

Example of MAP (15 minutes)

Q1) Which of the following is an activity? (4valores)

- A. Validate application policy details
- B. Compute the amount for a settlement
- C. Check if **the** customer is liable for damage
- D. Claim withdrawn by customer

Q.2) (4valores)

Which of the following statements refer to a critical (core) process of a company?

- A. Human resource management
- B. Accounts payable
- C. Order-to-cash
- D. Customer relationship management

Q.3) (12 valores)

Present a BPMN model of the following process, considering the process starts with the reception of a purchase order.

After receiving the purchase order, the commercial department validates it. In case of any discrepancies, it requests clarification from the client and asks for a revised purchase order, which is processed as a completely new order. One of the validations includes checking if the requested items are available in the warehouse. If not, the client is asked to remove them from the purchase order. Upon receiving a valid purchase order, it is sent to the warehouse department to collect the items and prepare them for shipment. If any item in the purchase order is unavailable in the warehouse, a message is sent to the client, stating that the missing items will not be shipped. The available items are then sent to the client. The process concludes with recording information about the missing items for statistical purposes.