



BUSINESS ANALYSIS

Task 02



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Instructions

1. Enhance your online presence by updating your LinkedIn profile.
1. For successful completion of the internship, complete one level (Level 1, 2, or 3) of the Web Development internship at your own pace.
2. Keep your tasks organized in a separate GitHub repository named "DEP" and share the link in the task submission form.
3. Utilize online resources like Google Search, tutorials, and videos to assist you in completing the tasks.

Task 02 - Gap Identification and Reporting

1. Objective: Identify basic gaps in business processes

2. Key Steps:

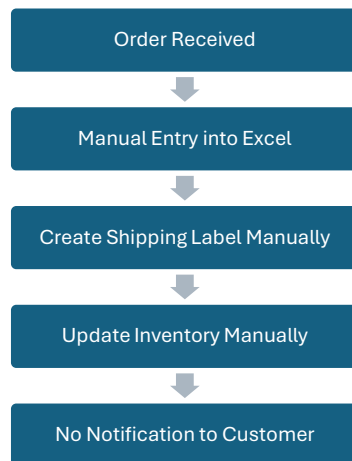
- Define the current and target states.
- Identify 2-3 gaps between the two states.
- Write a brief report detailing the gaps and suggested improvements.
- Include simple diagrams or flowcharts to illustrate the gaps.

Solution

1. Define Current and Target States

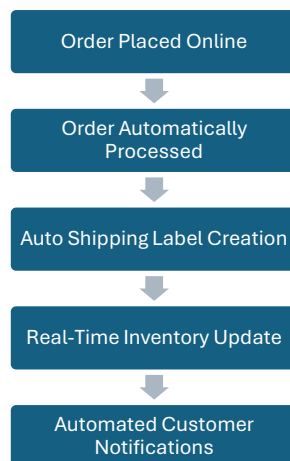
Current State:

The current process involves manual order processing for an e-commerce store. Orders are received via email or phone, processed manually by employees, and entered into an Excel sheet. Shipping labels are created separately using third-party software, causing delays and errors.



Target State:

A fully automated order processing system where customers place orders directly through the website, and the order management system handles everything from processing to shipping label creation and inventory updates in real time.



2. Identify Gaps

Here are some gaps between the current and target states:

1. Manual Data Entry:

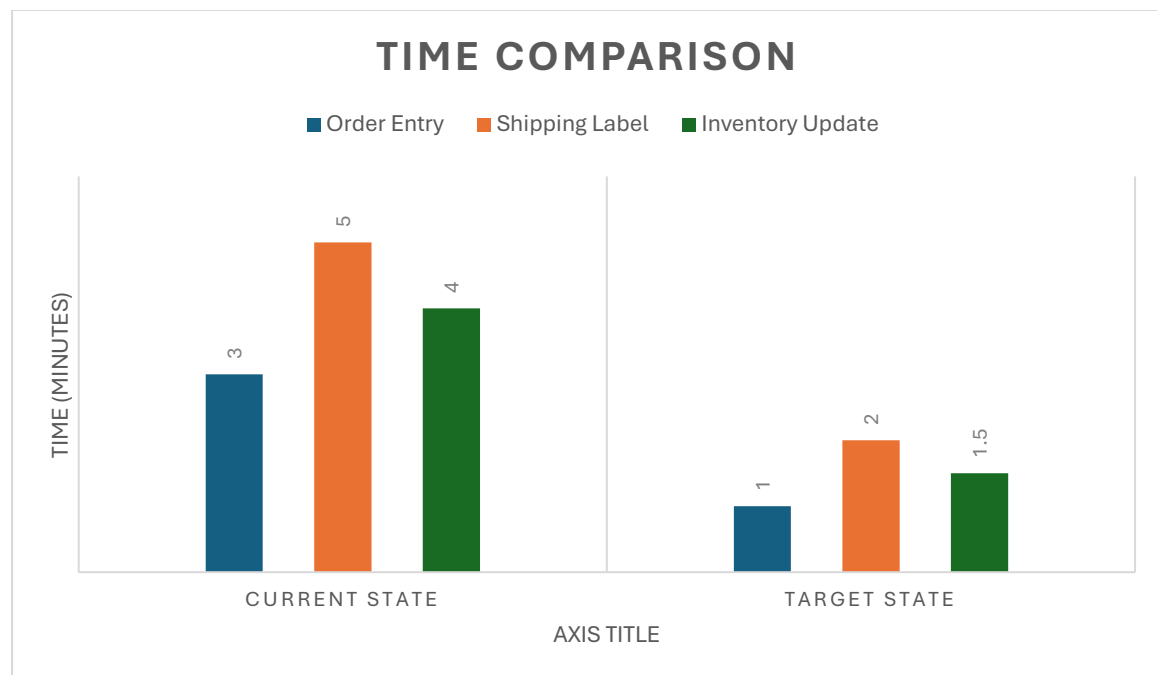
- *Current State*: Orders are manually entered into the system, which is time-consuming and prone to human errors.
- *Target State*: Automated order entry directly through the website or e-commerce platform.
- *Gap*: Lack of automation in data entry, causing slow processing times and higher error rates.

2. Disjointed Systems:

- *Current State*: Separate software is used for different processes like order tracking, shipping, and inventory management, leading to a lack of real-time updates.
- *Target State*: An integrated system that handles all steps (order, inventory, shipping) seamlessly.
- *Gap*: Lack of integration between tools, causing delays in processing and inaccurate inventory records.

3. Customer Notifications:

- *Current State*: No automatic notifications are sent to customers regarding order status, leading to frequent inquiries and dissatisfaction.
- *Target State*: Automated notifications to customers at each stage (order confirmation, shipping, delivery).
- *Gap*: No customer communication system integrated into the process, leading to customer dissatisfaction.



3. Suggested Improvements

1. Implement an E-commerce Platform with Automated Order Processing:

- Use platforms like Shopify, WooCommerce, or Magento that provide fully automated order processing. This will eliminate manual data entry and reduce error rates significantly.

2. Integrate Systems Using an ERP (Enterprise Resource Planning) Solution:

- An ERP solution like Odoo or SAP can integrate all business processes, ensuring real-time updates for orders, inventory, and shipping. This will reduce delays and improve process efficiency.

3. Set Up Automated Customer Communication:

- Use software such as Mailchimp or Klaviyo to automate customer notifications, improving the customer experience and reducing manual follow-ups.



Conclusion

By implementing automation in key areas like order processing and customer communication, and integrating systems, the e-commerce business can reduce processing times, eliminate manual errors, and significantly improve customer satisfaction. The flowcharts, bar charts, and pie charts can effectively communicate these gaps and suggested improvements.