

Prototype – Order fulfillment process

Modellierung im Anschluss

16 Minuten

Interview:

Process Analyst:

Hello, my name is your process analyst for this session. My objective is to help you describe one specific business process in enough detail that it can be modeled accurately. I will follow a structured, step-by-step approach: first clarifying your requirements for the process model, then defining the start and end of the process, then walking through all tasks and decision points in order. I will ask you one concise question at a time and will not suggest answers, so your detailed input is essential.

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

Process Owner:

Let's focus on the order fulfillment process.

Process Analyst:

Understood, we will focus on the order fulfillment process.

To start with the requirements: what are your specific expectations or requirements for the resulting process model of the order fulfillment process (for example, how you plan to use it or what it must clearly show for you)?

Process Owner:

My main expectation is for the process model to clearly represent each step of the order fulfillment process, starting from when a purchase order is received to when the order is archived. It should show the sequence of actions, including checking stock, confirming orders, shipping products, and handling invoices and payments. It needs to be clear and intuitive so it can improve efficiency and traceability throughout the process.

Process Analyst:

Thank you for clarifying your expectations; we will focus on a clear, step-by-step, traceable model from purchase order receipt to archiving.

To define the process boundaries: what specific event marks the very beginning of your order fulfillment process in your organization?

Process Owner:

The order fulfillment process begins when a purchase order is received from a customer.

Process Analyst:

Got it, the process begins when a purchase order is received from a customer.

What specific event marks the end of the order fulfillment process in your organization?

Process Owner:

The process ends when the order is archived after the shipment is completed and payment has been received.

Process Analyst:

Thank you, so the process runs from receipt of the customer purchase order through shipment completion, payment receipt, and final archiving of the order.

After the purchase order is received from the customer, what is the very first task or activity performed in the order fulfillment process?

Process Owner:

The first task is to check if the product is in stock.

Process Analyst:

Thank you, the first task after receiving the purchase order is to check if the product is in stock. After checking if the product is in stock, what is the next activity that occurs in the process, and does this depend on whether the product is available or not?

Process Owner:

Correct, the next step depends on the availability. If the product is not in stock, the order is rejected. If the product is in stock, the product is requested from the warehouse.

Process Analyst:

Understood: if the product is not in stock, the order is rejected; if it is in stock, the product is requested from the warehouse.

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

Process Owner:

After the product is requested from the warehouse, the next step is to confirm the order.

Process Analyst:

Thank you, so after the product is requested from the warehouse, the next step is to confirm the order.

After the order is confirmed, what is the next activity performed in the order fulfillment process?

Process Owner:

After the order is confirmed, the next step is to get the shipment address from the customer.

Process Analyst:

Thank you, so after the order is confirmed, the next step is to obtain the shipment address from the customer.

After you have the shipment address, what is the next activity performed in the order fulfillment process?

Process Owner:

Once we have the shipment address, the next step is to ship the product to the customer.

Process Analyst:

Understood: once the shipment address is obtained, the next step is to ship the product to the customer.

After the product has been shipped to the customer, what is the next activity in the process?

Process Owner:

After the product is shipped, an invoice is emitted, and payment is received. These can happen concurrently or in any order but are both necessary before the order can be archived.

Process Analyst:

Understood: after shipment, invoice emission and payment receipt are both required, can occur in any order or concurrently, and must both be completed before archiving.

Now, focusing on the other path: when the product is not in stock and the order is rejected, what is the final activity or outcome on that rejection path before it ends (for example, any communication, recording, or closure actions)?

Process Owner:

When the product is not in stock, and the order is rejected, the process ends. There's no specific additional activity beyond rejecting the order.

Process Analyst:

Thank you for clarifying the rejection path.

On the successful fulfillment path, after both the invoice has been emitted and the payment has been received, what exactly is done during the final step of archiving the order?

Process Owner:

During the final step of archiving the order, the record of the completed transaction, including shipment and payment details, is stored in our systems for future reference and traceability.

Process Analyst:

Thank you, that clarifies the archiving step.

Before I move to a full summary, I'd like to check for any missing decision points: within this order fulfillment process, are there any other moments where a decision is made that can lead to different paths or outcomes, aside from the stock availability check and the requirement that both invoice emission and payment receipt must be completed before archiving?

Process Owner:

No, those are the key decision points in the process: checking stock availability and ensuring both the invoice is emitted and payment is received before archiving. There aren't any additional decision points beyond these.

Process Analyst:

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

1. **Process Start** – The process begins when a purchase order is received from a customer.
2. **Check Product Stock** – The first activity is to check whether the ordered product is in stock.
 - **Decision point – Stock availability**
 - If the product is not in stock:
 - The order is rejected.
 - There are no additional activities; the process ends on this rejection path.
 - If the product is in stock:
 - The process continues with requesting the product from the warehouse.
 - 3. **Request Product from Warehouse (In-Stock Path)** – When the product is available, it is requested from the warehouse so it can be prepared for fulfillment.

4. **Confirm the Order** – After the product has been requested from the warehouse, the order is confirmed.
5. **Obtain Shipment Address** – Once the order is confirmed, the shipment address is obtained from the customer.
6. **Ship the Product** – After the shipment address is available, the product is shipped to the customer.
7. **Invoice Emission and Payment Receipt (Parallel / Any Order)** – After the product has been shipped, two activities occur, which may happen in any order or concurrently, but both must be completed before the process can proceed to archiving:
 - An invoice is emitted for the shipped order.
 - Payment is received for the order.
 - The process waits until both invoice emission and payment receipt are completed.
8. **Archive the Order (Successful Fulfillment Path)** – Once the invoice has been emitted and payment has been received, the order is archived.
 - Archiving consists of storing the complete transaction record in the organization's systems, including shipment and payment details, to enable future reference and traceability.
9. **Process End –**
 - On the rejection path, the process ends immediately after the order is rejected due to stock unavailability.
 - On the successful fulfillment path, the process ends after the order has been archived.

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

Process Owner:

Yes, that description accurately captures our order fulfillment process as we discussed. There's no need for any changes or additions. Thank you for summarizing it so clearly.

Hello, my name is your process analyst for this session. My objective is to help you describe one specific business process in enough detail that it can be modeled accurately. I will follow a structured, step-by-step approach: first clarifying your requirements for the process model, then defining the start and end of the process, then walking through all tasks and decision points in order. I will ask you one concise question at a time and will not suggest answers, so your detailed input is essential.\n\nTo begin, which business process would you like us to focus on in this interview?"



Let's focus on the order fulfillment process.

"Understood, we will focus on the order fulfillment process.\n\nTo start with the requirements: what are your specific expectations or requirements for the resulting process model of the order fulfillment process (for example, how you plan to use it or what it must clearly show for you)?



My main expectation is for the process model to clearly represent each step of the order fulfillment process, starting from when a purchase order is received to when the order is archived. It should show the sequence of actions, including checking stock, confirming orders, shipping products, and handling invoices and payments. It needs to be clear and intuitive so it can improve efficiency and traceability throughout the process.



Thank you for clarifying your expectations; we will focus on a clear, step-by-step, traceable model from purchase order receipt to archiving.\n\nTo define the process boundaries: what specific event marks the very beginning of your order fulfillment process in your organization?"

The order fulfillment process begins when a purchase order is received from a customer.



Got it, the process begins when a purchase order is received from a customer.\n\nWhat specific event marks the end of the order fulfillment process in your organization?

The process ends when the order is archived after the shipment is completed and payment has been received.



Thank you, so the process runs from receipt of the customer purchase order through shipment completion, payment receipt, and final archiving of the order.\n\nAfter the purchase order is received from the customer, what is the very first task or activity performed in the order fulfillment process?"

The first task is to check if the product is in stock.

Thank you, the first task after receiving the purchase order is to check if the product is in stock.\n\nAfter checking if the product is in stock, what is the next activity that occurs in the process, and does this depend on whether the product is available or not?



Correct, the next step depends on the availability. If the product is not in stock, the order is rejected. If the product is in stock, the product is requested from the warehouse.



Understood: if the product is not in stock, the order is rejected; if it is in stock, the product is requested from the warehouse.\n\nFocusing first on the path where the product is in stock: after the product is requested from the warehouse, what is the next activity in the process?



After the product is requested from the warehouse, the next step is to confirm the order.



Thank you, so after the product is requested from the warehouse, the next step is to confirm the order.\n\nAfter the order is confirmed, what is the next activity performed in the order fulfillment process?



After the order is confirmed, the next step is to get the shipment address from the customer.



Thank you, so after the order is confirmed, the next step is to obtain the shipment address from the customer.\n\nAfter you have the shipment address, what is the next activity performed in the order fulfillment process?"



Once we have the shipment address, the next step is to ship the product to the customer.



"Understood: once the shipment address is obtained, the next step is to ship the product to the customer.\n\nAfter the product has been shipped to the customer, what is the next activity in the process?"



After the product is shipped, an invoice is emitted, and payment is received. These can happen concurrently or in any order but are both necessary before the order can be archived.



Understood: after shipment, invoice emission and payment receipt are both required, can occur in any order or concurrently, and must both be completed before archiving.\n\nNow, focusing on the other path: when the product is not in stock and the order is rejected, what is the final activity or outcome on that rejection path before it ends (for example, any communication, recording, or closure actions)?



 When the product is not in stock, and the order is rejected, the process ends. There's no specific additional activity beyond rejecting the order.

 Thank you for clarifying the rejection path.\n\nOn the successful fulfillment path, after both the invoice has been emitted and the payment has been received, what exactly is done during the final step of archiving the order?"

 During the final step of archiving the order, the record of the completed transaction, including shipment and payment details, is stored in our systems for future reference and traceability.

 Thank you, that clarifies the archiving step.\n\nBefore I move to a full summary, I'd like to check for any missing decision points: within this order fulfillment process, are there any other moments where a decision is made that can lead to different paths or outcomes, aside from the stock availability check and the requirement that both invoice emission and payment receipt must be completed before archiving?

 No, those are the key decision points in the process: checking stock availability and ensuring both the invoice is emitted and payment is received before archiving. There aren't any additional decision points beyond these.

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

1. Process Start - The process begins when a purchase order is received from a customer.
2. Check Product Stock - The first activity is to check whether the ordered product is in stock.
3. Decision point - Stock availability:
 - If the product is not in stock:
 - The order is rejected.
 - There are no additional activities; the process ends on this rejection path.
 - If the product is in stock:
 - The process continues with requesting the product from the warehouse.
4. Request Product from Warehouse (In-Stock Path) - When the product is available, it is requested from the warehouse so it can be prepared for fulfillment.
5. Confirm the Order - After the product has been requested from the warehouse, the order is confirmed.
6. Obtain Shipment Address - Once the order is confirmed, the shipment address is obtained from the customer.
7. Ship the Product - After the shipment address is available, the product is shipped to the customer.
8. Invoice Emission and Payment Receipt (Parallel/Any Order) - After the product has been shipped, two activities occur, which may happen in any order or concurrently, but both must be completed before the process can proceed to archiving:
 - An invoice is emitted for the shipped order.
 - Payment is received for the order.
9. Archive the Order (Successful Fulfillment Path) - Once the invoice has been emitted and payment has been received, the order is archived. Archiving consists of storing the complete transaction record in the organization's systems, including shipment and payment details, to enable future reference and traceability.
10. Process End - On the rejection path, the process ends immediately after the order is rejected due to stock unavailability. On the successful fulfillment path, the process ends after the order has been archived.

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



Yes, that description accurately captures our order fulfillment process as we discussed. There's no need for any changes or additions. Thank you for summarizing it so clearly.

Process model:

