Business Process Model -- Current Business Process

Business Process Modelling and Notation (BPNM) is a worldwide standard of process modelling that is currently facilitated by the Object Management Group institution. BPMN is used to model business processes and is a vital part of business transformations. This is because it allows analysts, designers and management personnel to understand how new process differentiate from existing process, and how processes link to each other, in graphical form.. At the beginning of Release 1, a BPMN was developed and used to visualise the client team's current delivery process through an employee perspective. It is intended to constantly be referred to throughout the development of the project to assist the development of the project. This will help the development and client team understand how the transformation of the business affects the business' processes. The model is based on the client team's description of the current business process.
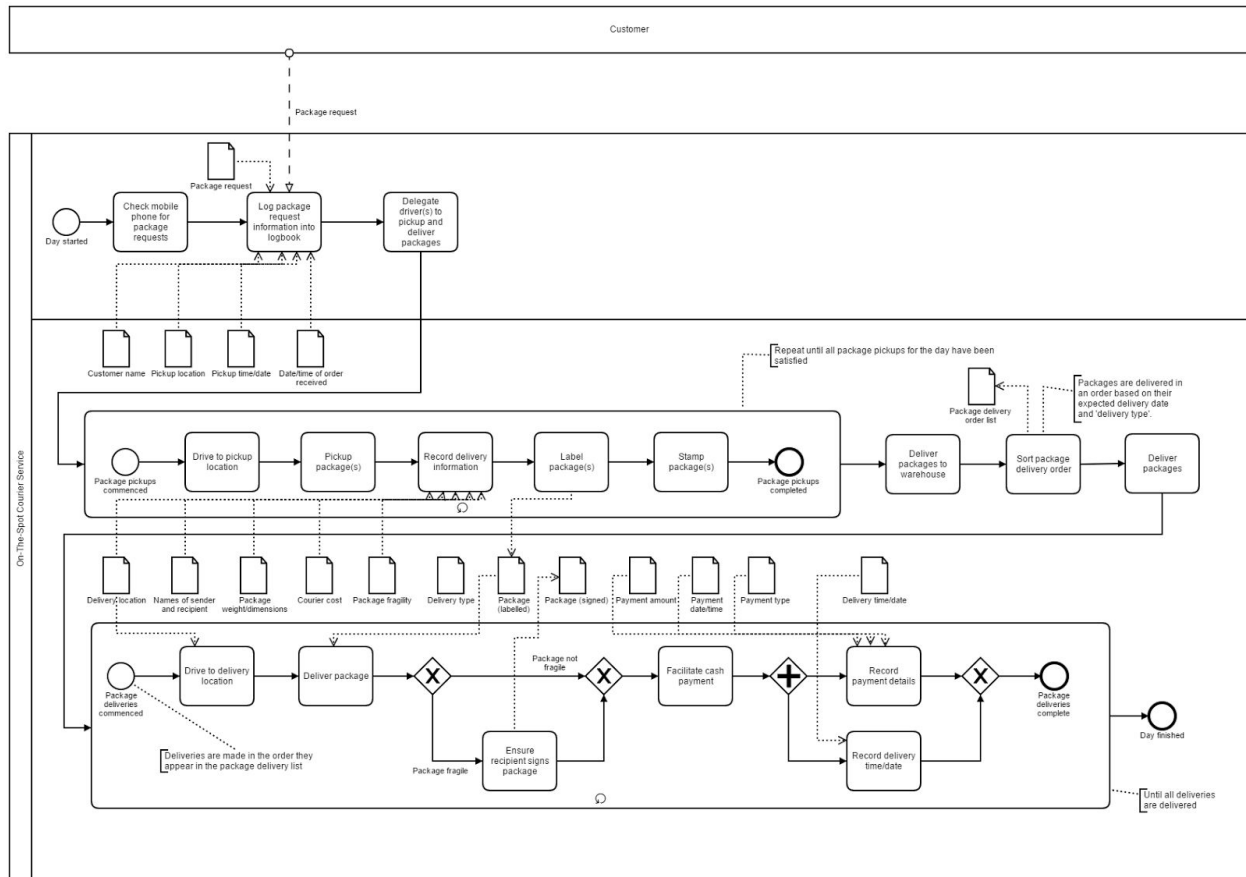
HQ link to BPMN model of the current business process: http://i.imgur.com/LLy4Z0h.png

Survey and Survey Analysis

A survey for Sprints 1 and 2 was created near the completion of Release 1. The survey was developed to specifically focus on the user stories implemented in this release. These user stories focus on the fundamental features of the website -- registering and logging into accounts, making orders and navigation. A survey is necessary because the project is only in its barebones phase in Release 1, thus needs feedback to help the website evolve appropriately in future releases. The survey allows the development team to reflect on the feedback provided by the client team, which will help eliminate any potential flaws in future releases. The survey was filled out by the client team and the results are provided below:

Q1 — To access the website as a customer, you had to create or log into an account. How would you rate this process?

Choices	Totals
● 1 -- poor	0
● 2	0
● 3	0
● 4	0
● 5 -- perfect	5

Q2 — As a customer, you were able to place orders on the website. How would you rate this process?

Choices	Totals
● 1 -- poor	0
● 2	0
● 3	0
● 4	0
● 5 -- perfect	5

Q3 — As an employee, you were able to view customer information and order details. How would you rate this process?

Choices	Totals
● 1 -- poor	0
● 2	0
● 3	0
● 4	0
● 5 -- perfect	5

Q4 — When entering registration details, do you feel like you are entering too much or too little information?

Choices	Totals
● The amount of details I enter is fine.	5
● When registering, I enter too much information.	0
● When registering, I enter too little information.	0
● 5 -- perfect	5

Q5 When entering order details, do you feel like you are entering too much or too little information?

Choices	Totals
● The amount of details I enter is fine.	5
● When ordering, I enter too much information.	0
● When ordering, I enter too little information.	0

Q6 As the website is currently a barebones version, we are concerned about the ease of navigation. How would you rate this process?

Choices	Totals
● 1 -- poor	0
● 2	0
● 3	0
● 4	0
● 5 -- perfect	5

Q7 Overall, how would you rate your experience on the website?
Multiple Choice

Choices	Totals
● 1 -- poor	0
● 2	0
● 3	0
● 4	2
● 5 -- perfect	3

Q8 If your experience on the website was not perfect, please outline why.

Latest Responses

Bloody brilliant job although for it to be perfect customers should be able to see an overview of their order after they submit it. Good job on the little details of the website too!

It has a clean and clear appearance.

no comment

N/A

The website is fantastic but and I am very impressed with your groups work. Only concern is that the website could be more appealing but Im sure this will be focused on later

The survey generated overwhelmingly positive feedback. From this feedback it can be seen that the website received great reception for its ease of use, navigation and technical features. The development team was skeptical about these aspects, as it is hard for them to see them through

a customer perspective as designers. An issue that raised from the survey, however, is that the website does not contain an aesthetically pleasing design. This is completely understandable as the website currently does contain any redeeming visual qualities. It should be noted that the development team never informed the client team if or when the aesthetic component of the website will be focused on -- so their concern is valid. The client team will be made aware of a plan to tackle this issue, and if time allows, will be tackled at some point in Release 2, otherwise Release 3. The visual aspect of the website was not focused on at this time because the fundamental features of the website needed to be focused on foremostly. Another issue raised is that, for the ordering process to be absolutely fulfilled from the customer perspective, it needs to contain an overview of orders immediately after they are created. While the development team understand this is an essential feature, it was already agreed that it would be implemented at some point in Release 2. The client team will be reminded of this to reassure them the ordering aspect will significantly be expanded upon. The development team will consider this feedback for Release 2 and Release 3.