

# Human 2-Order fulfillment process

Start: 10:22

Modellierung während des Interviews

Ende: 10:47

## **Interview Transcript:**

### **Process Analyst:**

Hello, my name is Verena. What is your name?

### **Process Owner:**

Hello Verena, I'm Sara Aran. How can I help you today?

### **Process Analyst:**

Nice to meet you Sara.

### **Process Owner:**

Nice to meet you too, Verena. How can I assist you with the project?

### **Process Analyst:**

Today, we would like to model the order fulfillment process.

### **Process Owner:**

Great, Verena. What specific part of the order fulfillment process would you like to discuss first?

### **Process Analyst:**

I would like to discuss the content of the process first. How would you describe the process overall?

### **Process Owner:**

The order fulfillment process begins when a purchase order is received from a customer. We start by checking if the product is in stock. If it isn't, we have to reject the order. If it is in stock, we continue with retrieving the product from the warehouse and confirming the order. What part would you like more details on?

### **Process Analyst:**

Could you describe the aim of the process first?

### **Process Owner:**

Certainly, the aim of the order fulfillment process is to efficiently and accurately manage customer orders, ensuring products are available, confirmed, shipped, and paid for, all while maintaining traceability and reliability. It's about delivering the right product to the right customer, promptly and as promised. Is there anything specific you'd like more detail on?

### **Process Analyst:**

Thank you. I will be back here in a minute

**Process Owner:**

Sure thing, take your time.

**Process Analyst:**

Hi Sara, I'm back. Sorry for keeping you waiting.

**Process Owner:**

No problem at all, Verena. What's next on the agenda?

**Process Analyst:**

What happens after the product has been retrieved from the warehouse?

**Process Owner:**

After the product is retrieved from the warehouse, the order is confirmed. Then, we proceed with gathering the shipment address so the product can be shipped to the customer. Anything else you need details on?

**Process Analyst:**

O.k. How do you do that exactly?

**Process Owner:**

Once the order is confirmed, we obtain the shipment address from the customer. This step is crucial to ensure we have the correct details for delivering the product. After getting the address, the product is shipped to the customer. Is there anything specific you're looking to know about this step?

**Process Analyst:**

How is the product packed?

**Process Owner:**

I don't have the specifics on the packing process. My focus is primarily on the broader steps, like confirming orders and ensuring successful delivery. Are there any other parts of the process you need insights into?

**Process Analyst:**

In which way can the product be sent over to the customer?

**Process Owner:**

The product is typically shipped to the customer after confirming the shipment address. The method of shipping can vary depending on the product or customer location, but as per the specifics of this process, it's all about ensuring that the product reaches the customer efficiently. Is there another aspect of the shipping you're curious about?

**Process Analyst:**

Thank you. How does the customer acknowledge receipt?

**Process Owner:**

In this process, after the product is shipped, we don't have a specific step for the customer to acknowledge receipt. The focus is on completing the shipment and ensuring payment is received. If you need more on this or any other part, let me know.

**Process Analyst:**

Ah, I see. Is there a quality check before the shipment leaves the warehouse?

**Process Owner:**

As per the process details I have, there isn't a defined step specifically for a quality check before the shipment leaves the warehouse. The primary steps include confirming the order, getting the shipment address, and then shipping the product. If you have questions about other parts of the process, feel free to ask.

**Process Analyst:**

O.k. How is payment received then?

**Process Owner:**

Payment is received after we emit an invoice. Once the shipment is on its way and the invoice is sent, we then await the payment from the customer. Do you need more information on invoicing or payment?

**Process Analyst:**

I will be back in a minute. Thank you.

**Process Owner:**

Alright, Verena. Just let me know when you're ready to continue.

**Process Analyst:**

Thank you for waiting. How is invoicing and payment made then?

**Process Owner:**

After confirming the order and shipping the product, we issue an invoice to the customer. The customer then makes the payment. This happens simultaneously with the shipping process. Once both the shipment and payment are completed, we move on to archive the order. Let me know if there's anything else you'd like to know!

**Process Analyst:**

What happens if a customer doesn't pay?

**Process Owner:**

In this specific process, there's no detailed step addressing non-payment directly. The focus is more on the steps where payment is expected to be completed alongside the shipment. If non-payment becomes an issue, it might be handled outside of the core process described here. If you have more questions on the existing process, feel free to ask.

**Process Analyst:**

No, I think this is all. Thank you for your time?

**Process Owner:**

You're welcome, Verena. If you need anything else in the future, feel free to reach out. Have a great day!

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Nice to meet you Sara.



Nice to meet you too, Verena. How can I assist you with the project?

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## Process model:

