

Human 1-Order fulfillment process

Start: 13:30

Modellierung während des Interviews

Ende: 13:42

Interview Transcript:

Process Analyst:

Hi, my name is Andi and I am here to model your process which you are in charge of, nice to meet you!

Process Owner:

Hello Andi, nice to meet you too. I'm Sara Aran, the CEO of BnL. I'm here to help with whatever you need regarding the order fulfillment process. Feel free to ask your questions, and I'll do my best to provide the information you require.

Process Analyst:

Please tell me something about your process.

What is the initial starting point and what is the output of your process

Process Owner:

The process kicks off when we receive a purchase order from a customer. The final output occurs when the order is archived, marking the completion of the process. Let me know if there's a specific part of the process you want more details on.

Process Analyst:

please tell me about the specific activities of your process

Process Owner:

Once a purchase order is received, the first thing we do is check if the product is in stock. Based on this, we'll either proceed with fulfilling the order or, if there's no stock, the order gets rejected. Do you need details on any other parts of the process?

Process Analyst:

does the process end when the order is rejected?

Process Owner:

Yes, that's correct. If the product is not in stock, the process concludes with the order being rejected.

Process Analyst:

what are the specific activities when you have the products in stock

Process Owner:

If the product is in stock, we request the product from the warehouse, and then the order is confirmed. What would you like to know next?

Process Analyst:

what happens after confirming the order

Process Owner:

After confirming the order, we gather the shipment address to ship the product. At the same time, we emit the invoice and receive the payment. Let me know if you need more details on these steps.

Process Analyst:

what happens next

Process Owner:

Once the product is shipped and the payment has been received, the order is archived. This marks the completion of the process. Is there anything else you need to clarify?

Process Analyst:

is the order shipped before or after receiving the payment?

Process Owner:

The product can be shipped while we are processing the payment, meaning the shipping and payment activities can occur concurrently. Both need to be completed before the order is archived.

Process Analyst:

so you gather the shipment address and then send the product

Process Owner:

Yes, that's correct. We first obtain the shipment address, and then the product is shipped to the customer.

Process Analyst:

Thank you for your information. I have finished your process in the model.

Process Owner:

Great to hear that, Andi. If you need any more information or clarification in the future, feel free to reach out. Good luck with the rest of your project.

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Process model:

