# Value addition Analysis

## Group Members

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## Below is the Value addition Analysis of the business process of receiving orders from the Kitenge glamour customers

1. **Receive order from customer**

-This is Business Value Adding because the organization is receiving customers.

1. **Check if the item is in stock**

-This is Business Value Adding because the company can see the items they need to produce and what items are selling.

1. **Produce the Item**

-This is Both a Value Adding and Business adding activity. This is because they utilize the raw materials they purchased to produce goods for selling to customers. The customers also benefit from the products that are being produces especially is they made a special order or made a request of a garment or a shoe.

1. **Accept the order and collect customer Details**

-This is Value adding to the customer because the company has accepted to take up their needs and has also collected their details such as the delivery address so as to accurately deliver goods on time.

1. **Send Invoice**

**-**This is Value Adding activity because it gives the customer a quotation of the amount payable and therefore they can make a decision of whether or not to buy.

1. **Make Delivery**

**-**This is a Non Value Adding activity, there is time wastage in the transporting of goods

1. **Receive Payments**

-This is a Business Value Adding activity because they can therefore calculate the returns of the organization and from the profits invest on better machinery and pay other expenses.

1. **Receive Feedback from the customers**

-This is a Business Value Adding activity because the positive feedback gives the business a sense of pride and the negative feedback give the organization insight of how to make the business better