

## EXERCISE

## CREATE BPMN MODELS

### CATERING SERVICE

Design the processes for a client who wants to establish an online catering service. The service should be available over the Internet and provide the options to **create** or **change customer profiles**, **choose** and **remove goods** from a **shopping cart**, as well as a **checkout**. The **goods are divided** into two types: cold and warm. All **cold goods** are simply **taken from the storehouse**, whereas **warm goods** are **prepared half an hour before the delivery starts**. After the customer has chosen several cold and warm goods, he can proceed to the checkout. The checkout requires the selection of 1) a customer profile, 2) the delivery time, and 3) the credit card number, which is debited at the bank. Afterwards the order is saved and the customer receives confirmation e-mail. The customer should be able to cancel orders at any time until one hour before the delivery time. The catering service has to check open orders frequently to prepare warm goods in time for delivery. After all cold and warm goods have been collected or prepared, they are delivered to the customer. The next day after the delivery an e-mail is sent to the customer asking for feedback about the quality of the service and goods.

Visualize this business process using BPMN.