



2022F MIS 710-WS

Process Innovation and Management  
GROUP 4

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# Group Project #3 – BPR Proposal

Group 4 | Organization : Apple Inc.

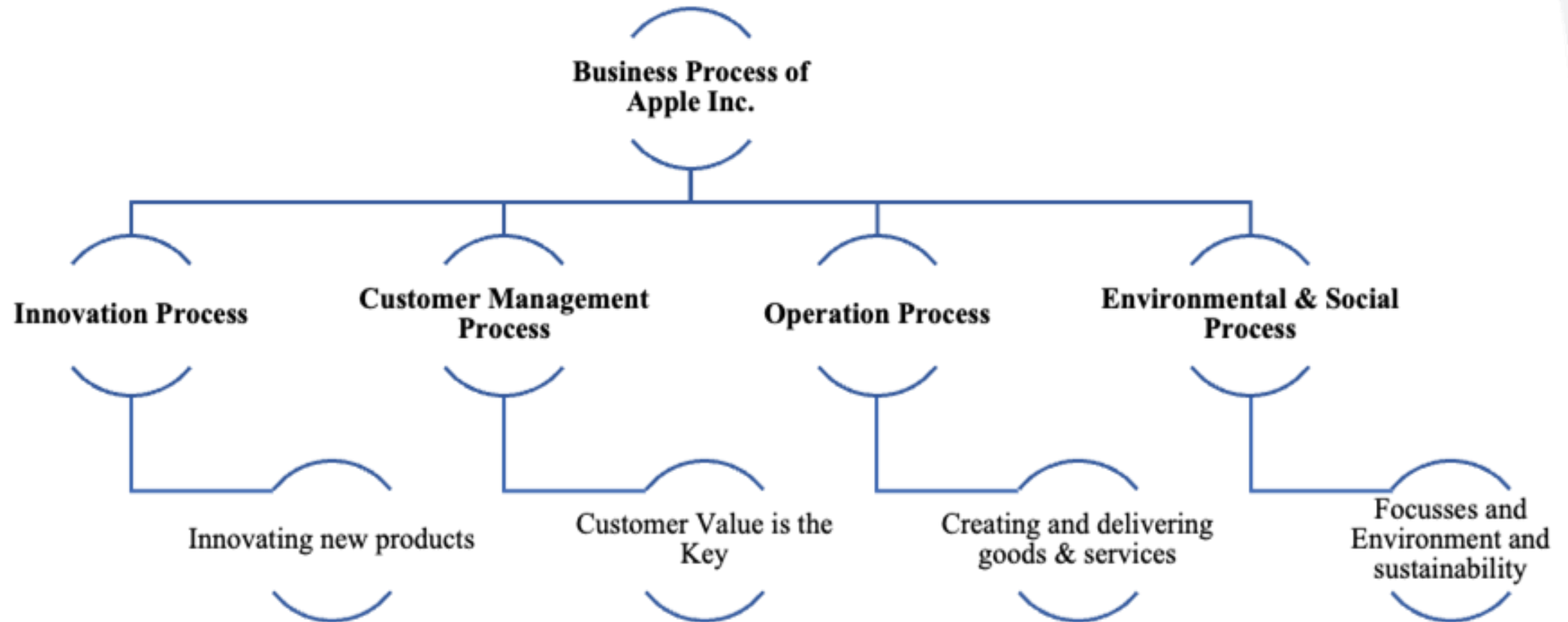


# Executive Summary

- With every day that goes by, as the company's impact expands and multiplies more and further, the issue of Apple's responsibility to the many diverse stakeholders who make up its ecosystem comes up.
- Since Apple's entire supply is getting more attention from the media, the relationship between Apple and its suppliers outside of the country has become one of the company's biggest worries.
- This case study looks at the problems with how Apple manages its supply and how these problems could be fixed using a comprehensive approach to reach a higher ethical standard. Through the eyes of Apple, the analysis is done.
- The presentation goes on to look at how likely the proposed solutions are to work. This helps show how Apple needs to deal with this problem and how it may affect a lot of people.

# Process Investigation

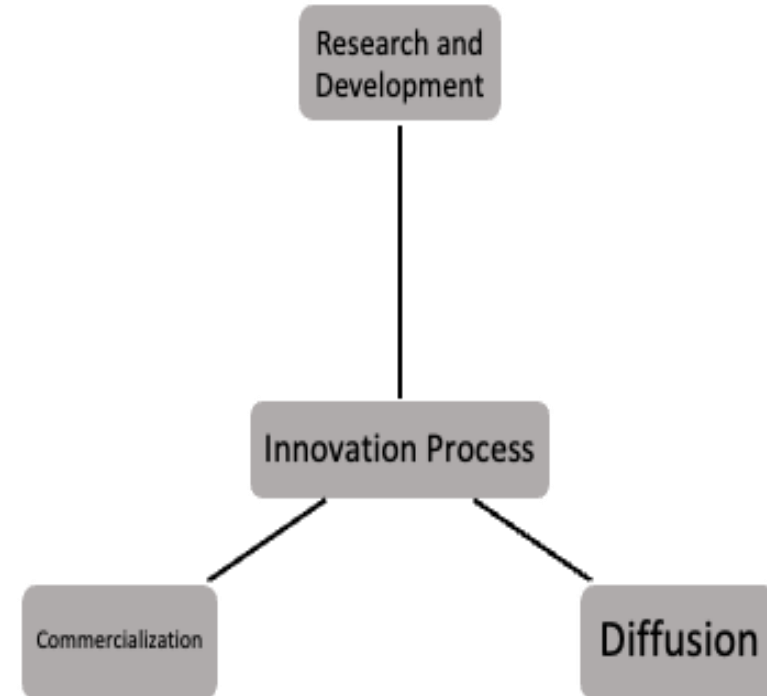
# Business Processes



# Innovation Process:

It can mainly be divided into 3 categories

- Research and Development
- Commercialization
- Diffusion



# Customer Management Process:

The main aspects of the customer management process in this organization are:

- Knowing its customers.
- Anticipating customer needs.
- Stores focus on customer experience.
- Branding that speaks to a generation.

# Operation Process

- Apple's ability to balance intense operational efficiency (in fact, the highest efficiency levels in its peer group) with outstanding serial innovation and addictive product design.
- The multinational technology company, in particular, differentiates its products and services through simple, yet appealing design and advanced functionality.



# Environmental/Social Process

- Apple is dedicated to developing products that improve the lives of its customers while also not depleting the earth's resources.
- Apple committed its resources and best thinking to considering the environment in everything it does.

# Salience Worth Matrix

	<b>Assets</b>	<b>Liabilities</b>
<b>Identity</b>	Apple is a powerful brand strongly associated with high prices and fashionable technological products. Its core values, which are innovative, simple to use, unique, and stylish in design, contribute to the brand's image.	
<b>Priority</b>	Focus on product design and functionality. Strengthening Apple's ecosystem. Improving consumer service experience.	
<b>Background</b>		Providing services to customers through the istore, app store, related software and peripherals.
<b>Mandated</b>		Customer electronics, software and services

# Process Selection

- A detailed understanding of the impact of the control on the supply order aids in the development of an efficient supply and order management system.
- Hence, we propose some changes in the operation process of Apple.
- We have chosen to implement a better supply order management system for Apple, which will result in the overall development of the organization.

## Existing Functional Description of supply order process:

- *Some of the procedures followed while placing a supply order include:*
  - ✓ Each employee uses their own unique procedure with their own preferred provider.
  - ✓ Invoices are sent to numerous points of contact and frequently get misplaced.
  - ✓ Some are paid for on expense reports.
  - ✓ Frequently, expenses are not considered.
  - ✓ Employee asks admin or secretary to order supplies.
  - ✓ Admin or secretary finds items in a supply magazine.
  - ✓ Any employee is free to place any order they choose.
  - ✓ There is little to no control on or approval of who may place orders.

# Future Placement of the Salience-Worth Matrix

	Assets	Liabilities
Identity	Automated and improved process	
Priority	New Order Automatically updates the database	
Background		Timelines
Mandated	Workload Reduction	

# AS-IS Process Objectives

## Organizational goals

- Simplify, accelerate, and increase security of the ordering process
- To improve the efficiency of the work process and its connection to the centralized database.
- Keep the database updated so that every employee has access to the most recent information, and notify different employees of information section changes so they can place supply orders.

# AS-IS Process Objectives

## Process Goals:

- Limit the time and effort required for the administrator or secretary to order supplies.
- Influence the straightforward process to look for supplies from the provided supplier list in accordance with what has already been stated.
- Reduce workload through calls and messages by introducing a system that can subsequently check employee requests and impose restrictions if they are ordering unnecessary supplies.
- Only employees with login credentials are able to order supplies through an online system.

# AS-IS Process Objectives

## Supporting supplier capacity

- Apple should provide resources and training materials with country-specific information to suppliers to help them transition to renewables.
- These tools should be accessible at an online portal. Suppliers must be educated through advanced and customized training with leading experts.
- Furthermore, encourage the formation and growth of renewable energy industry associations, which suppliers can join to learn about local opportunities.
- Creating renewable energy businesses or even participating in some of the world's largest and most innovative renewable energy deals.



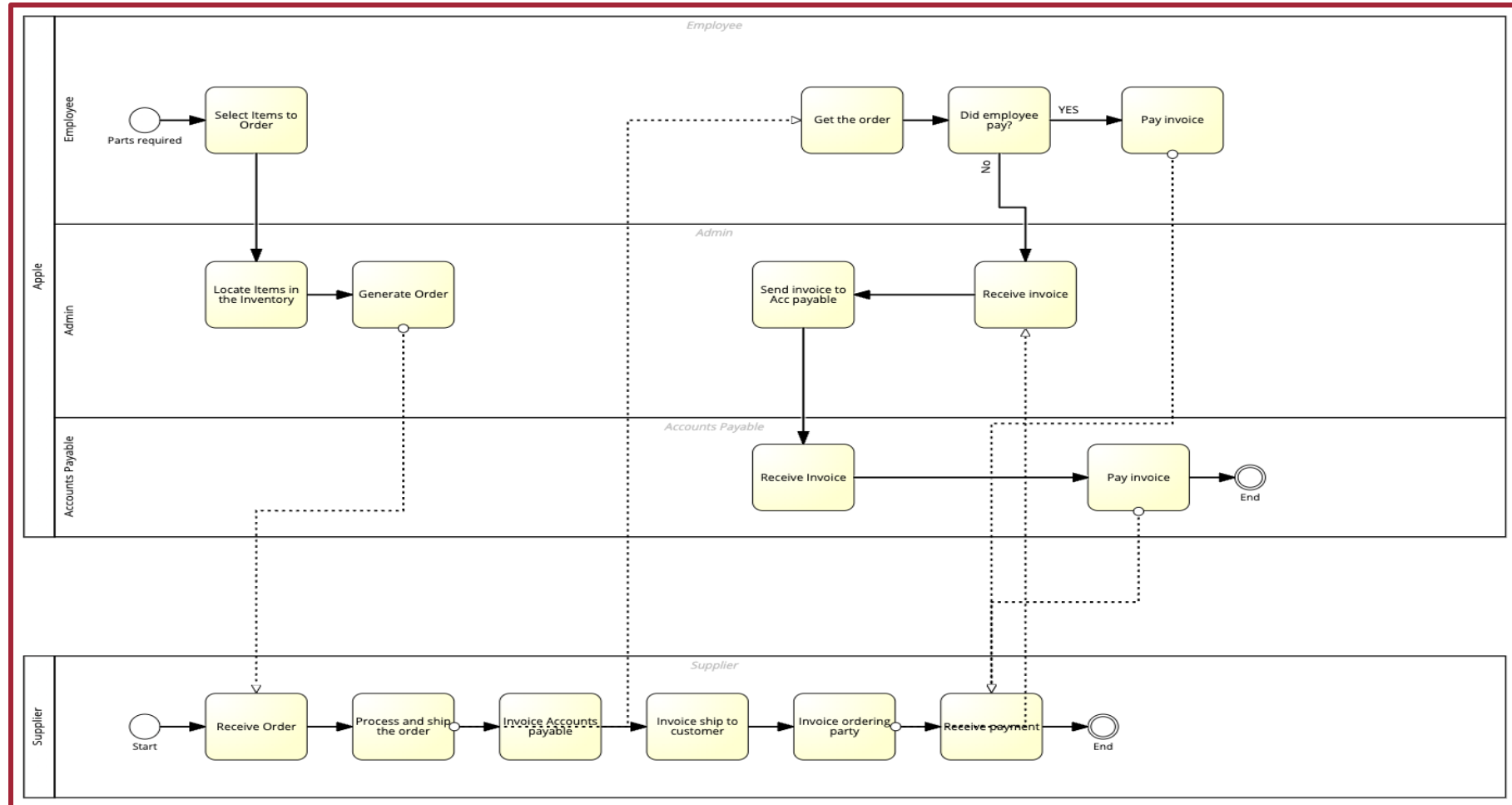
# AS-IS Performance Measures

FUNCTION	Quality		Speed of the Process		OTHER	
	Measures	Goals	Measures	Goals	Measures	Goals
Total Process	Percentage of ordering Supplies	100%	Average Completion time per order	4 to 5 min		
Ordering Supplies	Percentage of ordering supplies required	100%	Average ordering time per order	40 Sec	Success Percent to get order	90%
Choice of supplies according to the prerequisite			Average time for choosing supplies according to prerequisite	1 min		
Invoice Generate	Percentage of bills generated by finance department	100%	Average time for bill generation by finance department	60 min		
Central Database	Supplies Details	100%	Average time taken to update database	2 to 3 min		

# AS-IS Process Stakeholders

Sr.No	Primary Stakeholders	Description
1	Customer	Every purchase they make helps the business, and each one also reveals which goods and services it should invest more on.
2	Vendor and Supplier	Suppliers give the components or raw materials that a business needs to make its products.
3	Inside Stakeholder	By lending their expertise and perspective to a project, help a business achieve its strategic goals.
4	Customer Executive	Create cases on a client's or a service provider's behalf. View customer information, case duties, and cases. View and explore reports. Accept requests.
5	Warehouse Manager	Warehouse managers oversee the receiving, sending, and storing of goods while at work in warehouses.
6	Owner	Budgets and sales projections must be made, and the owner must ensure that the business complies. The owner may issue invoices to clients, pursue unpaid debts, keep the accounting system current, and tally up bank statements.

# Existing AS-IS Process Design



# Opportunity Identification

- The need of expanding your company is only going to become more important as customers' needs evolve, as new technologies become available, and as the level of competition increases.
- The establishment of common business processes (BPI) may serve as an efficient mechanism for establishing a culture of continuous improvement inside your firm.
- Business processes may be conducted in an informal or formal manner, and its effects can be felt across a number of firm operations, such as information technology, employee development and training, and the level of pleasure customers have with their service.
- The development process always follows the same route, regardless of whatever process it is that you are attempting to perfect. The four stages of the cycle for business process improvement are going to be discussed in today's topic.

# Reengineering Proposal

# Opportunity Selection

- Mitigate supply chain disruptions and delays, allowing it to maintain gross-margins.
- Adjust ordering ratios with existing suppliers, therefore minimizing the risk of third party issues associated with volume dependency;
- Quickly increase production capacity to respond to changes in consumer demand.
- Encourage lower supply costs as multiple suppliers compete for its business;
- Process large volumes of pre-orders, which it then analyzes to create demand forecasts; and,
- Prevent competitors from utilizing the same production capacity through exclusive relationships with suppliers.

# Solution Creation

## Behavior Narrative:

- Each employee will follow a similar procedure to select their preferred goods from a list of suppliers.
- Every time staff members order new goods under the new procedure. The database will be verified once, and if supply is beginning right away, staff members will be informed. This will cut down on wasteful supply.
- The single points finance department receives submitted invoices, which are then kept in the database for future use.
- Online systems are used to place supply requests so that written evidence is available.
- According to the new procedure, employees must order what they require, which will then go through an approval process before being arranged according to their demands.

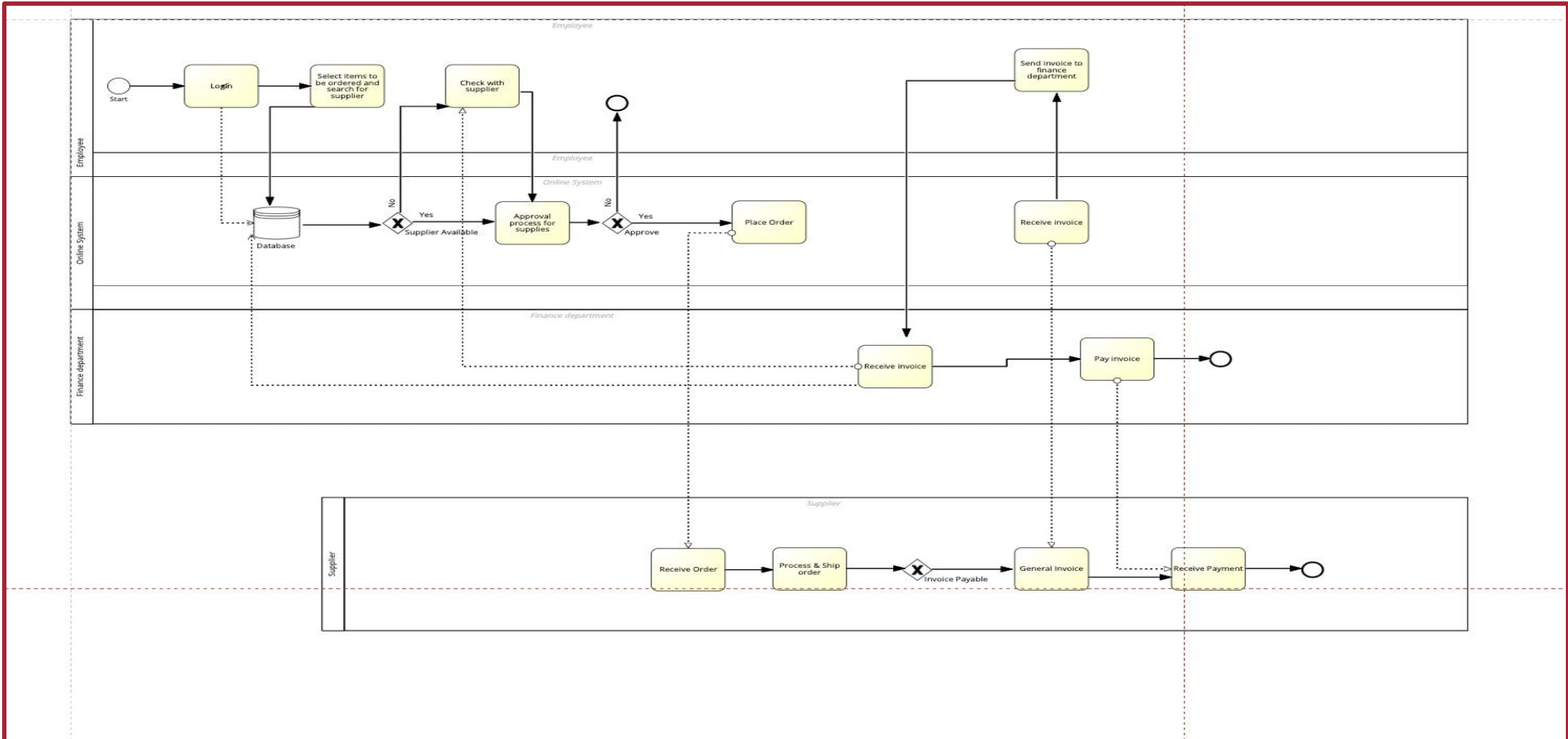
# Solution Creation

This strategy also helps in:

- Mitigate supply chain disruptions and delays, allowing it to maintain gross-margins.
- Adjust ordering ratios with existing suppliers, therefore minimizing the risk of third party issues associated with volume dependency;
- Quickly increase production capacity to respond to changes in consumer demand.
- Encourage lower supply costs as multiple suppliers compete for its business;
- Process large volumes of pre-orders, which it then analyzes to create demand forecasts; and,
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# TO-BE Process Design



# Change Management Analysis

Change Management Analysis is performed on all levels possible:

1. Strategic
  2. Technological
  3. Structural
  4. Personnel.
- As a result, the introduction of a new product or a new procedure, such as a supply order, necessitates technological changes inside the organization as well as the introduction of new manufacturing capabilities (or reallocation of the existing)

# Change Management Analysis

- Change Management, as a visible track on transformation initiatives, aligns groups' expectations, communicates, integrates teams, and oversees people training.
- It employs indicators such as the leader's commitment, communication efficacy, and the perceived need for change to develop precise plans, avoid change failures, and resolve troublesome change initiatives.
- When the change strategy is developed and the primary objectives of change management are specified, the organization begins to implement the changes.
- There will be challenges if an organization puts new items on people or the employees. The most crucial characteristics are participation, involvement, and open, early, and complete communication.
- Workshops are excellent tools for developing communal understanding, approaches, policies, procedures, systems, and ideas.

# Business Impacts Which are addressed

- Creating an internet platform to digitize everything and, as a result, reduce work burden.
- Each new order automatically updates the database, making it simple to check availability.
- A clone database is built and then updated to prevent database crashes.
- Each employee will be given new records which the employees needs to be educated before itself.

# Expected Outcome

- Online synchronization between the new framework and a centralized database is available.
- A new online method for ordering goods is part of the new structure.
- Each employee has an impressive record that can be accessed with their individual username and secret password.
- Each new order automatically updates the database. For instance, the spreadsheet is updated through the entire database as soon as employees order supplies.
- If the supplies are already available, check the database.
- To prevent database crashes, a copy database is created and then updated. (for a safer side).

# Project Plan

# Project Stakeholders

Customers, suppliers, investors, and staff are among the stakeholders who are dedicated to the existence of the business and who depend on one another.

Sr.No	Primary Stakeholders	Description
1	Customer	Every purchase they make helps the business, and each one also reveals which goods and services it should invest more on.
2	Vendor and Supplier	Suppliers give the components or raw materials that a business needs to make its products.
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# Project Timeline

Time required to create an online system which includes all the processes that undergoes the processes mentioned below:

- Planning
- Analysis
- Design
- Development
- Testing and
- Maintenance.
- Time required to create dedicated servers to each database that is being created.
- Time required to maintain the database servers.



# Project Cost Analysis

## **Initial Investments cost items:**

- Cost required to build an online system that can synchronize online updates is related to ordering goods.
- Costs required to create a secure centralized database server and copy server.

## **Operational Costs:**

- Maintenance costs of database server.

## **Tangible Benefits:**

- Asset cost sparing which is nothing but avoiding reordering if supplies are already on hand, therefore there is fetched sparing.

## **Intangible Benefits:**

- Redundancy Reduction.



*Thank You!*