**Company analysis**

**Case Study 3**

**Chocompany**

**accomplished at the Business Informatics study program**

**of the University of Applied Sciences Technikum**

**Version 0.3**

**Project manager: Patrick Homm**

**Project team: Andreas Burger, Leonardo Fisic, Martin Wollner**

**Date: 2013-09-29**



Change Log

|  |  |  |  |
| --- | --- | --- | --- |
| **Version number** | **Date** | **Change** | **Person** |
| 0.1 | 2013-09-19 | creation | Andreas Burger |
| 0.2 | 2013-09-29 | organigram, order process | Andreas Burger |
| 0.3 | 2013-10-04 | include customer information (all processes, WKD) | Andreas Burger |
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Table 1: Change log

|  |  |  |
| --- | --- | --- |
| **Legend** | | |
| **State** | **W**  **R**  **F** | In work  In review  Released, freed version |
| **Versioning** | **0.1, 0.2**  **1.0**  **1.1, 1.2**  **2.0** | Not approved version  First released version  Extended first version  Second released version |

Contact Persons

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Organizational unit** | **Project role** | **Telephone** | **e-mail** |
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Table 2: Contact persons

# Company Description

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# Introduction

Chocompany is an Austrian GmbH that offers all kind of chocolate products. It was founded by Philipp Schiedauf in 2011. A first shop was opened in Vienna with 3 employees. With the idea to sell their own produced chocolate the company grew steadily and has now (2013) 13 employees in 5 departments (HR, distribution, marketing, purchasing, manufacturing).

The company wants better support of their processes by a new IT system to reduce the amount of work of the back-office. A further goal is to expand the client base by offering a web-shop, to sell their products throughout Europe.

The company wants to become famous with the web-based ChocolateCustomizer. This is a software-system which give the customers the possibility to design their own chocolate variations.

# Organigram



Figure 4: Organigramm of Chocompany

# Value Added Chain Diagram



# Process Description

## Process Characteristics

|  |  |
| --- | --- |
| **process name** | Order process |
| ***process id*** | 2.1 |
| **process description and purpose** | In this process the complete order process is defined. Starting with the customer input to the delivering of the ordered product(s). This process is the most important process in our company because we earn the most income with it. |
| **process owner** | Distribution department |
| **process input / process trigger** | The customer filled, and checks the basket out. The input is the data of the costumer and the ordered products. |
| **process output / process outcome** | The ordered products are handed over to a shipping company |
| **first process step** | Costumer choose wanted products |
| **last process step** | Costumer is informed by mail about shipped products |
| **previous process** | Costumer registration |
| **following process** | - |
| **Interface to other processes** | Handle Returns, Handle complaints, Paying system, Produce new Chocolate, Manufacture missing products |

Table 3: Process Characteristics “Order process”

|  |  |
| --- | --- |
| **process name** | Administrate chocolate ingredients |
| ***process id*** | 2.2 |
| **process description and purpose** | This process describes how the chocolate ingredients are administrated by purchasing department. This process make sure that missing products are marked with “longer delivery time” and will be reordered. Some new, groovy ingredients have to be added to the ChocolateCustomizer, to be chosen by the customer. Also the standard line of products is be administrated. |
| **process owner** | Purchasing department |
| **process input / process trigger** | The process has to be started every day |
| **process output / process outcome** | All ingredients in stock are available in ChocolateCustomizer |
| **first process step** | Check storage to determine all stored ingredients |
| **last process step** | Publish new ingredients to ChocolateCustomizer |
| **previous process** | - |
| **following process** | - |
| **Interface to other processes** | ChocolateCustomizer |

Table 4: Process Characteristics “Administrate chocolate ingredients”

|  |  |
| --- | --- |
| **process name** | Produce new chocolate |
| ***process id*** | 2.3 |
| **process description and purpose** | This process describes how a new chocolate is created. It is started daily and describes the workflow from list of products with the recipe to the build product. |
| **process owner** | Manufacturing department |
| **process input / process trigger** | A customer created a new chocolate variation and placed an order |
| **process output / process outcome** | The new chocolate is available |
| **first process step** | Process list of products to be manufactured |
| **last process step** | Update webshop |
| **previous process** | Order process |
| **following process** | Advertising new products |
| **Interface to other processes** | ChocolateCustomizer, Manufacture missing products- |

Table 5: Process Characteristics “Produce new chocolate”

## Business Process Model and Notation (BPMN) Diagram

Order process (2.1)



Administrate chocolate ingredients (2.2)



Produce new chocolate (2.3)



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# Glossary

|  |  |  |
| --- | --- | --- |
| **Key concept or abbreviation** | **Explanation** | **Additional Information** |
| ChocolateCustomizer | Designer for Chocolate |  |