

Human 2-Order to cash process

Start: 10:52

Modellierung während des Interviews

Ende: 11:28

Interview Transcript:

Process Analyst:

Hello, my name is Verena. Who are you?

Process Owner:

Hello Verena, I'm Priit Rebane, the Operations Manager for the TechHaus electronics store chain. Nice to meet you. How can I assist you today?

Process Analyst:

Nice to meet you! I would like to map the order to cash process with you today.

Process Owner:

Nice to meet you too, Verena. Sure, I can help with that. Which part of the order-to-cash process would you like to start with?

Process Analyst:

What is the overall aim of the process?

Process Owner:

The aim of the order-to-cash process is to efficiently handle customer purchase orders, ensuring that products are either manufactured or retrieved from stock, confirmed, shipped, and finally, payment is received before the order is archived. Essentially, it's about fulfilling customer orders smoothly and getting paid for them.

Process Analyst:

This sounds fantastic! What about the starting point of the process?

Process Owner:

The process starts when a customer places a purchase order. That's the initial trigger for everything that follows in the order-to-cash process.

Process Analyst:

O.k. What are you doing with it, then, please?

Process Owner:

Once we receive a purchase order, the first step is to check if the requested product is in stock. This determines the next course of action.

Process Analyst:

Thank you for waiting. What happens if the order is not in stock?

Process Owner:

If the product is not in stock, we need to manufacture it. Before manufacturing, we must order the required raw materials from one or both of our preferred suppliers, depending on what's needed for the product.

Process Analyst:

How do you know what is needed for the product?

Process Owner:

For each product that needs manufacturing, we have predefined requirements regarding the raw materials necessary. This helps us know exactly which materials to order from our suppliers.

Process Analyst:

O.k. One minute please

Process Owner:

Of course, take your time.

Process Analyst:

Thank you for waiting. What happens after you have ordered the material?

Process Owner:

Once we've ordered the required raw materials, we need to wait for them to be delivered. Once they arrive, we can proceed with manufacturing the product.

Process Analyst:

What happens if a supplier doesn't deliver on time or at all?

Process Owner:

If a supplier doesn't deliver on time, it can cause delays in the manufacturing process, which might affect the overall timeline for fulfilling the order. We typically work closely with our suppliers to avoid such scenarios, but if issues arise, we might need to communicate with the customer regarding potential delays.

Process Analyst:

O.k. let's say the delivery was on time. What happens after the manufacturing of the product?

Process Owner:

Once the product is manufactured, we can then confirm the order. After confirmation, we move on to the subsequent steps, like getting the shipping address to ship the product to the customer.

Process Analyst:

Thank you. What are you doing when the order is in stock?

Process Owner:

When the product is in stock, we retrieve it from the warehouse. Just like with manufactured items, once the product is ready, we confirm the order, and then, move on to getting the shipment address and preparing for delivery.

Process Analyst:

How do you know that the customer has received the shipment?

Process Owner:

We typically rely on our shipping partners to provide delivery confirmation. They notify us once the shipment has been successfully delivered to the customer's address.

Process Analyst:

Is there anything you are doing after this in the process?

Process Owner:

Yes, after the shipment is completed and payment has been received, we archive the order. This is the final step in the process, marking it as fully completed.

Process Analyst:

Ah, I forgot to ask you about this. I am sorry. How do you receive payment?

Process Owner:

No problem at all. Once the invoice is emitted following order confirmation, we wait for the customer to make the payment. We typically receive payments via bank transfers or other electronic payment methods, ensuring the funds are secured before we finalize the order process.

Process Analyst:

What happens if a customer doesn't pay?

Process Owner:

If a customer doesn't pay, it interrupts the process since we cannot complete the order without payment. We might send reminders and may need to contact the customer to resolve any payment issues before moving forward with archiving the order.

Process Analyst:

If there is no payment received, is the order cancelled then?

Process Owner:

Yes, if payment isn't received after necessary follow-ups and reminders, we may ultimately need to cancel the order. However, this outcome is generally avoided through communication and resolution with the customer.

Process Analyst:

Yes, I see.

Process Owner:

Glad I could clarify that for you. If you have any more questions or need further details, feel free to ask.

Process Analyst:

No thank you. This is all for today. Thank you for your time!

Process Owner:

You're welcome, Verena. I'm glad I could help. Feel free to reach out if you need anything else in the future. Have a great day!

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Process model:



