

Human 1-Order to cash process

Start: 13:44

Modellierung während des Interviews

Ende: 13:58

Interview Transcript:

Process Analyst:

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

Process Owner:

Nice to meet you, Andi. I'm Priit Rebane. I'll be happy to help you with understanding our process here. What would you like to know first?

Process Analyst:

Tell me something about the process. What is the initial start of the process and what is the result of it.

Process Owner:

The process starts when we receive a purchase order from a customer. The end result is the fulfillment of that order, which includes shipping the product to the customer and completing the archive of the order.

Process Analyst:

ok. so now tell me what happens after receiving a purchase order

Process Owner:

After we receive a purchase order, we check if the product is in stock. This determines the next steps in the process.

Process Analyst:

what are the next steps

Process Owner:

If the product is in stock, we retrieve it from the warehouse. If it's not in stock, we need to manufacture it, which involves ordering the necessary raw materials first.

Process Analyst:

What happens if the product is in your warehouse

Process Owner:

If the product is in our warehouse, we simply retrieve it from the warehouse, and then proceed to confirm the order.

Process Analyst:

what happens then

Process Owner:

Once the order is confirmed, we move on to the shipping and invoicing part. We get the shipment address to prepare for shipping the product, while also emitting the invoice to the customer.

Process Analyst:

and what happens if you have to manufacture it

Process Owner:

If we have to manufacture the product, we first check the availability of the required raw materials. Depending on what's needed, we might order from Supplier 1, Supplier 2, or both. Once the raw materials are obtained, we can proceed with the manufacturing of the product.

Process Analyst:

So you don't have any raw materials in stock and have to purchase it

Process Owner:

No, we don't keep raw materials in stock. We order them as needed from our suppliers once we know the product needs to be manufactured.

Process Analyst:

what are you doing after ordering the raw material

Process Owner:

After ordering the raw materials, we wait for them to arrive. Once all the necessary raw materials are obtained, we proceed to manufacture the product.

Process Analyst:

are there specific tasks when you have to manufacture the product

Process Owner:

Yes, once the raw materials are obtained, we go ahead with the actual manufacturing of the product before confirming the order.

Process Analyst:

so after manufacturing the product or retrieving the product from warehouse you confirm the order

Process Owner:

Exactly. After manufacturing the product or retrieving it from the warehouse, we confirm the order.

Process Analyst:

what happens next

Process Owner:

After confirming the order, we get the shipment address to ship the product to the customer, and we also emit the invoice to receive payment.

Process Analyst:

do you get the shipment address and emit the invoice parallel?

Process Owner:

Yes, we handle both tasks—getting the shipment address and emitting the invoice—concurrently.

Process Analyst:

are there more tasks you do concurrently

Process Owner:

Yes, after both the shipment and payment tasks are completed, we can proceed to archive the order, which signifies the completion of the order fulfillment process.

Process Analyst:

do you wait for the payment?

Process Owner:

Yes, we wait until the payment is received and the shipment is completed before archiving the order.

Process Analyst:

after getting the shipment adress you ship the products?

Process Owner:

Yes, once we have the shipment address, we proceed to ship the products to the customer.

Process Analyst:

thank you i have all relevant informations. bye

Process Owner:

You're welcome, Andi. If you have any more questions in the future, feel free to reach out. Goodbye!

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Nice to meet you, Andi. I'm Priit Rebane. I'll be happy to help you with understanding our process here. What would you like to know first?



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Process model:

