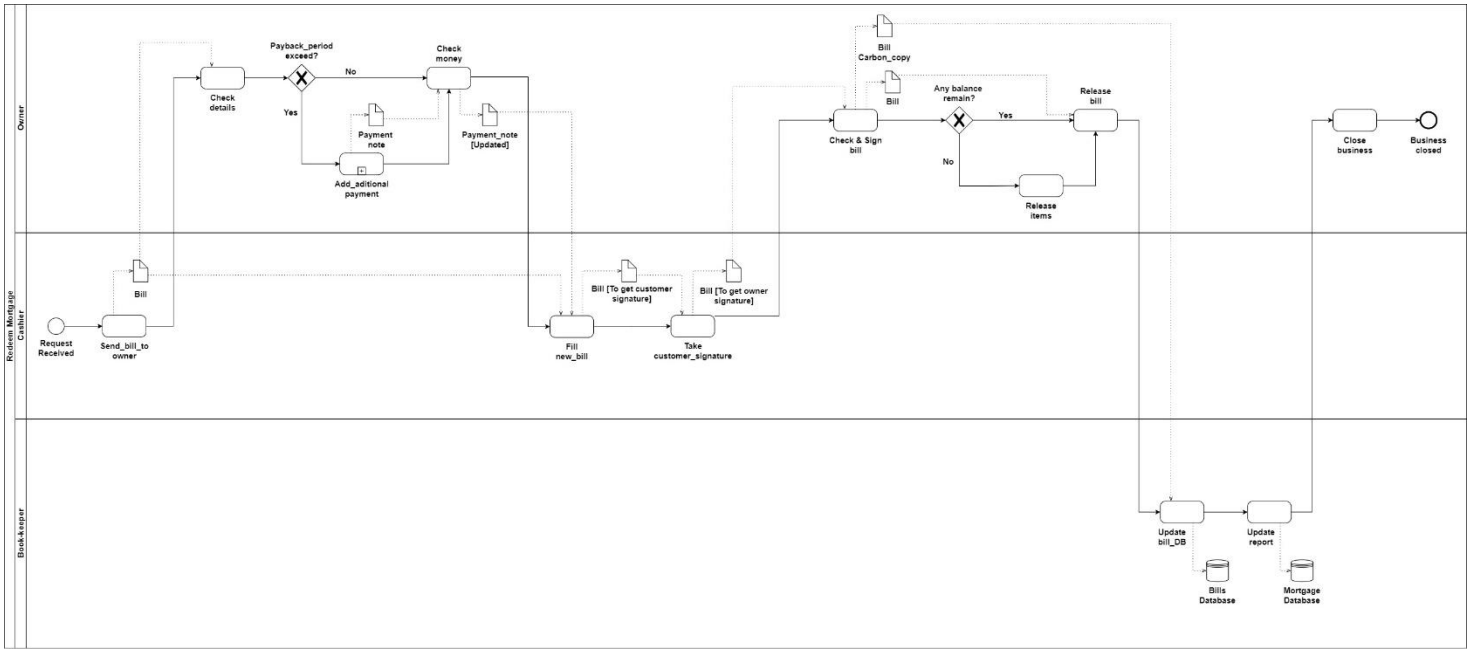


2. Redeem gold items from the pawning center.

Customers recover their pawned goods during this procedure. The customer has the option of paying off the mortgage in whole or in partial installments. After a partial payment, the mortgage profile will be renewed, and after a customer has made the entire payment, they will receive the payment confirmation receipt and the item(s) they have redeemed.

Here, the business process begins when the customer brings the cash amount to be redeemed, and it terminates when the pawned item is renewed with a partial payment or redeemed with a full payment.

❖ As is process diagram

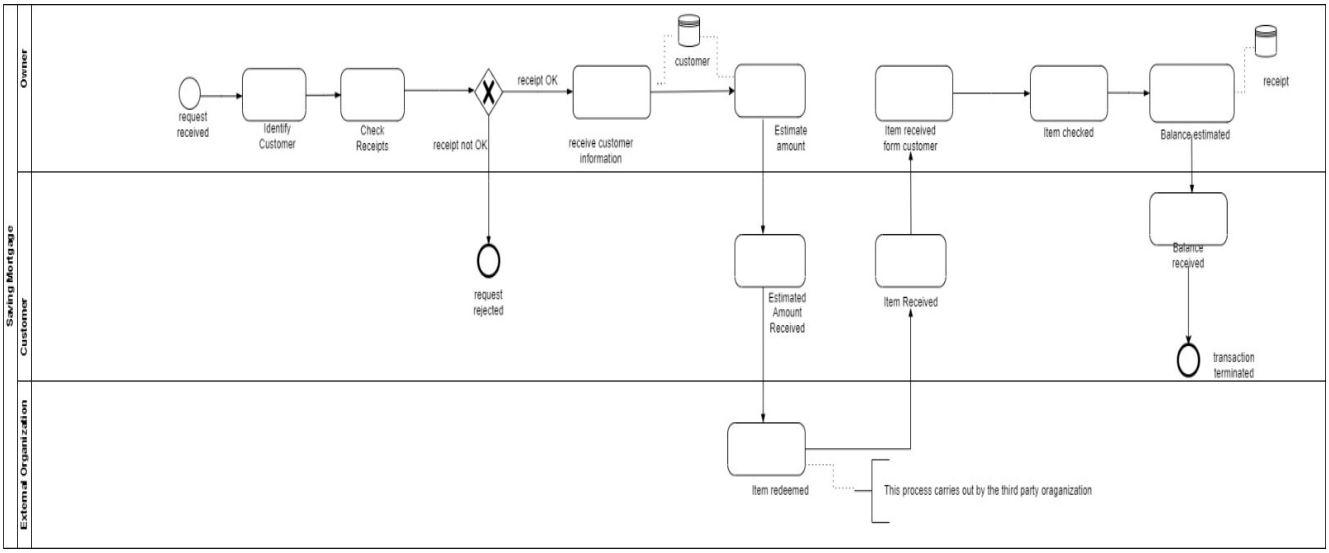


3. **Saving the gold items that will be lost to a particular organization and giving an appropriate amount to the customer.**

When a customer requests DK Pawning Center to save their gold item, which is pawned under another company, they first identify the customer. The company staff checks customer NIC and other relevant details to identify the customer. Next, staff study the pawned item receipts which customer bought and decide whether they are ok to do the business or not. If not, the process will be terminated and if the staff is ok with the business, they estimate an amount and give it to the customer.

The customer will terminate the mortgage with the other company, and the released gold item will be handed over to the DK Pawning center.DK pawning center will again check the received item and calculate the item value again. After the calculation company will keep the gold item, reduce the pre given amount and the balance will be given to the customer. After the customer receives the balance, the business process will be terminated. In this business process, when we identify the customer and give money to the customer, we record all the data and information in two separate ledger books. One is for customer details, and the other is for transaction details.

❖ **As is process diagram**



Weaknesses in the current business processes.

Current business processes of DK Pawning center carry manually by maintaining a file-based database system. This method has been carried over for years so we have a pile of data and information. This is the main weakness in the system as it leads to many process dysfunctions such as,

- Redundancy of data and information
- Misplacing of data and information
- Causes of human error when entering data
- High time consuming,
- Security issues and privacy laws.

In order to eradicate the weaknesses mentioned above, we suggested them to have a computerized system for their business processes. With this suggestion, we can minimize the above weaknesses as follows.

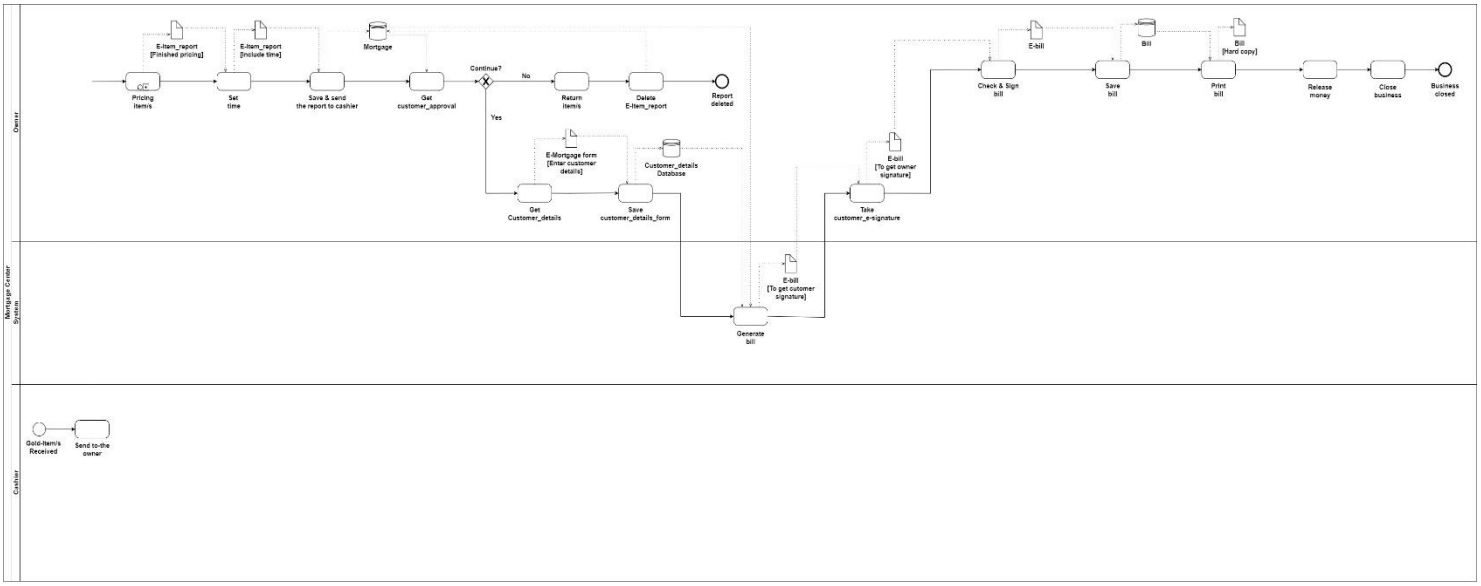
- Providing a computerized system will save time and employee labor and enhance process security.DK Pawning Center is a financial organization which is customer privacy, and customer transaction process details privacy are a must. With a computerized database system, privacy and security both will be granted.
- A computerized database will help staff avoid human errors and data redundancy.
- Also, this helps DK Pawning Center to provide excellent customer service in a minimum period.

Improved Business Processes

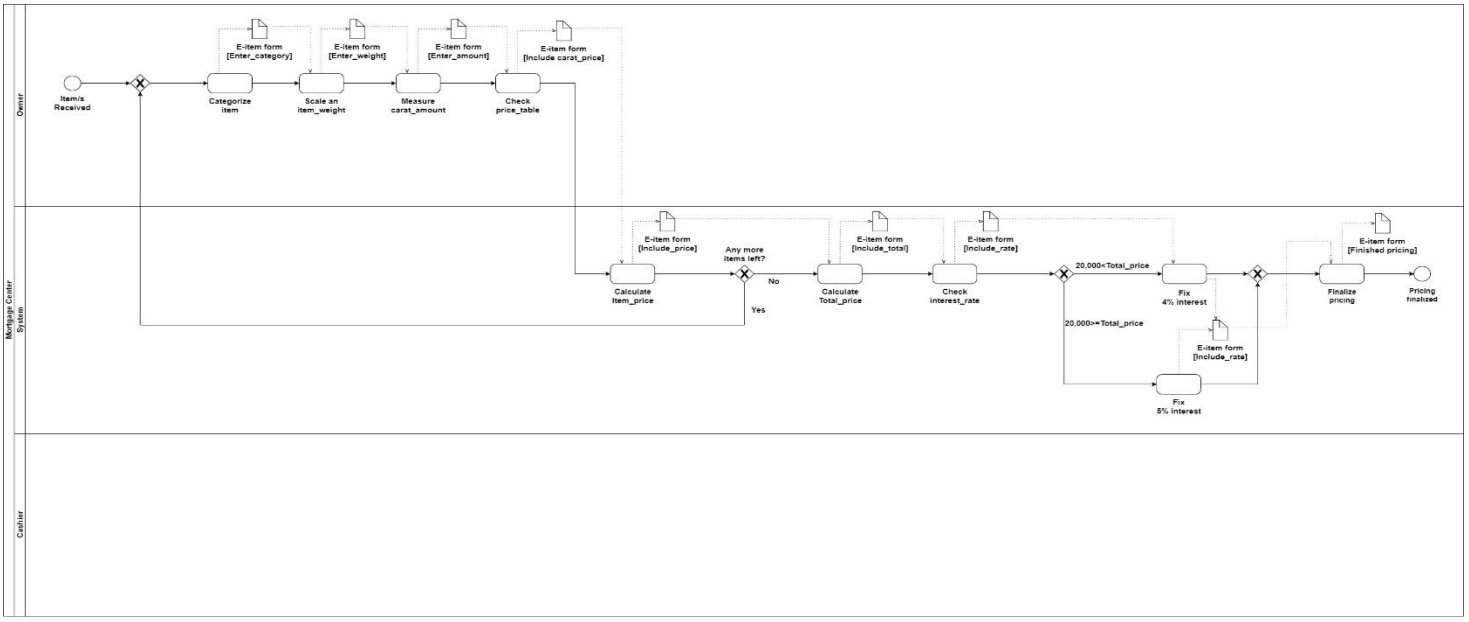
Process 01. Pawning Customer Gold Items

To be diagram

According to the AS IS description of this process, the main weakness here is handling all data in a manual procedure. So, here we suggest having a computerized database to store relevant details and E-bills will be generated so the data will be more secure.

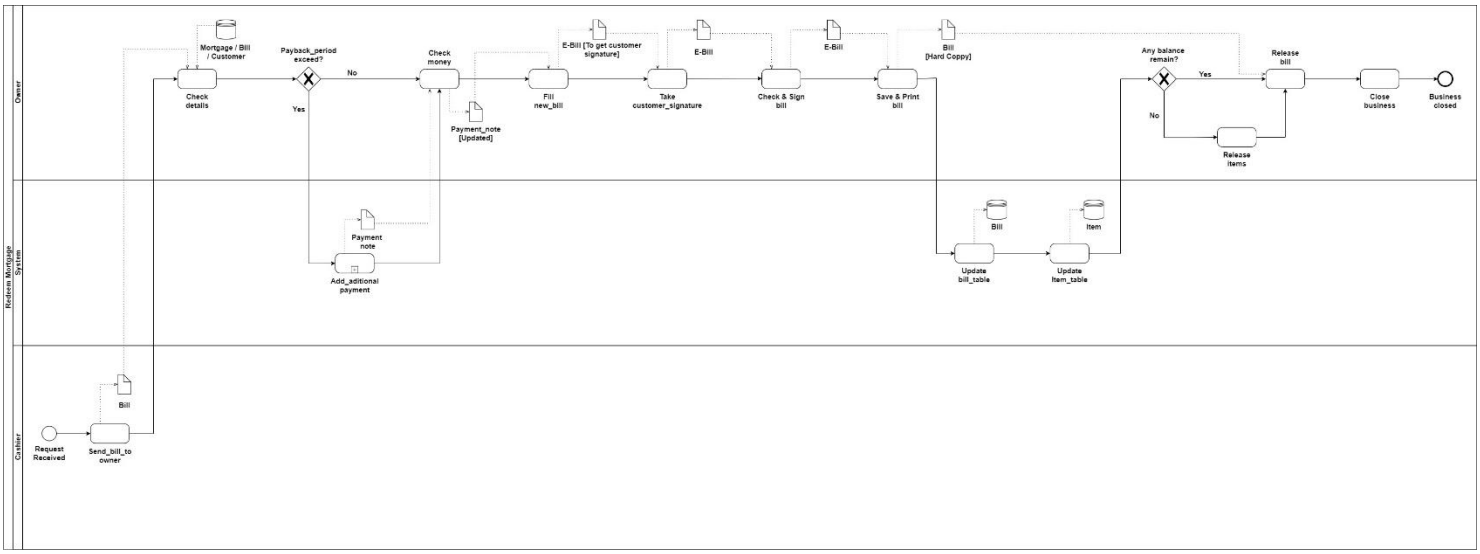


To be sub process diagram.



Process 02. Redeem Gold Items from the pawning center to-be diagram.

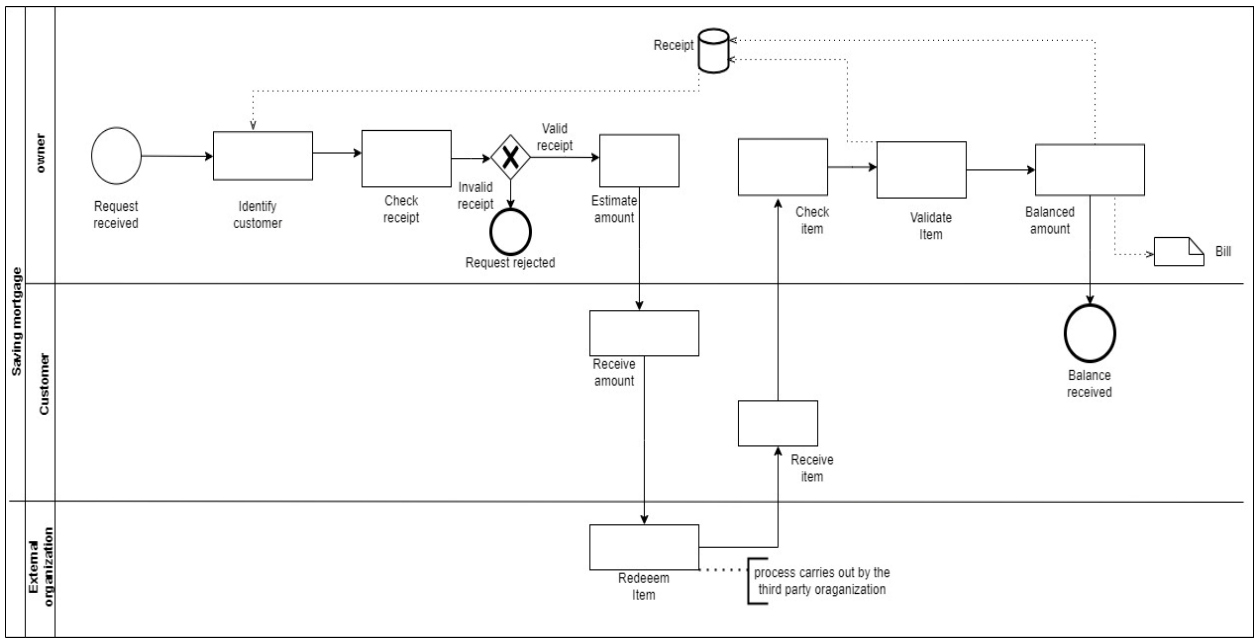
Unlike the as is process, here this suggested to be process doesn't have a bookkeeper to store data. Every transaction will be monitored through the system under the supervision of the owner.



Process 03. Saving the gold items that are going to be lost to a particular organization and giving an appropriate amount to the customer process.

To be diagram

As Is process of this business is bit complex as it has to deal with third party companies.so here we decided to tighten the security of the process and store all details in a shared database.



❖ Gherkin Notation

Epic	Story	Actor	Component	Behaviour
Mortgage management	View mortgage	Sys admin	**User inputs**	Feature: view mortgage
		System	Customer NIC	Description: View mortgage
			Mortgage ID	
			Item information	Scenario 01: Existing Customer with NIC
			Total weight	Given: User has permission to access new mortgage
			Total period	When: User clicks on the new mortgage
				Then: Show the mortgage receipt form to enter input details
				And: user should enter the NIC number of the customer in to the related field
				And: If the inserted NIC number is existing in the database , the personal details are automatically filled by the system
				And: Amount will generated by the system
			App inputs	And: the bill no will be automatically generated by the system
			Bill no	And: User can click on the preview
			Created date=CurrentDateTime	And: the details should be displayed for preview
			Created by = LoggedInUser	And : the details should not be saved in the database
			Amount	
			Actions	Scenario 2: Customer NIC not in the Database
			Preview	Given: user is in mortgage receipt form
			Cancel	When: user insert a customer NIC in the field
				And: the system does not have a matching NIC number in the database
				Then: show the empty form
				And: Enter all the details and amount will auto generated
				And: User clicks on the cancel
				And: Exit from the form
	Add mortgage	System	**User inputs**	Feature: Create a new mortgage
		sys admin	Customer NIC	Description: Create a new mortgage
			Item information	scenario 1: create a new mortgage with existing Customer details
			Total weight	Given: User has permission to create a new mortgage
			Total period	When: User cliks on new mortgage
				Then: Show the mortgage receipt form to enter input details
				And: user should enter the NIC number of the customer in to the related field
			App inputs	And: If the inserted NIC number is existing in the database
			Bill no	And: the personal details are automatically filled by the system
			Mortgage ID	And: the bill no will be automatically generated by the system
			Created date = CurrentDateTime	And: user enter the product & mortgage information
				And: Amount will generated by the system
			Created by = LoggedInUser	And: User can click on the preview
			Amount	And: the details should be displayed for preview
				And: User clicks on the print & save
				And: The data will be saved in the database
			Actions	
			Preview	
			Cancel	
			Save & print	Scenario 2: Create a new mortgage with a new customer details
				Given: User has permission to create a new mortgage
				When: User cliks on new mortgage
				Then: Show the mortgage receipt form to enter input details
				And: the bill no will be automatically generated by the system
				And: user should enter the NIC number of the customer in to the related field
				And: The system does not have matching NIC in the database
				And: User should fill in all mandatory fields in order to create a new mortgage
				And: Amount will generated by the system
				And: User can click on the preview
				And: the details should be displayed for preview
				And: User clicks on the print & save
				And: The data will be saved in the database
	Modify mortgage	Sys admin	**User inputs**	Feature: Modify mortgage
			Customer NIC	Description: Modify mortgage
			App inputs	Scenario 1: Modify existing mortgage details
			Bill no	Given: User has permission to modify mortgage details
			modified date = CurrentDateTime	When: User enter to the Customer Details form
			modified by = LoggedInUser	Then: User retrieve an existing details sort by customer NIC
			Mortgage Date	And: click 'more' button
				And: modify the necessary data fields inside mortgage details section
			Actions	And: 'save' will update database with modified details
			Refresh	And: 'refresh' will reset changes
			Delete	And: 'delete' will delete all the records belongs to a perticular mortgage ID
			Save	
			Back	
	Print mortgage	System	**Actions**	Feature: save & print the mortgage
		Sys admin	Save & print	Description: Save & print the mortgage
			Cancle	Scenario 1: save & print a new mortgage form
				Given: User has permission to print the mortgage form
				When: User finish the preview of the mortgage
				Then: User clicks on the save & print
				And: The data will be saved in the database
				And: print the mortgage reciept

	A	B	C	D	E
120	Company management	View Company	Sys admin	**User Inputs**	Feature: view company
121				Company ID	Description: view company
122				Company name	
123					Scenario1: view company
124				**App input**	Given: user has permission to access the company details
125				Selected company ID	When: user clicks on the specific company
126					Then: show the company details
127				**Display**	
128				Company ID	
129				Company name	
130				Address	
131				Telephone	
132				Location ID	
133					
134				**Actions**	
135				back	
136					
137		Add company.	Sys admin	**User inputs**	Feature: Add a new company
138				Company ID	Description: Add a new company
139				Company name	
140				Location ID	Scenario 01: Add a new company
141				Address	Given: User has permission to add a new company
142				Telephone	When: User clicks on the add new company
143					Then: Show the add company form to enter input details
144				**App inputs**	And: User should fill in all mandatory fields in order to save the form
145				Created date=CurrentDateTime	And: show the details
146				Created by =LoggedInUser	
147					
148				**Actions**	
149				Save	
150				Cancel	
151					
152		Modify company	Sys admin	**User Inputs**	Feature: Edit company
153				Company ID	Description: Edit a selected company
154				Company Name	
155				Address	Scenario 01 : Edit a created company.
156				Telephone	Given: User has permission to edit the company details
157				Location ID	When: User select the company clicks on the edit
158					Then: Show the company details
159				**App inputs**	And: Enable the save button if the form is valid and only if the user has per permission
160				Last modified date/time	And: Save the data
161				Modified by =LoggedInUser	
162					
163				**Actions**	
164				Save	
165				Cancel	
166					
167					

	A	B	C	D	E
169	Location management	View location	Sys admin	**User Inputs**	Feature: View location
170				Location ID	Description: View location
171					
172				**App inputs**	Scenario 01 : View location
173				Selected location ID	Given: User has permission to access the location details
174					When: User clicks on the specific location
175				**Display**	Then: Show the location details
176				Location ID	
177				Location address	
178				Bill no	
179				Telephone	
180					
181				**Actions**	
182				Back	
183					
184		Add location	Sys admin	**User Inputs**	Feature: Create a new location
185				Location ID	Description: Create a new loaction
186				Bill no	
187				Address	Scenario 01: Create a new location
188				Telephone	Given: User has permission to create new location
189					When: User clicks on the create new location
190				**App inputs**	Then: Show the create location form to enter input details
191				Created date = CurrentDateTime	And: User should fill in all mandatory fields in order to save the form
192				Created by = LoggedInUser	And: click on save
193					And: save the details
194				**Actions**	
195				Save	
196				Cancel	
197					
198		Modify	Sys admin	**User Inputs**	Feature: Edit location
199				Location ID	Description: Edit a selected location
200				Address	
201				Bill no	Scenario 01 : Edit a created location
202				Telephone	Given: User has permission to edit the location details
203					When: User select the location clicks on the edit
204				**App inputs**	Then: Show the location details
205				Last modified date/time	And: Enable the save button if the form is valid and only if the user has permission
206				Modified by =LoggedInUser	And: Save the details
207					
208				**Actions**	
209				Save	
210				Cancel	
211					
212					

	A	B	C	D	E
213	Customer Management	View Customer	Sys Admin	**User Input**	Feature: View Customer
214				Customer NIC	Description: View Customer
215					
216				**App Input**	Scenario 01: View Customer
217				NIC	Given: user has permission to access the customer details
218				Name	When: click on 'Customer' button
219				Address	Then: Show the customer details form
220				Contact_num	And: User enter specific customer NIC number
221					And: show the customer details
222				**Actions**	
223				Cancle	
224				Refresh	
225					
226		Add Customer	Sys admin	**User Inputs**	Feature: Create a new customer
227				NIC	Description: create a new customer
228				Name	
229				Address	Scenario 01: create a new customer
230				Contact_num	Given: User has permisssion to create new customer
231					When: user clicks on the create new mortgage
232				**App Inputs**	Then: Show the new mortgage form to enter input details
233				created date= CurrentDateTime	And: User should fill in all mandatory fields in order to save the form
234				Created by= LoggedInUser	And: If user clicks on preview, show preview receipt
235				Bill No.	And: On save populate created by fieldby logged in user and created date by current date and time
236					
237				**Actions**	
238				Preview	
239				Cancel	
240				Save & Print	
241					
242		Modify Customer	Sys Admin	**User Inputs**	Feature: Edit Customer
243				NIC	Description: Edit a selected customer
244					
245					Scenario 01: Edit a created customer
246				**App Inputs**	Given: User has permission to edit the customer details
247				Last modified date/time	When: user select the Customer or Payments
248				modified by	Then: show the customer details or payment form
249					And: Enable the customers to edit personal details
250				**Actions**	And: Enable the save or preview button if the form changes are valid and only if the user has permission to edit customer records.
251				Preview	And: on save populate last modified by field by logged in user and last modified date by current date and time.
252				Refresh	
253				Save	
254				Cancle	
255					

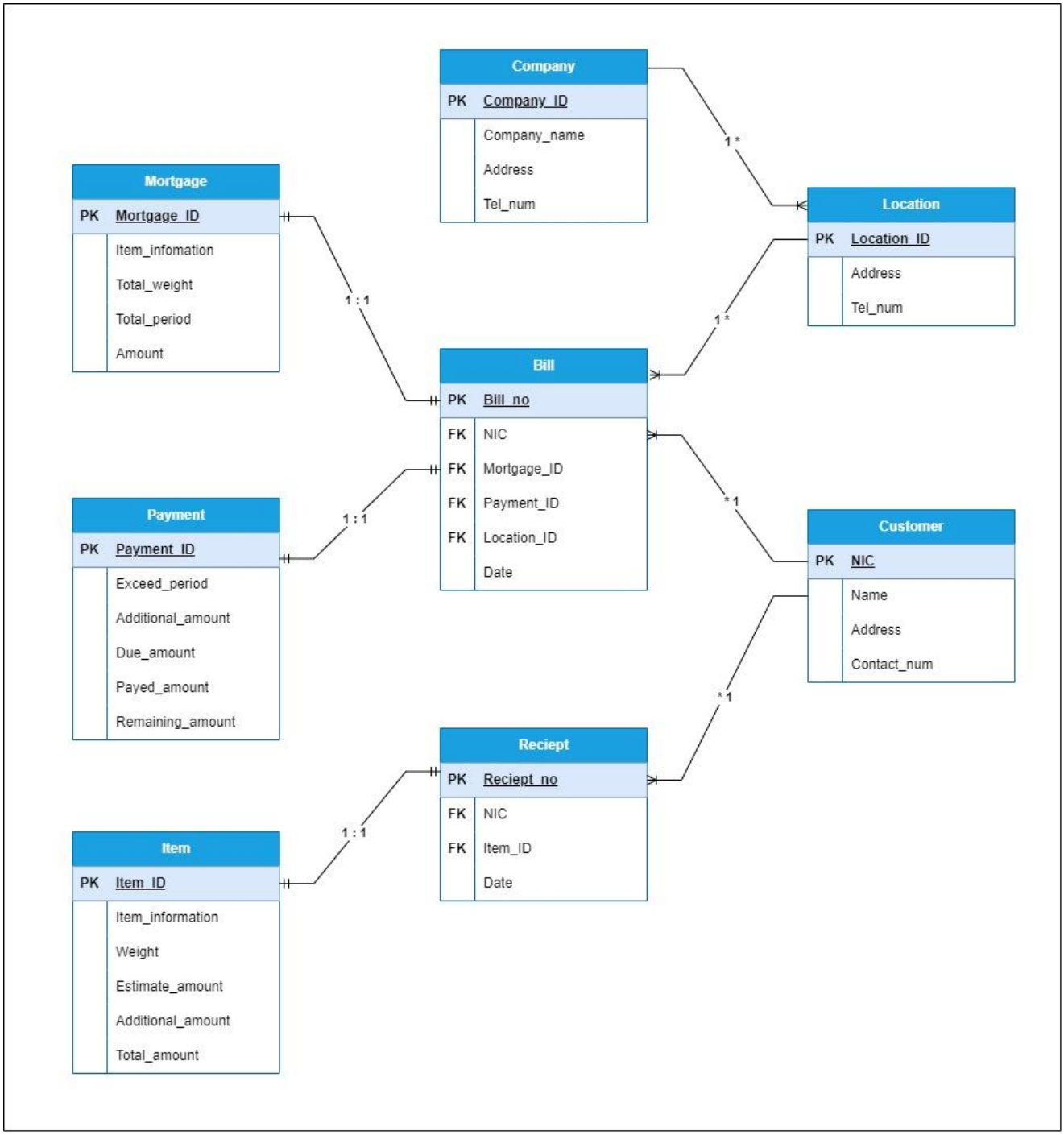
	A	B	C	D	E
82	Bill management	View Bill	Sys admin	**Actions**	Feature: View bill
83				Preview	Description: View bill
84				Cancel	
85					scenario 1: Identify the bill customer history
86					Given: User has permission to access the bill details
87					When: User click preview button
88					Then: The bill will preview with details entered and date will auto generated
89					
90		Add bill	Sys admin	**User inputs**	Feature: create a new bill
91			System	NIC	Description: create a new bill
92				Address	
93				Name	Scenario 1: Create a new bill
94				Mortgage ID	Given: User has permission to create a new bill
95				Contact	When: User clicks on New mortgage
96				Total weight	Then: Show the mortgage receipt form to enter input details
97				Estimate amount	And: the bill no will be automatically generated by the system
98				Additional amount	And: user should enter the NIC number of the customer in to the related field
99				Total amount	And: If the inserted NIC number is existing in the database
100					And: the personal details are automatically filled by the system
101				**App inputs**	And: User should fill in all mandatory fields
102				Bill No	And: User preview the details
103				Current Date	And: Clicks on save & print
104					And: The data will be saved in the database
105				**Actions**	
106				Preview	
107				Cancel	
108				Save & print	
109					
110		Print mortgage	System	**Actions**	Feature: save & print the mortgage
111			Sys admin	Save & print	Description: Save & print the mortgage
112				Cancle	Scenario 1: save & print a new mortgage form
113					Given: User has permission to print the mortgage form
114					When: User finish the preview of the mortgage reciept
115					Then: User clicks on the save & print
116					And: The data will be saved in the database
117					And: print the mortgage reciept
118					

	A	B	C	D	E
325	Payment Management	View Payment	Sys Admin	User Input	Feature: View Payment
326				NIC	Description: View Payment
327					
328				App Input	Scenario 01: View Payment
329				Selected Pay ID	Given: user has permission to access the Payment details
330				Display	When: User clicks on customer button
331				Pay ID	Then: show customer details form
332				Exceed_period	And: Customer details will fill as pre saved.
333				Additional_amount	And: click 'more' button
334				Due_amount	And: Payment details for a specific payment will display
335				Payed_amount	
336				Remaining_amount	
337					
338				Actions	
339				Go back	
340					
341		Add Payment	Sys Admin	User Inputs	Feature: Create a Payment
342				Bill No	Description: create a Payment
343					
344					Scenario 01: create a Payment
345				App Inputs	Given: User has permisssion to create Payment
346				created date= CurrentDateTime	When: user clicks on the Payment button
347				Created by= LoggedInUser	Then: Show the create Payment form to enter input details
348					And: User enter bill number and all the fields will fill except amount paid column
349					And: User should fill amount paid column
350					And: If user clicks on preview, show preview bill
351				Actions	
352				PreviewCancel	And: On save populate created by fieldby logged in user and created date by current date and time
353				Display	When: User clicks on customer button
354				Pay ID	Then: show customer details form
355				Exceed_period	And: Customer details will fill as pre saved.
356				Additional_amount	And: click 'more' button
357				Due_amount	And: Payment details for a specific payment will display
358				Payed_amount	
359				Remaining_amount	
360					
361				Actions	
362				Go back	
363					
364		Print payment	System	Actions	Feature: save & print the payment
365			Sys admin	Save & print	Description: Save & print the payment
366				Cancle	Scenario 1: save & print a new payment form
367					Given: User has permission to print the payment form
368					When: User finish the preview of the payment reciept
369					Then: User clicks on the save & print
370					And: The data will be saved in the database
371					And: print the payment reciept
372					
373		Modify payment	Sys Admin	User inputs	Feature: Modify payment
374				Customer NIC	Description: Modify payment
375					
376					
377				App inputs	Scenario 1: Modify existing payment details
378				Bill no	Given: User has permission to modify payment details
379				modified date = CurrentDateTime	When: User enter to the Customer Details form
380				modified by = LoggedInUser	Then: User retrieve an existing details sort by customer NIC
381				Mortgage Date	And: click 'more' button
382					And: modify the necessary data fields inside payment section
383					And: 'save' will update database with modified details
384				Hidden	And: 'refresh' will reset changes
385				Payment_ID	And: 'delete' will delete all the records belongs to a perticular mortgage ID
386					
387					
388				Actions	
389				Preview Refresh	
390				Cancel Delete	
391				Save	
392				Back	
393					

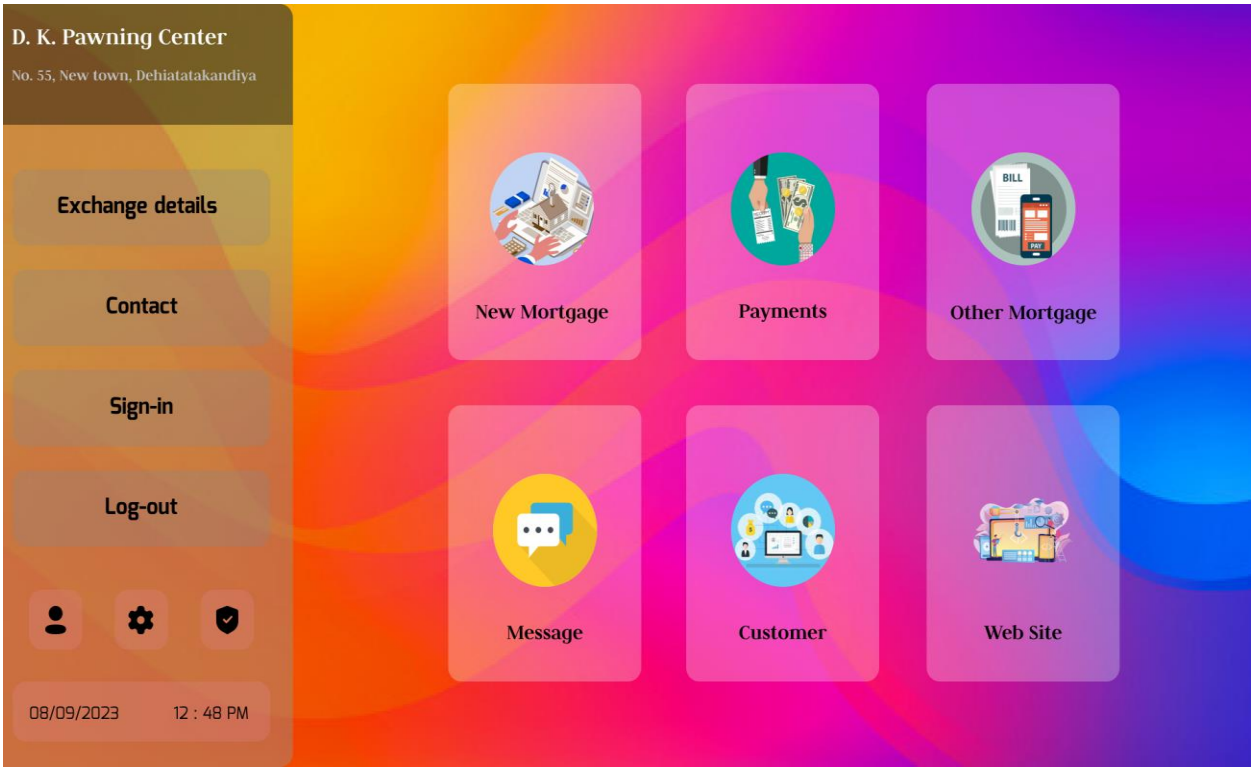
	A	B	C	D	E
289	Receipt Management	View Receipt	Sys Admin	App Input	Feature: View Receipt
290				Reciept number	Description: View Receipt
291				Date	
292				Display	Scenario 01: view Receipt
293				Reciept number	Given: user has permission to access the Receipt details
294					When: User in receipt form
295				Actions	Then: Click preview button
296				Cancle	And: The receipt will preview with details entered and date will auto generated
297				Preview	
298					
299					
300		Add Receipt	Sys Admin	User Inputs	Feature: Create a new Receipt
301				NIC	Description: create a new Receipt
302				Name	
303				Address	Scenario 01: create a new Receipt
304				Contact Number	Given: User has permisssion to create new Receipt
305					When: user clicks on the Other Mortgage
306				App Inputs	Then: Show the Item receipt form to enter input details
307				created date= CurrentDateTime	And: the Item no will be automatically generated by the system
308				Created by= LoggedInUser	And: user should enter the NIC number of the customer into the related field
309				Item No.	And: If the inserted NIC number is existing in the database
310					And: the personal details are automatically filled by the system
311				Actions	And: User should fill in all mandatory fields
312				Preview	And: User preview the details
313				Cancle	And: Clicks on save & print
314				Save	And: The data will be saved in the database
315					
316		Print receipt	System	Actions	Feature: save & print the item
317			Sys admin	Save & print	Description: Save & print the item
318				Cancle	Scenario 1: save & print a new item form
319					Given: User has permission to print the item form
320					When: User finish the preview of the item reciept
321					Then: User clicks on the save & print
322					And: The data will be saved in the database
323					And: print the Item reciept
324					

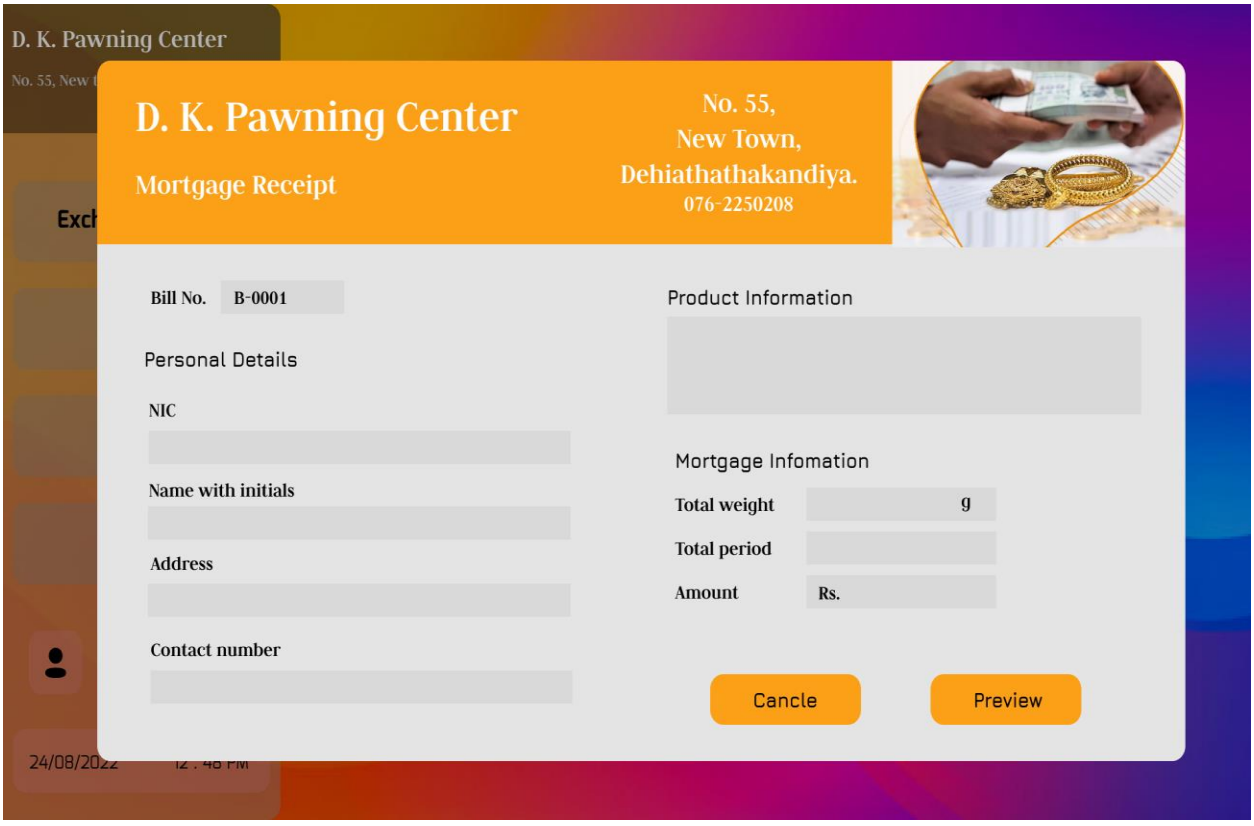
	A	B	C	D	E
258	Item Management	View Item	Sys Admin	**User Input**	Feature: View Item
259				NIC	Description: View Item
260					
261				**App Input**	Scenario 01: view Item
262				Selected Item ID	Given: user has permission to access the Item details
263					When: User clicks on the specific Item
264				**Display**	Then: show the item details
265				Item ID	
266				Item Name	
267					
268				**Actions**	
269				Go back	
270					
271		Add Item	Sys admin	User Inputs	Feature: Create a new item
272				Total weight	Description: Create a new item
273				Estimated amount	
274				Additional amount	Scenario 01: create a new item
275				Total amount	Given: User has permission to creat a new item
276				Product Information	When: user clicks on the Other Mortgage button
277					And: Show the item receipt form to enter details
278				App Input	And: the receipt no will be automatically generated by the system
279				created date= CurrentDateTime	And: user should enter the NIC number of the customer in to the related field
280				Created by= LoggedInUser	And: If the inserted NIC number is existing in the database
281				Reciept number	And: the personal details are automatically filled by the system
282					And: User should fill in all mandatory fields
283				Actions	And: User preview the details
284				Preview	And: Clicks on save & print
285				Cancle	And: The data will be saved in the database
286				Save	

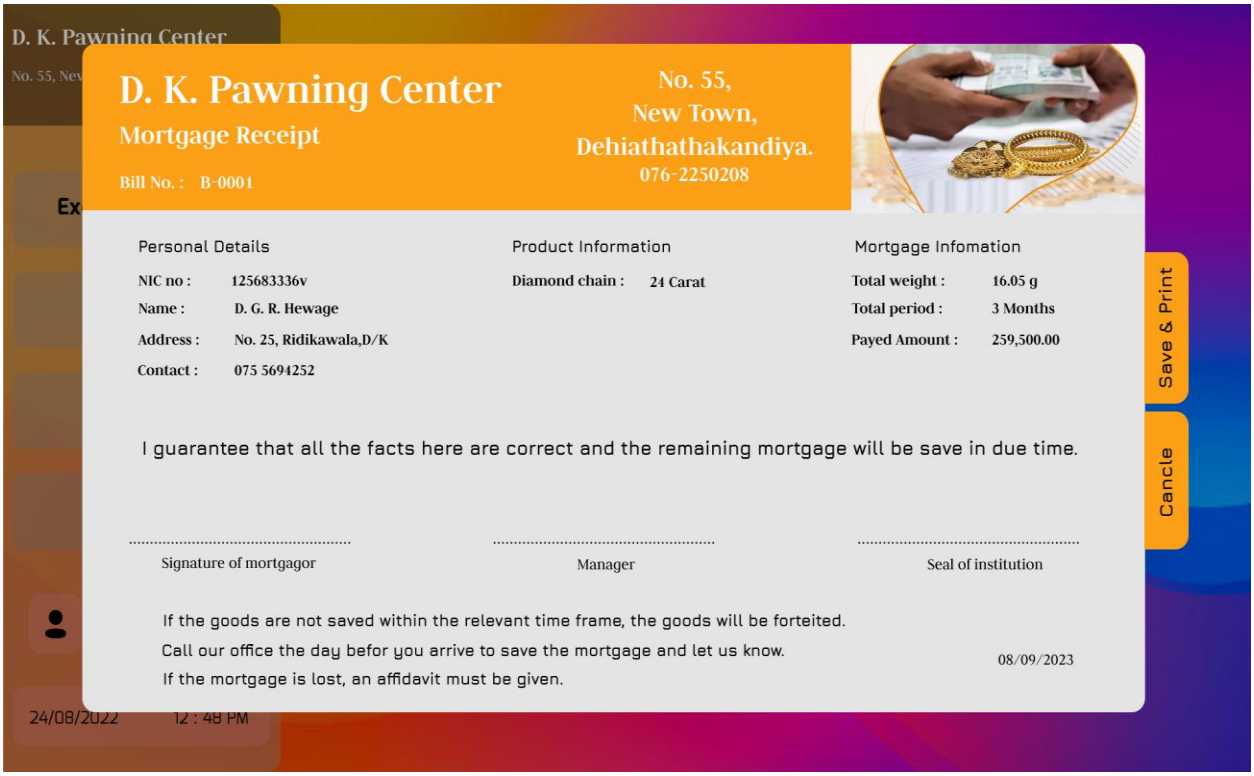
❖ ER diagram (For all processes)

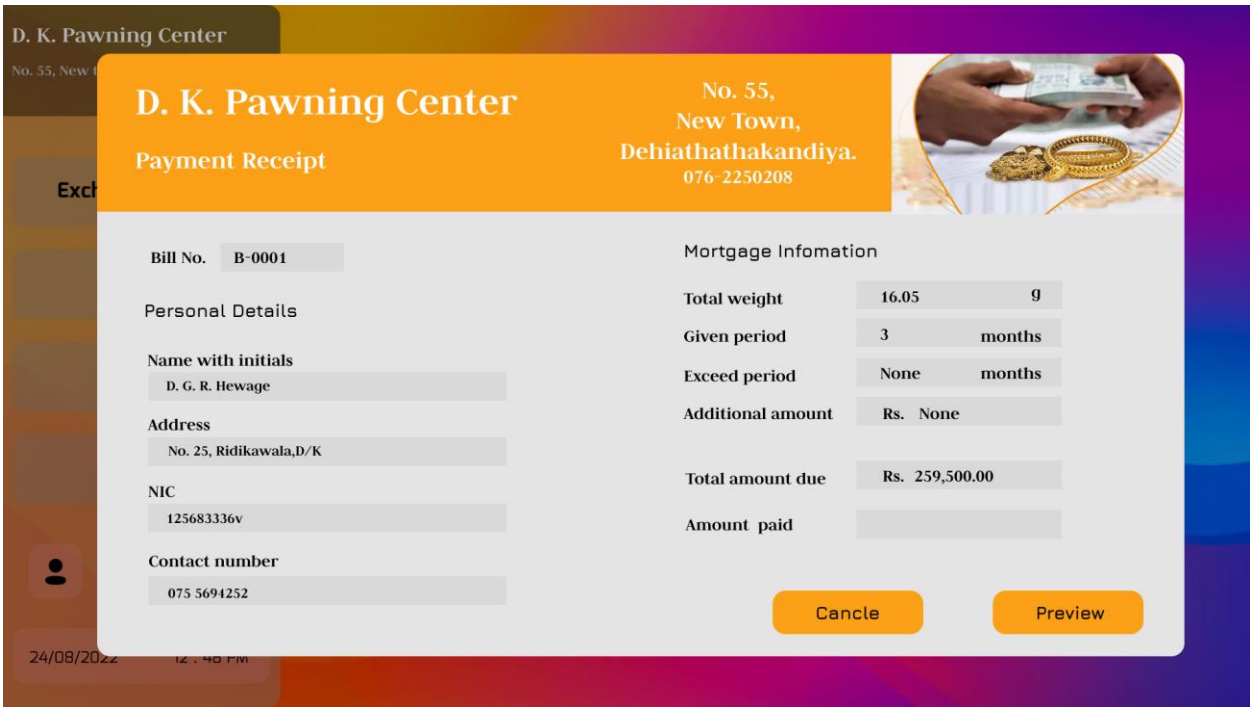


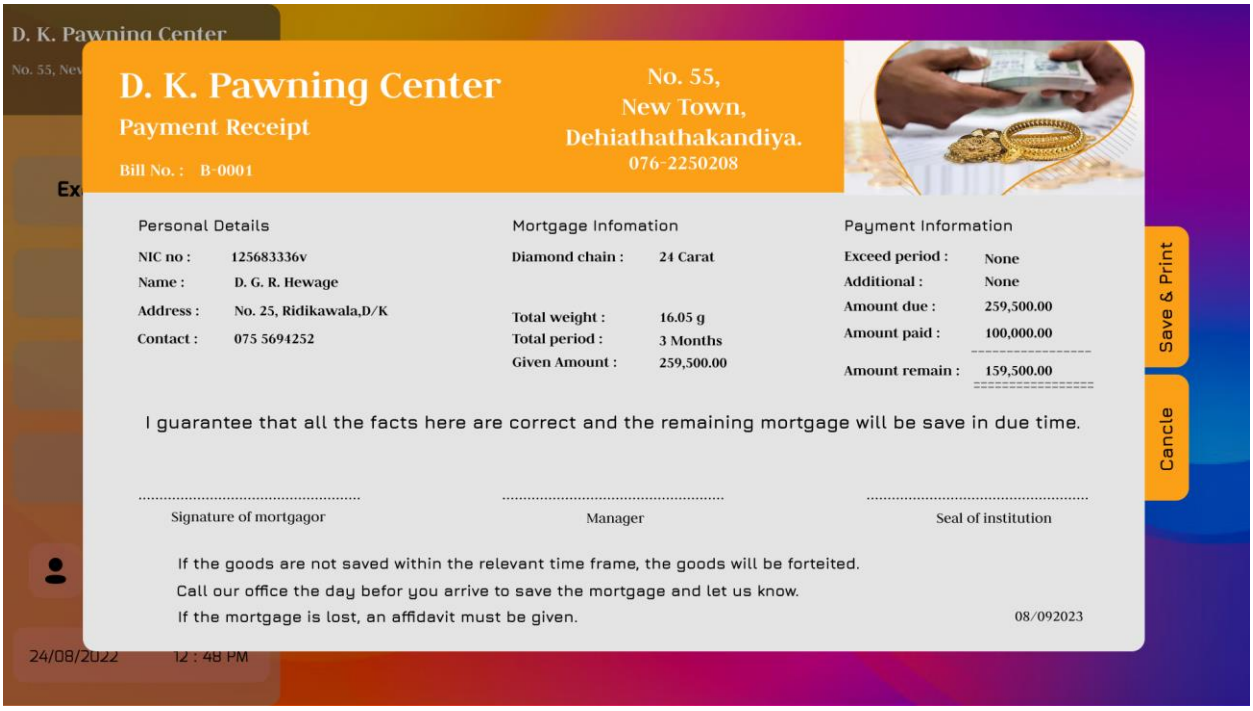
❖ Wire-frame diagrams

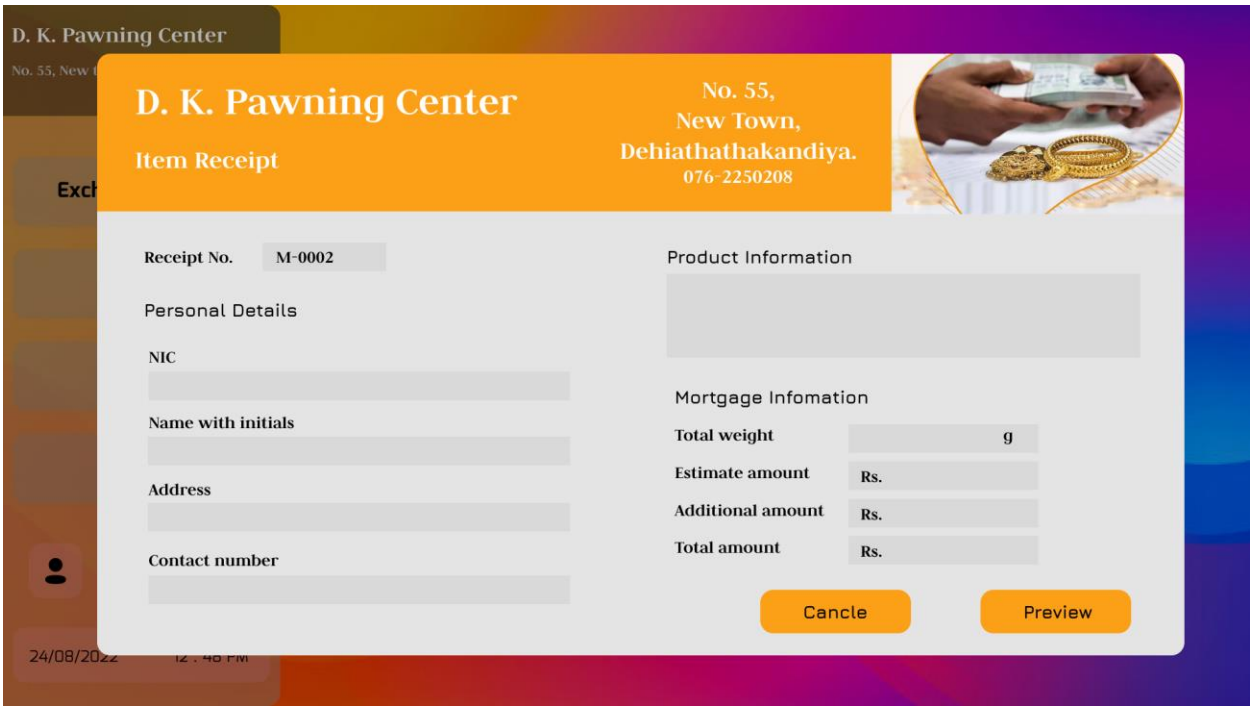


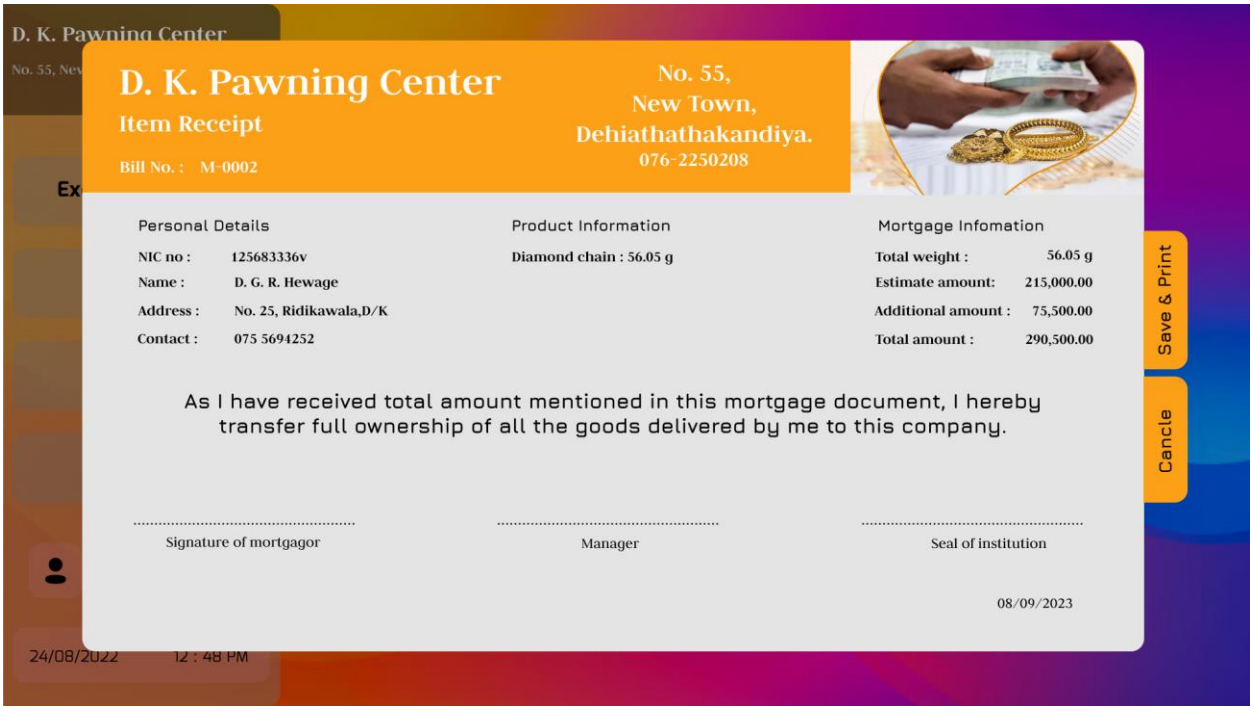


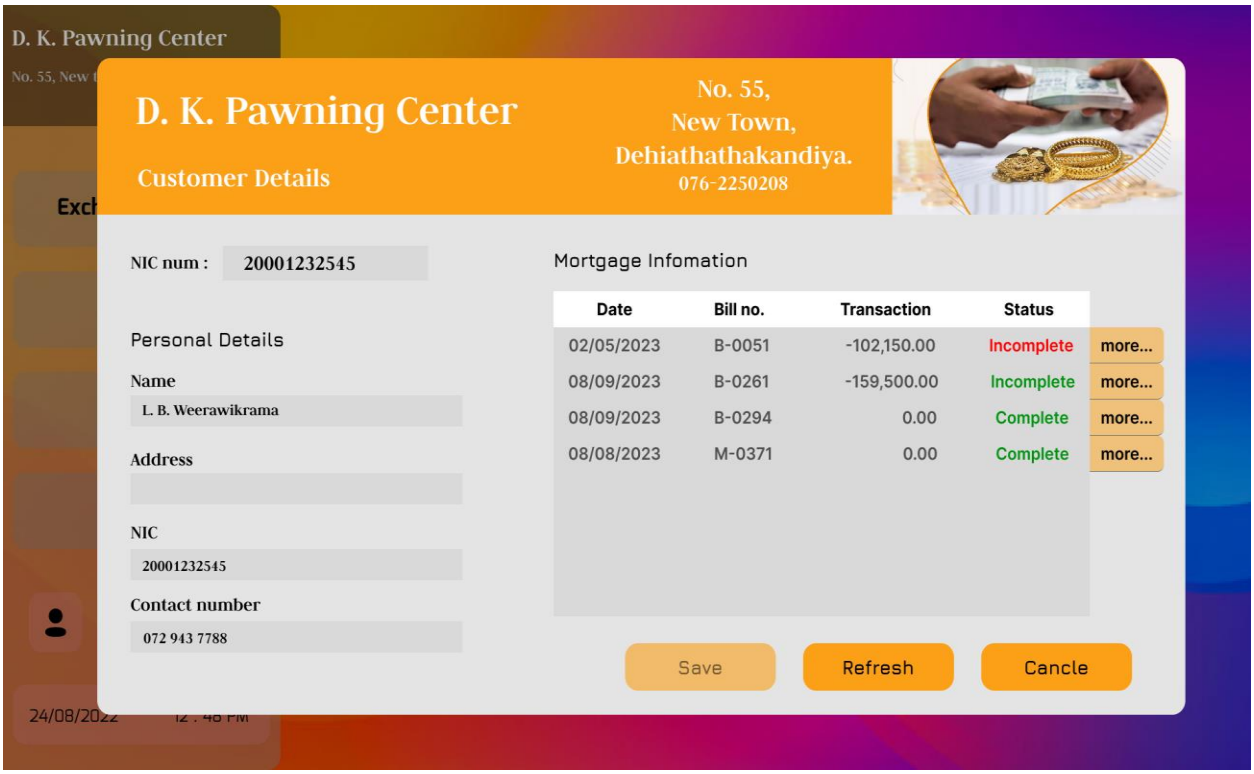

D. K. Pawning Center
Mortgage Receipt
Bill No. : B-0001
No. 55,
New Town,
Dehiathathakandiya.
076-2250208
Personal Details
NIC no : 125683336v
Name : D. G. R. Hewage
Address : No. 25, Ridikawala,D/K
Contact : 075 5694252
Product Information
Diamond chain : 24 Carat
Mortgage Infomation
Total weight : 16.05 g
Total period : 3 Months
Payed Amount : 259,500.00
Save & Print
Cancle
I guarantee that all the facts here are correct and the remaining mortgage will be save in due time.
Signature of mortgagor
Manager
Seal of institution
If the goods are not saved within the relevant time frame, the goods will be forteited.
Call our office the day befor you arrive to save the mortgage and let us know.
If the mortgage is lost, an affidavit must be given.
08/09/2023

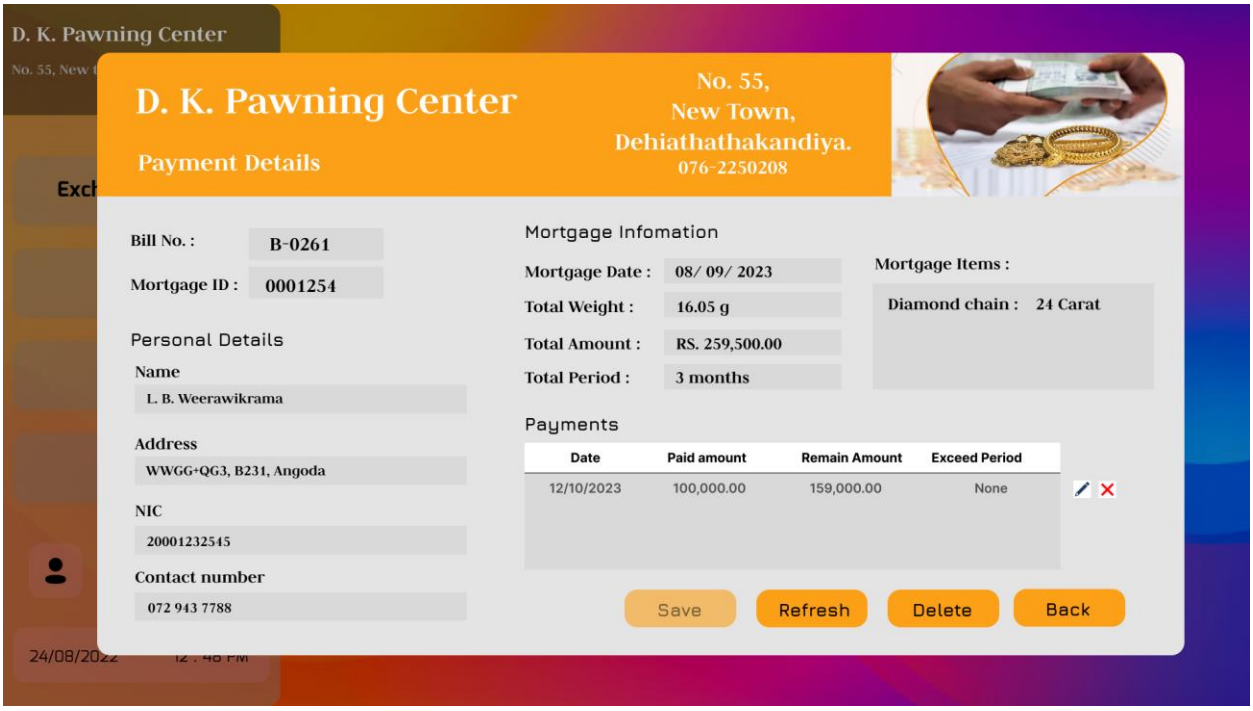

D. K. Pawning Center
Payment Receipt
No. 55,
New Town,
Dehiathathakandiya.
076-2250208
Bill No. B-0001
Personal Details
Name with initials
D. G. R. Hewage
Address
No. 25, Ridikawala,D/K
NIC
125683336v
Contact number
075 5694252
Mortgage Infomation
Total weight 16.05 g
Given period 3 months
Exceed period None months
Additional amount Rs. None
Total amount due Rs. 259,500.00
Amount paid
Cancle
Preview


D. K. Pawning Center
No. 55, New Town, Dehiathathakandiya.
076-2250208
Payment Receipt
Bill No. : B-0001
Personal Details
NIC no : 125683336v
Name : D. G. R. Hewage
Address : No. 25, Ridikawala,D/K
Contact : 075 5694252
Mortgage Infomation
Diamond chain : 24 Carat
Total weight : 16.05 g
Total period : 3 Months
Given Amount : 259,500.00
Payment Information
Exceed period : None
Additional : None
Amount due : 259,500.00
Amount paid : 100,000.00
Amount remain : 159,500.00
Save & Print
Cancle
I guarantee that all the facts here are correct and the remaining mortgage will be save in due time.
Signature of mortgagor
Manager
Seal of institution
If the goods are not saved within the relevant time frame, the goods will be forteited.
Call our office the day befor you arrive to save the mortgage and let us know.
If the mortgage is lost, an affidavit must be given.
08/092023


D. K. Pawning Center
No. 55, New Town, Dehiathathakandiya.
076-2250208
Item Receipt
Receipt No. M-0002
Personal Details
NIC
Name with initials
Address
Contact number
Product Information
Mortgage Infomation
Total weight g
Estimate amount Rs.
Additional amount Rs.
Total amount Rs.
Cancle
Preview


D. K. Pawning Center
No. 55,
New Town,
Dehiathathakandiya.
076-2250208
Item Receipt
Bill No. : M-0002
Personal Details
NIC no : 125683336v
Name : D. G. R. Hewage
Address : No. 25, Ridikawala,D/K
Contact : 075 5694252
Product Information
Diamond chain : 56.05 g
Mortgage Infomation
Total weight : 56.05 g
Estimate amount: 215,000.00
Additional amount : 75,500.00
Total amount : 290,500.00
Save & Print
Cancle
As I have received total amount mentioned in this mortgage document, I hereby transfer full ownership of all the goods delivered by me to this company.
Signature of mortgagor
Manager
Seal of institution
08/09/2023


D. K. Pawning Center
No. 55,
New Town,
Dehiathathakandiya.
076-2250208
Customer Details
NIC num : 20001232545
Personal Details
Name
L. B. Weerawikrama
Address
NIC
20001232545
Contact number
072 943 7788
Mortgage Infomation
Date
Bill no.
Transaction
Status
02/05/2023 B-0051 -102,150.00 Incomplete more...
08/09/2023 B-0261 -159,500.00 Incomplete more...
08/09/2023 B-0294 0.00 Complete more...
08/08/2023 M-0371 0.00 Complete more...
Save
Refresh
Cancle



❖ References

Process flow diagrams: https://mega.nz/folder/61h0zAQS#1GTpQxfNY6YUPVOiW_aVlw

Gherkin notation: https://mega.nz/folder/zw4kUTaY#adlQ2kYGkmhucpzrmz_4tw

- END -