



HIGHER EDUCATION PROGRAMMES

Academic Year 2025:	January - June
Formative Assessment 1:	Workflow Management 3 (HWFM300-1)
NQF Level, Credits:	6, 20
Weighting:	40%
Assessment Type:	Essay Questions
Educator:	S. Maduveko
Examiner:	S. Maduveko
Due Date:	27 March 2025
Total:	100 marks

Learning outcomes assessed:

- Understand the Business Process Management Cycle
- Apply process modelling using the BPMN language.

Instructions

- This assessment contains questions from Units 1 to 4 of your study programme.
- A **Copyleaks Report** will be issued via ColCampus once the assignment is submitted. Please ensure that you follow the correct steps when uploading your assignment, to ensure that the Copyleaks Report is correctly issued. If the incorrect document is uploaded, or if no Copyleaks Report is issued, a mark of zero (0) will be awarded. If the Copyleaks Report indicates that a 30% similarity/plagiarism score has been exceeded, 25% of the assessment total will be deducted from the final grade.

Question 1

[35 marks]

ABC Manufacturing is a company that produces electronic components. They have been facing issues with their order processing system, leading to delays and customer dissatisfaction. The management has decided to implement Business Process Management (BPM) to streamline their processes and improve efficiency.

- 1.1 Based on your understanding of this scenario and Business Process Management, outline “Process Identification” in the context of ABC Manufacturing. (15 marks)
- 1.2 Summarise Process Discovery in BPM in the context of ABC Manufacturing. Use the scenario above and your understanding of BPM Process Discovery, clearly presenting the participants and key steps in the context of ABC Manufacturing. (20 marks)

Question 2

[35 marks]

- 2.1 Regarding the scenario of ABC Manufacturing in Question 1, suggest how the company can utilise Kaplan & Norton’s strategy map to align their order processing system with their overall business strategy and improve customer satisfaction through Business Process Management (BPM). (25 marks)
- 2.2 Use the Balanced Scorecard to depict the perspectives in your answer to Question 2.1. (10 marks)

Question 3

[15 marks]

Develop a detailed BPMN diagram for ABC Manufacturing's order processing system that includes the following components: order receipt, inventory verification, payment processing, order fulfilment, and customer notification. Incorporate decision gateways to handle scenarios such as insufficient inventory, payment failures, and order cancellations. Include subprocesses such as changes in the order, payments, refunds, and ***other relevant processes in your model***. Clearly label each element to reflect its role within the overall process. **HINT: Study the marks rubric that follows to guide your design.**

Criteria	Excellent (12 - 15)	Good (10 - 11)	Satisfactory (5 - 9)	Needs Improvement (0 - 4)
BPMN Diagram Completeness (4 marks)	All required components and subprocesses are included and correctly modelled.	Most components and subprocesses are included and correctly modelled.	Some components and subprocesses are included but with minor errors.	Many components and subprocesses are missing or incorrectly modelled.
Use of Decision Gateways (4 marks)	Decision gateways are effectively used to handle all specified scenarios.	Decision gateways are used but may miss some specified scenarios.	Decision gateways are used but with significant errors or omissions.	Decision gateways are poorly used or missing.
Clarity and Readability (4 marks)	The diagram is clear, well-organised, and easy to understand.	The diagram is mostly clear and organized, with minor readability issues.	The diagram is somewhat clear but has several readability issues.	The diagram is unclear, disorganised, and difficult to understand.
Handling of Returns and Refunds (4 marks)	Subprocesses for returns and refunds are thoroughly integrated and well-explained.	Subprocesses for returns and refunds are included but may lack thoroughness.	Subprocesses for returns and refunds are included but with significant errors.	Subprocesses for returns and refunds are poorly integrated or missing.

Question 4

[15 marks]

The Order Processing System at ABC Manufacturing must incorporate elements of repetition (e.g., rechecking inventory), collaboration (e.g., between sales and warehouse departments), and exceptions (e.g., handling insufficient inventory, payment failures, and order cancellations). Provide a BPMN model of ABC manufacturing's Order Processing System incorporating these elements of repetition, exceptions and collaborations.

HINT: Study the marks rubric that follows to guide your design.

Criteria	Excellent (13 - 15)	Good (10 - 12)	Satisfactory (7 -9)	Needs Improvement (0 - 6)
BPMN Diagram Completeness (3 marks)	All required components, repetitions, collaborations, and exceptions are included and correctly modelled.	Most components, repetitions, collaborations, and exceptions are included and correctly modelled.	Some components, repetitions, collaborations, and exceptions are included but with minor errors.	Many components, repetitions, collaborations, and exceptions are missing or incorrectly modelled.
Use of Repetition (3 marks)	Repetition elements are effectively used to handle scenarios such as rechecking inventory.	Repetition elements are used but may miss some scenarios.	Repetition elements are used but with significant errors or omissions.	Repetition elements are poorly used or missing.
Use of Collaboration (3 marks)	Collaboration between departments is clearly modelled and effectively integrated.	Collaboration is mostly clear and integrated, with minor issues.	Collaboration is somewhat clear but has several issues.	Collaboration is unclear, disorganised, and poorly integrated.
Handling of Exceptions (3 marks)	Exceptions are thoroughly integrated and well-explained.	Exceptions are included but may lack thoroughness.	Exceptions are included but with significant errors.	Exceptions are poorly integrated or missing.
Clarity and Readability (3 marks)	The diagram is clear, well-organized, and easy to understand.	The diagram is mostly clear and organized, with minor readability issues.	The diagram is somewhat clear but has several readability issues.	The diagram is unclear, disorganised, and difficult to understand.
Explanation of Elements (3 marks)	Detailed and accurate explanations of all elements and their roles are provided.	Explanations are provided but may lack detail or accuracy in some areas.	Explanations are provided but are incomplete or contain several inaccuracies.	Explanations are missing, incomplete, or largely inaccurate.