

# Prototype-Order to cash 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 one question at a time, and I will not suggest answers to ensure everything comes from you.

To begin, which business process would you like us to focus on in this interview?

### **Process Owner**

Hi there. We should focus on the order fulfillment process for our store chain, TechHaus. It starts when we receive a purchase order from a customer. Let me know what specific details you need about this process.

### **Process Analyst**

Thank you for specifying the focus on TechHaus's order fulfillment process, starting from receipt of a customer purchase order.

To begin with requirements: what are your main expectations or requirements for the resulting process model (for example, how you plan to use it, what level of detail you need, and any standards or constraints it should follow)?

### **Process Owner**

My main expectation for the model is that it accurately reflects our order fulfillment process, providing clear, detailed steps from start to finish. We need it to help identify areas where we can improve efficiency and perhaps trace specific operations more effectively. I'm not focused on any specific standards or constraints, but the model should be straightforward enough for our team to understand and utilize effectively.

### **Process Analyst**

Understood, we'll aim for a clear, end-to-end, detailed model that supports efficiency analysis and traceability, while remaining easy for your team to understand.

What event marks the very end of the TechHaus order fulfillment process—at what point do you consider an order fully completed in this process?

### **Process Owner**

The order is considered fully completed once the shipment of the product is finalized, and we have received payment for the order. After these two conditions are met, we archive the order, marking the end of the process.

**Process Analyst**

Thank you, that clearly defines the process end.

After you receive a purchase order from a customer, what is the very first task or activity performed in the TechHaus order fulfillment process?

**Process Owner**

The very first step after receiving a purchase order is checking whether the requested product is available in stock. This determines the next steps in the process.

**Process Analyst**

After checking whether the requested product is available in stock, what is the next activity performed in the process?

**Process Owner**

If the product is in stock, the next step is to retrieve it from the warehouse. If it is not in stock, we proceed to check the availability of the required raw materials for manufacturing the product.

**Process Analyst**

Thank you, that introduces an important decision point in the process.

Focusing first on the path where the product is in stock: after the product is retrieved from the warehouse, what is the next activity performed?

**Process Owner**

After retrieving the product from the warehouse, the next step is to confirm the order. This step indicates that everything is ready from our side to proceed further.

**Process Analyst**

After the order is confirmed for a product that was in stock, what is the next activity performed in the process?

**Process Owner**

Once the order is confirmed, the next step involves getting the shipment address from the customer to ensure we can send the product to the correct location.

**Process Analyst**

After you obtain the shipment address from the customer, what is the next activity performed in the order fulfillment process on this in-stock path?

**Process Owner**

After obtaining the shipment address, the product is then shipped to the customer. This ensures it's on its way to the right destination.

**Process Analyst**

After the product has been shipped to the customer on this in-stock path, what is the next activity performed in the process?

**Process Owner**

Once the product is shipped, an invoice is emitted for the customer, and we proceed to receive the payment for the order. These steps occur alongside the shipping process.

**Process Analyst**

On the path where the product is in stock: once the product has been shipped and the invoice has been issued, what is the next activity after payment is received and shipment is finalized, just before the order is archived, if any?

**Process Owner**

After both the shipment is completed and the payment is received, the next and final step before completing the process is archiving the order. This step marks the official closure of the order fulfillment process.

**Process Analyst**

Thank you, that completes the in-stock path up to process closure.

Now let's look at the other path: when the product is not in stock and you check the availability of required raw materials for manufacturing, what is the next activity if the needed raw materials are available?

**Process Owner**

If the needed raw materials are available, the next step is to order them from our suppliers. Depending on the product to be manufactured, we might order from Supplier 1, Supplier 2, or both.

**Process Analyst**

After you place the order for the required raw materials with Supplier 1, Supplier 2, or both, what is the next activity in the process once those material orders have been placed?

**Process Owner**

After ordering the raw materials and once they are delivered from the suppliers, the next step is to proceed with the manufacturing of the product.

**Process Analyst**

After the manufacturing of the product is completed, what is the next activity performed in the order fulfillment process on this manufacturing path?

**Process Owner**

After the product has been manufactured, the next step is to confirm the order, indicating that the product is ready for shipment and further processing.

**Process Analyst**

After the order is confirmed on the manufacturing path, does the process then follow exactly the same sequence of activities as on the in-stock path (from obtaining the shipment address onward), or is there any difference in the subsequent steps?

**Process Owner**

Yes, after the order is confirmed on the manufacturing path, the process follows the same sequence of activities as on the in-stock path. We obtain the shipment address, ship the product, issue the invoice, and receive the payment before archiving the order. The steps remain consistent from this point onward.

**Process Analyst**

Thank you, that clarifies how the two paths converge.

Staying with the “product not in stock” branch: when you check the availability of the required raw materials, what happens if the needed raw materials are not available—what is the next activity in that case?

**Process Owner**

The process requires raw materials to proceed with manufacturing, so if the raw materials are not available, it essentially halts until they can be procured. This is a critical point since we cannot manufacture the product without the necessary materials. If raw materials are not available, we would typically have to wait until they become available again from our suppliers.

**Process Analyst**

When raw materials are not available and the process halts, is there any formal activity you perform during this waiting period (such as an internal or external action), or is it simply a passive wait with no additional recorded steps in the process?

**Process Owner**

During this waiting period for raw materials, it is mainly a passive wait without additional recorded steps in our defined process. We do not have a formal activity; it’s essentially a delay until the materials become available for us to proceed.

**Process Analyst**

Thank you for clarifying that the waiting period is a passive delay.

I’d now like to check for any other important decision points. When you ship the product and issue the invoice, is payment always received without issues, or is there a separate path in your process for cases where payment is delayed, partial, or not received?

**Process Owner**

In our defined process, we assume payment is received as expected after shipping the product and issuing the invoice. There isn’t a separate, documented path for cases where payment is delayed or not received. In practice, if there were any issues, they would be handled outside of the standard process as exceptions.

**Process Analyst**

Do all customer purchase orders for TechHaus follow this same order fulfillment process you’ve described, or are there distinct variants of the process for different types of orders?

## **Process Owner**

All customer purchase orders generally follow the same order fulfillment process I've described. We don't have distinct variants for different types of orders; the outlined process encompasses the typical workflow for order handling, whether the product is in stock or needs to be manufactured.

## **Process Analyst**

Thank you, that's clear.

Before I move to summarizing, I'd like to clarify the very beginning of the process: when you say the process starts with receiving a purchase order from a customer, what exactly is the first defined activity you perform on that order (for example, how it is received or recorded) before you check product availability in stock?

## **Process Owner**

The process formally starts when a purchase order is received from a customer, which typically comes in through our sales or customer service team. The first defined activity is recording the order details into our order management system. This ensures we have all the necessary information before we proceed to check the product's availability in stock.

## **Process Analyst**

After the order details are recorded in your order management system and before you archive the order at the end, are there any additional activities we have not yet discussed (such as packaging, internal approvals, quality checks, or updates in systems) that are part of the standard order fulfillment process?

## **Process Owner**

In our standard order fulfillment process, we have covered the main activities. While there are operational tasks like packaging within the shipping process, these are considered part of the broader steps we've already discussed, such as shipping the product. Internal approvals or quality checks are generally integrated within these primary steps and are not separately documented in the standard outline of the process. The activities we've discussed are the key steps in our standard process.

## **Process Analyst**

Here is a structured summary of the TechHaus order fulfillment process as you have described it so far:

### **1. Process Start**

- The process starts when a purchase order from a customer is received via the sales or customer service team.

### **2. Order Recording**

- The first activity is to record the order details in the order management system, ensuring all necessary information is captured.

### **3. Check Product Availability in Stock**

- The next activity is to check whether the requested product is available in stock.

#### **4. Gateway: Product in Stock vs. Not in Stock**

- If the product is in stock:
  - 4.1. Retrieve the product from the warehouse.
  - 4.2. Confirm the order, indicating that everything is ready from TechHaus's side to proceed.
  - 4.3. Obtain the shipment address from the customer.
  - 4.4. Ship the product to the customer (including operational sub-tasks such as packaging, which are treated as part of shipping).
  - 4.5. Issue the invoice to the customer.
  - 4.6. Receive the payment for the order.
  - 4.7. Once both shipment is finalized and payment is received, archive the order.
  - 4.8. Archiving the order marks the end of the process for this path.
- If the product is not in stock:
  - 4.9. Check availability of the required raw materials for manufacturing the product.

#### **5. Gateway: Raw Materials Available vs. Not Available**

- If raw materials are available:
  - 5.1. Order the required raw materials from suppliers (Supplier 1, Supplier 2, or both, depending on the product).
  - 5.2. Wait for delivery of the raw materials from the suppliers.
  - 5.3. Once the raw materials are delivered, manufacture the product.
  - 5.4. After manufacturing is completed, confirm the order, indicating that the product is ready for shipment and further processing.
  - 5.5. From this point onward, the process follows the same steps as the in-stock path:
    - Obtain the shipment address from the customer.
    - Ship the product to the customer (including packaging and related operational tasks).
    - Issue the invoice.
    - Receive payment.
    - Once shipment is finalized and payment is received, archive the order.
    - Archiving marks the end of the process for this path.
- If raw materials are not available:
  - 5.6. The process cannot proceed with manufacturing and enters a passive waiting state until raw materials become available from suppliers.
  - 5.7. This waiting period is considered a delay, with no additional formal or recorded process activities defined.
  - 5.8. When raw materials eventually become available, the process resumes at the point of ordering the raw materials and continues as described above.

#### **6. Assumptions and Exceptions**

- The standard process assumes that payment is received as expected after shipping and invoicing.

- Cases of delayed, partial, or missing payments are treated as exceptions handled outside this standard process and are not modeled as part of the regular order fulfillment flow.
- Operational tasks such as packaging, internal approvals, and quality checks are considered embedded within the main steps (especially shipping and manufacturing) and are not modeled as separate activities in the standard outline.

## **7. Process End**

- For all standard paths, the process ends when the shipment is finalized, payment has been received, and the order is archived.

Is this description accurate and complete for your TechHaus order fulfillment process, or would you like any corrections, additions, or refinements?

### **Process Owner**

Yes, your summary captures the key aspects of our order fulfillment process accurately. It reflects the major steps, decisions, and the sequence of events as they occur. I don't see any corrections or additions needed at the moment. It looks comprehensive and aligns well with our operations here at TechHaus. Thank you for putting it all together so clearly.

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 one question at a time, and I will not suggest answers to ensure everything comes from you.\n\nTo begin, which business process would you like us to focus on in this interview?



Hi there. We should focus on the order fulfillment process for our store chain, TechHaus. It starts when we receive a purchase order from a customer. Let me know what specific details you need about this process.



Thank you for specifying the focus on TechHaus's order fulfillment process, starting from receipt of a customer purchase order.\n\nTo begin with requirements: what are your main expectations or requirements for the resulting process model (for example, how you plan to use it, what level of detail you need, and any standards or constraints it should follow)?



My main expectation for the model is that it accurately reflects our order fulfillment process, providing clear, detailed steps from start to finish. We need it to help identify areas where we can improve efficiency and perhaps trace specific operations more effectively. I'm not focused on any specific standards or constraints, but the model should be straightforward enough for our team to understand and utilize effectively.



Understood, we'll aim for a clear, end-to-end, detailed model that supports efficiency analysis and traceability, while remaining easy for your team to understand.\n\nWhat event marks the very end of the TechHaus order fulfillment process—at what point do you consider an order fully completed in this process?



The order is considered fully completed once the shipment of the product is finalized, and we have received payment for the order. After these two conditions are met, we archive the order, marking the end of the process.



Thank you, that clearly defines the process end.\n\nAfter you receive a purchase order from a customer, what is the very first task or activity performed in the TechHaus order fulfillment process?



The very first step after receiving a purchase order is checking whether the requested product is available in stock. This determines the next steps in the process.



After checking whether the requested product is available in stock, what is the next activity performed in the process?



If the product is in stock, the next step is to retrieve it from the warehouse. If it is not in stock, we proceed to check the availability of the required raw materials for manufacturing the product.



Thank you, that introduces an important decision point in the process.\n\nFocusing first on the path where the product is in stock: after the product is retrieved from the warehouse, what is the next activity performed?

After retrieving the product from the warehouse, the next step is to confirm the order. This step indicates that everything is ready from our side to proceed further.

After the order is confirmed for a product that was in stock, what is the next activity performed in the process?

Once the order is confirmed, the next step involves getting the shipment address from the customer to ensure we can send the product to the correct location.

After you obtain the shipment address from the customer, what is the next activity performed in the order fulfillment process on this in-stock path?

After obtaining the shipment address, the product is then shipped to the customer. This ensures it's on its way to the right destination.

After the product has been shipped to the customer on this in-stock path, what is the next activity performed in the process?

Once the product is shipped, an invoice is emitted for the customer, and we proceed to receive the payment for the order. These steps occur alongside the shipping process.

On the path where the product is in stock: once the product has been shipped and the invoice has been issued, what is the next activity after payment is received and shipment is finalized, just before the order is archived, if any?

After both the shipment is completed and the payment is received, the next and final step before completing the process is archiving the order. This step marks the official closure of the order fulfillment process.

Thank you, that completes the in-stock path up to process closure.\n\nNow let's look at the other path: when the product is not in stock and you check the availability of required raw materials for manufacturing, what is the next activity if the needed raw materials are available?

If the needed raw materials are available, the next step is to order them from our suppliers. Depending on the product to be manufactured, we might order from Supplier 1, Supplier 2, or both.

After you place the order for the required raw materials with Supplier 1, Supplier 2, or both, what is the next activity in the process once those material orders have been placed?



After ordering the raw materials and once they are delivered from the suppliers, the next step is to proceed with the manufacturing of the product.

After the manufacturing of the product is completed, what is the next activity performed in the order fulfillment process on this manufacturing path?



After the product has been manufactured, the next step is to confirm the order, indicating that the product is ready for shipment and further processing.

After the order is confirmed on the manufacturing path, does the process then follow exactly the same sequence of activities as on the in-stock path (from obtaining the shipment address onward), or is there any difference in the subsequent steps?



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Thank you, that clarifies how the two paths converge.\n\nStaying with the "product not in stock" branch: when you check the availability of the required raw materials, what happens if the needed raw materials are not available—what is the next activity in that case?



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Here is a structured summary of the TechHaus order fulfillment process as you have described it so far:

1. Process Start - The process starts when a purchase order from a customer is received via the sales or customer service team.
2. Order Recording - The first activity is to record the order details in the order management system, ensuring all necessary information is captured.
3. Check Product Availability in Stock - The next activity is to check whether the requested product is available in stock.
4. Gateway: Product in Stock vs. Not in Stock
  - If the product is in stock:
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## Process model::

