

Prototype – Loan application process

Modellierung im Anschluss

20 Minuten

Interview:

Process Analyst:

Hello, my name is your process analyst for this session. My goal is to help you describe one specific business process in enough detail that an accurate process model can be created. I will guide you step by step, asking you one concise question at a time. I will not suggest answers or provide examples; everything will come from you so the result reflects your real process.

To start, we first clarify what you need from the process model, then we will define where the process starts and ends, list the tasks in order, identify any decision points, and finally I will present a full summary for you to confirm or correct.

First question: What is the business process you would like us to focus on in this interview?

Process Owner:

We're focusing on the loan application process at Europe Financial Corp.

Process Analyst:

Thank you. We will focus on the loan application process at Europe Finance Corp.

What are your specific requirements or expectations for the resulting process model of this loan application process?

Process Owner:

My main expectation is that the process model clearly shows each step involved in the approval of a loan application, ensuring that the sequence is accurate and traceable. I'm particularly interested in highlighting both the automated and manual assessments involved.

Process Analyst:

Understood: you want a clear, accurately sequenced, and traceable model of the loan approval process, with a clear distinction between automated and manual assessments.

Next question: Beyond showing steps, sequence, and distinguishing automated vs manual work, are there any other requirements for the model (for example, about level of detail, compliance, systems involved, or target audience) that are important to you?

Process Owner:

The level of detail should be sufficient for understanding the key responsibilities, but not too granular. It should be suitable for both internal team members and external auditors who might review the process for compliance purposes.

Process Analyst:

Thank you, that helps clarify the requirements: we need a clear, end-to-end view of key responsibilities, suitable for internal teams and external auditors, without excessive granularity, and distinguishing automated and manual assessments.

To begin defining the process boundaries: what event marks the very beginning of the loan application process at Europe Finance Corp.?

Process Owner:

The process begins when a loan application is received.

Process Analyst:

Got it: the process begins when a loan application is received.

To refine this start point, how is the loan application received at Europe Finance Corp.—through which channel or mechanism does it formally enter the process?

Process Owner:

The loan application is typically received through our online application system.

Process Analyst:

Thank you, the process starts when a loan application is received via the online application system.

What event marks the very end of the loan application process at Europe Finance Corp.—the point at which you consider this process completed?

Process Owner:

The process ends when the acceptance pack is sent to the applicant if they're eligible, or when the application is rejected if they're not eligible.

Process Analyst:

Thank you, so the process starts when an online loan application is received and ends either with an acceptance pack sent to an eligible applicant or with a formal rejection sent to an ineligible applicant.

After the online loan application is received, what is the very first task or activity performed in the process?

Process Owner:

The first task is to check the applicant's credit history.

Process Analyst:

Thank you. The first task after receiving the online application is to check the applicant's credit history.

After the applicant's credit history is checked, what is the next task or activity performed in the loan application process?

Process Owner:

After checking the credit history, the next task is to assess the loan risk.

Process Analyst:

Thank you. So far we have:

- Start: Online loan application is received.
- Task 1: Check the applicant's credit history.
- Task 2: Assess the loan risk.

After the loan risk has been assessed, what is the next task or activity performed in the process?

Process Owner:

In parallel to the risk assessment, the property for which the loan is requested needs to be appraised by a property appraiser.

Process Analyst:

Thank you, that introduces a parallel activity.

To clarify the flow: once the credit history check is completed, are the loan risk assessment and the property appraisal always started at the same time, or does one of them depend on the outcome or completion of the other before it can begin?

Process Owner:

They are independent of each other and can be started simultaneously.

Process Analyst:

Understood: after the credit history check, the loan risk assessment and the property appraisal are independent and can run in parallel.

Once both the loan risk assessment and the property appraisal have been completed, what is the next task or activity performed in the process?

Process Owner:

Once both the loan risk assessment and the property appraisal are completed, the next task is to assess the applicant's eligibility.

Process Analyst:

So far, the sequence is:

- Start: Online loan application is received.
- Task 1: Check applicant's credit history.
- Task 2 (parallel): Assess loan risk.
- Task 3 (parallel): Appraise the property.
- Task 4 (after both parallel tasks complete): Assess applicant's eligibility.

For your requirement to distinguish automated and manual work: is the eligibility assessment performed manually, automatically by a system, or through a combination of both?

Process Owner:

The eligibility assessment is performed manually by a loan officer.

Process Analyst:

Thank you, the eligibility assessment is performed manually by a loan officer.

After the loan officer has completed the eligibility assessment, what is the next task or activity in the process?

Process Owner:

If the applicant is not eligible, the application is rejected. If they are eligible, the acceptance pack is prepared.

Process Analyst:

Thank you, that describes an important decision point.

Focusing on the path where the applicant is eligible: after the acceptance pack is prepared, is it sent to the applicant immediately as the final step, or are there any additional tasks or checks before it is sent?

Process Owner:

Once the acceptance pack is prepared, it is sent to the applicant immediately as the final step.

Process Analyst:

Thank you, so on the eligible path, preparing the acceptance pack is followed immediately by sending it to the applicant, which ends the process.

To better distinguish automated and manual activities as you requested: for each of these tasks, is it automated by a system or performed manually by a person at Europe Finance Corp.?

- Check applicant's credit history
- Assess loan risk
- Appraise the property
- Reject the application (when not eligible)
- Prepare the acceptance pack
- Send the acceptance pack

Process Owner:

Here is how each task is handled:

- Check applicant's credit history: Performed manually by a financial officer.
- Assess loan risk: This is done automatically by a system.
- Appraise the property: Performed manually by a property appraiser.
- Reject the application (when not eligible): Performed manually by the loan officer.
- Prepare the acceptance pack: Performed manually.
- Send the acceptance pack: Performed manually.

Process Analyst:

Thank you for clarifying which tasks are manual and which are automated.

Aside from the eligibility decision (eligible vs not eligible), are there any other decision points or branches in the loan application process, such as points where the application can be stopped, paused, or routed differently?

Process Owner:

No, aside from the decision on eligibility, there are no other decision points or branches in the process where the application can be stopped, paused, or routed differently.

Process Analyst:

Understood, the eligibility decision is the only decision point in this process.

To complete the picture for responsibilities and for auditor use: which roles or departments are responsible for each main task in the process, from receiving the online application through to sending the acceptance pack or issuing a rejection?

Process Owner:

Here are the responsibilities:

- Receiving the online application: Handled by the system; no specific role.
- Checking applicant's credit history: Financial officer.

- Assessing loan risk: The system handles this automatically.
- Appraising the property: Property appraiser.
- Assessing applicant's eligibility: Loan officer.
- Rejecting the application: Loan officer.
- Preparing the acceptance pack: Loan officer.
- Sending the acceptance pack: Loan officer.

Process Analyst:

Thank you for detailing the responsibilities.

From your perspective, are there any additional tasks or activities—however small—that occur between the steps we have already discussed, or is the process exactly as described with no intermediate steps?

Process Owner:

The process is exactly as described, with no intermediate steps beyond what we've discussed.

Process Analyst:

Here is a structured summary of the loan application process at Europe Finance Corp as you have described it:

1. Process Purpose and Requirements

- The process model must clearly show each step involved in the approval of a loan application, with an accurate and traceable sequence.
- It must distinguish clearly between automated and manual assessments.
- The level of detail should focus on key responsibilities (not overly granular).
- The model should be suitable for both internal team members and external auditors reviewing the process for compliance.

2. Process Boundaries

- **Start Event:** The process starts when a loan application is received through the online application system.
- **End Events:**
 - The process ends when an acceptance pack is sent to the applicant if they are eligible.
 - Alternatively, the process ends when the application is rejected if the applicant is not eligible.

3. Main Roles and Systems

- **Online Application System:** Receives the loan application and initiates the process; also runs the automated loan risk assessment.
- **Financial Officer:** Performs the manual credit history check.
- **Property Appraiser:** Performs the property appraisal.

- **Loan Officer:** Performs the eligibility assessment, issues rejections, prepares the acceptance pack, and sends the acceptance pack.

4. Detailed Process Flow and Tasks

4.1 Application Receipt

- A loan application is submitted by an applicant through the online application system.
- The application's receipt in the system marks the formal start of the process.

4.2 Credit History Check (Manual)

- Responsible role: Financial officer.
- Activity: The financial officer checks the applicant's credit history based on the information received via the online application.
- This is a manual activity.

4.3 Parallel Activities After Credit Check

- Once the credit history check is completed, two activities are initiated that can proceed independently and in parallel:

4.3.1 Loan Risk Assessment (Automated)

- Responsible role: System (no human role).
- Activity: The system automatically assesses the loan risk using the application data and any relevant parameters or rules.
- This is fully automated.

4.3.2 Property Appraisal (Manual)

- Responsible role: Property appraiser.
- Activity: The property appraiser performs a property appraisal for the property related to the loan application.
- This is a manual activity.
- Both the automated loan risk assessment and the manual property appraisal must be completed before the process continues.

4.4 Eligibility Assessment (Manual Decision Task)

- **Precondition:** Both the loan risk assessment and the property appraisal are completed.
- Responsible role: Loan officer.
- Activity: The loan officer manually assesses the applicant's eligibility for the loan, taking into account the results of the credit history check, the loan risk assessment, and the property appraisal.
- **Outcome:** This task produces a decision: the applicant is either eligible or not eligible.

5. Decision Point: Eligibility

- Based on the eligibility assessment, the process follows one of two paths:

5.1 Path A – Applicant Not Eligible

- Responsible role: Loan officer.
- Activity: The loan officer rejects the application.
- This is a manual action.
- **End Event:** Once the application is rejected, the process ends for this application.

5.2 Path B – Applicant Eligible

- Responsible role: Loan officer.

Activity 1 – Prepare Acceptance Pack

- The loan officer manually prepares the acceptance pack for the eligible applicant.

Activity 2 – Send Acceptance Pack

- The loan officer manually sends the acceptance pack to the applicant.
- **End Event:** Sending the acceptance pack to the applicant completes the process for this application.

6. Gateways and Branching Summary

- There is a parallel split after completion of the credit history check, where the loan risk assessment and property appraisal proceed independently and in parallel. Both must complete before moving on.
- There is a single decision point at the eligibility assessment, where the process branches into either the rejection path (not eligible) or the acceptance path (eligible).
- There are no additional decision points or branches where the application is stopped, paused, or routed differently beyond this eligibility decision.

7. Overall End-to-End View

- Start with receipt of the loan application in the online system.
- Manual credit history check by a financial officer.
- In parallel: automated loan risk assessment by the system and manual property appraisal by a property appraiser.
- Manual eligibility assessment by a loan officer once both parallel tasks are complete.
- If not eligible: manual rejection by the loan officer, and the process ends.

- If eligible: manual preparation of the acceptance pack by the loan officer, followed by manual sending of the acceptance pack to the applicant, and the process ends.

Is this description accurate and complete for the loan application process at Europe Finance Corp as you want it modeled, or would you like any corrections, additions, or refinements?

Process Owner:

Yes, this description accurately captures the loan application process at Europe Finance Corp as I want it modeled. It provides a clear and comprehensive view, including tasks, roles, decisions, and the distinction between manual and automated activities. There's no need for corrections or refinements at this point.

Hello, my name is your process analyst for this session. My goal is to help you describe one specific business process in enough detail that an accurate process model can be created. I will guide you step by step, asking you one concise question at a time. I will not suggest answers or provide examples; everything will come from you so the result reflects your real process.\n\nTo start, we first clarify what you need from the process model, then we will define where the process starts and ends, list the tasks in order, identify any decision points, and finally I will present a full summary for you to confirm or correct.\n\nFirst question: What is the business process you would like us to focus on in this interview?



We're focusing on the loan application process at Europe Financial Corp.

Thank you. We will focus on the loan application process at Europe Finance Corp.\n\nWhat are your specific requirements or expectations for the resulting process model of this loan application process?



My main expectation is that the process model clearly shows each step involved in the approval of a loan application, ensuring that the sequence is accurate and traceable. I'm particularly interested in highlighting both the automated and manual assessments involved.



Understood: you want a clear, accurately sequenced, and traceable model of the loan approval process, with a clear distinction between automated and manual assessments.\n\nNext question: Beyond showing steps, sequence, and distinguishing automated vs manual work, are there any other requirements for the model (for example, about level of detail, compliance, systems involved, or target audience) that are important to you?



The level of detail should be sufficient for understanding the key responsibilities, but not too granular. It should be suitable for both internal team members and external auditors who might review the process for compliance purposes.



Thank you, that helps clarify the requirements: we need a clear, end-to-end view of key responsibilities, suitable for internal teams and external auditors, without excessive granularity, and distinguishing automated and manual assessments.\n\nTo begin defining the process boundaries: what event marks the very beginning of the loan application process at Europe Finance Corp.?



The process begins when a loan application is received.



Got it: the process begins when a loan application is received.\n\nTo refine this start point, how is the loan application received at Europe Finance Corp.—through which channel or mechanism does it formally enter the process?



 The loan application is typically received through our online application system.

 Thank you, the process starts when a loan application is received via the online application system.\n\nWhat event marks the very end of the loan application process at Europe Finance Corp.—the point at which you consider this process completed?

 The process ends when the acceptance pack is sent to the applicant if they're eligible, or when the application is rejected if they're not eligible.

 Thank you, so the process starts when an online loan application is received and ends either with an acceptance pack sent to an eligible applicant or with a formal rejection sent to an ineligible applicant.\n\nAfter the online loan application is received, what is the very first task or activity performed in the process?

 The first task is to check the applicant's credit history.

 Thank you. The first task after receiving the online application is to check the applicant's credit history.\n\nAfter the applicant's credit history is checked, what is the next task or activity performed in the loan application process?

 After checking the credit history, the next task is to assess the loan risk.

 Thank you. So far we have:\n- Start: Online loan application is received.\n- Task 1: Check the applicant's credit history.\n- Task 2: Assess the loan risk.\n\nAfter the loan risk has been assessed, what is the next task or activity performed in the process?

 In parallel to the risk assessment, the property for which the loan is requested needs to be appraised by a property appraiser.

 Thank you, that introduces a parallel activity.\n\nTo clarify the flow: once the credit history check is completed, are the loan risk assessment and the property appraisal always started at the same time, or does one of them depend on the outcome or completion of the other before it can begin?

 They are independent of each other and can be started simultaneously.

 Understood: after the credit history check, the loan risk assessment and the property appraisal are independent and can run in parallel.\n\nOnce both the loan risk assessment and the property appraisal have been completed, what is the next task or activity performed in the process?

Once both the loan risk assessment and the property appraisal are completed, the next task is to assess the applicant's eligibility.

So far, the sequence is:
- Start: Online loan application is received.
- Task 1: Check applicant's credit history.
- Task 2 (parallel): Assess loan risk.
- Task 3 (parallel): Appraise the property.
- Task 4 (after both parallel tasks complete): Assess applicant's eligibility.
For your requirement to distinguish automated and manual work is the eligibility assessment performed manually, automatically by a system, or through a combination of both?

The eligibility assessment is performed manually by a loan officer.

Thank you, the eligibility assessment is performed manually by a loan officer.
After the loan officer has completed the eligibility assessment, what is the next task or activity in the process?

If the applicant is not eligible, the application is rejected. If they are eligible, the acceptance pack is prepared.

Thank you, that describes an important decision point.
Focusing on the path where the applicant is eligible: after the acceptance pack is prepared, is it sent to the applicant immediately as the final step, or are there any additional tasks or checks before it is sent?

Once the acceptance pack is prepared, it is sent to the applicant immediately as the final step.

Thank you, so on the eligible path, preparing the acceptance pack is followed immediately by sending it to the applicant, which ends the process.
To better distinguish automated and manual activities as you requested: for each of these tasks, is it automated by a system or performed manually by a person at Europe Finance Corp?
- Check applicant's credit history
- Assess loan risk
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- Reject the application (when not eligible)
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Here is how each task is handled:

- Check applicant's credit history: Performed manually by a financial officer.
- Assess loan risk: This is done automatically by a system.
- Appraise the property: Performed manually by a property appraiser.
- Reject the application (when not eligible): Performed manually by the loan officer.
- Prepare the acceptance pack: Performed manually.
- Send the acceptance pack: Performed manually.

Thank you for clarifying which tasks are manual and which are automated.\n\nAside from the eligibility decision (eligible vs not eligible), are there any other decision points or branches in the loan application process, such as points where the application can be stopped, paused, or routed differently?



No, aside from the decision on eligibility, there are no other decision points or branches in the process where the application can be stopped, paused, or routed differently.

Understood, the eligibility decision is the only decision point in this process.\n\nTo complete the picture for responsibilities and for auditor use: which roles or departments are responsible for each main task in the process, from receiving the online application through to sending the acceptance pack or issuing a rejection?



Here are the responsibilities:

- Receiving the online application: Handled by the system; no specific role.
- Checking applicant's credit history: Financial officer.
- Assessing loan risk: The system handles this automatically.
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- Assessing applicant's eligibility: Loan officer.
- Rejecting the application: Loan officer.
- Preparing the acceptance pack: Loan officer.
- Sending the acceptance pack: Loan officer.

Thank you for detailing the responsibilities.\n\nFrom your perspective, are there any additional tasks or activities—however small—that occur between the steps we have already discussed, or is the process exactly as described with no intermediate steps?



The process is exactly as described, with no intermediate steps beyond what we've discussed.

Here is a structured summary of the loan application process at Europe Finance Corp as you have described it:\n\n1. Process Purpose and Requirements\n - The process model must clearly show each step involved in the approval of a loan application, with an accurate and traceable sequence.\n - It must distinguish clearly between automated and manual assessments.\n - The level of detail should focus on key responsibilities (not overly granular).\n - The model should be suitable for both internal team members and external auditors reviewing the process for compliance.\n\n2. Process Boundaries\n\n - Start Event: The process starts when a loan application is received through the online application system.\n - End Events: \n - The process ends when an acceptance pack is sent to the applicant if they are eligible.\n - Alternatively, the process ends when the application is rejected if the applicant is not eligible.\n\n3. Main Roles and Systems\n\n - Online Application System: Receives the loan application and initiates the process; also runs the automated loan risk assessment.\n - Financial Officer: Performs the manual credit history check.\n - Property Appraiser: Performs the property appraisal.\n - Loan Officer: Performs the eligibility assessment, issues rejections, prepares the acceptance pack, and sends the acceptance pack.\n\n4. Detailed Process Flow and Tasks\n\n4.1 Application Receipt\n - A loan application is submitted by an applicant through the online application system.\n - The application's receipt in the system marks the formal start of the process.\n\n4.2 Credit History Check (Manual)\n - Responsible role: Financial officer.\n - Activity: The financial officer checks the applicant's credit history based on the information received via the online application.\n - This is a manual activity.\n\n4.3 Parallel Activities After Credit Check\n - Once the credit history check is completed, two activities are initiated that can proceed independently and in parallel:\n\n - 4.3.1 Loan Risk Assessment (Automated)\n - Responsible: System (no human role).\n - Activity: The system automatically assesses the loan risk using the application data and any relevant parameters or rules.\n - This is fully automated.\n\n - 4.3.2 Property Appraisal (Manual)\n - Responsible role: Property appraiser.\n - Activity: The property appraiser performs a property appraisal for the property related to the loan application.\n - This is a manual activity.\n\n - Both the automated loan risk assessment and the manual property appraisal must be completed before the process continues.\n\n4.4 Eligibility Assessment (Manual Decision Task)\n - Precondition: Both the loan risk assessment and the property appraisal are completed.\n - Responsible role: Loan officer.\n - Activity: The loan officer manually assesses the applicant's eligibility for the loan, taking into account the results of the credit history check, the loan risk assessment, and the property appraisal.\n - Outcome: This task produces a decision: the applicant is either eligible or not eligible.\n\n5. Decision Point: Eligibility\n - Gateway: Based on the eligibility assessment, the process follows one of two paths:\n\n5.1 Path A – Applicant Not Eligible\n - Responsible role: Loan officer.\n

- Activity: The loan officer rejects the application. This is a manual action.
 - End Event: Once the application is rejected, the process ends for this application.
5.2 Path B – Applicant Eligible
 - Responsible role: Loan officer.
 - Activity 1 – Prepare Acceptance Pack: The loan officer manually prepares the acceptance pack for the eligible applicant.
 - Activity 2 – Send Acceptance Pack: The loan officer manually sends the acceptance pack to the applicant.
 - End Event: Sending the acceptance pack to the applicant completes the process for this application.
6. Gateways and Branching Summary
 - There is a parallel split after completion of the credit history check, where the loan risk assessment and property appraisal proceed independently and in parallel. Both must complete before moving on.
 - There is a single decision point at the eligibility assessment, where the process branches into either the rejection path (not eligible) or the acceptance path (eligible).
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Process model:

