Tut 1 Business Processes:

1. Describe an example of a business process including its inputs, process, outputs in the following work situation.

Present your answer using this template:

|  |  |
| --- | --- |
| INPUT (information) |  |
| INPUT (material) | <Put NA if not applicable> |
| PROCESS | <one sentence to summarize the main process> |
| OUTPUT (product) |  |
| OUTPUT (service) |  |

* 1. Preparing and cooking dishes like fried chicken-wing nasi lemak, for an order at a dine-in restaurant.

|  |  |
| --- | --- |
| INPUT (information) | Customer order |
| INPUT (material) | Ingredients needed to cook ordered dish |
| PROCESS | Food preparation and cooking in kitchen |
| OUTPUT (product) | The dish ordered |
| OUTPUT (service) | Delivered to the right customer |

* 1. Booking air ticket, transport and accommodation for a business trip in foreign city like Jakarta or Beijing.

|  |  |
| --- | --- |
| INPUT (information) | Customer books air ticket, transport and accommodation |
| INPUT (material) | NA |
| PROCESS | <one sentence to summarize the main process> |
| OUTPUT (product) |  |
| OUTPUT (service) | The bookings |

* 1. Packing and delivering an online order of a pair of Nike shoes.

|  |  |
| --- | --- |
| INPUT (information) | Customer orders pair of Nike shoes |
| INPUT (material) | Raw materials (fabric etc) |
| PROCESS | Goes through machinery in factory |
| OUTPUT (product) | The shoe produced |
| OUTPUT (service) | Deliver to the right customer |

1. Draw out process maps using Microsoft Visio for the following business process: (use a verb to describe the task)
   1. Quotation Request

Customer enquires about a product. Sales rep check inventory availability. If available, sales rep inform Marketing to generate quotation back to customer, otherwise sales rep inform customers and the process ends.

Decision point: Stock Available or Not Available.

* 1. Warehouse Receiving  
     Supplier delivers goods to a warehouse. The goods is first received by the Warehouse Executive before Quality-check is performed by QC operator.

If quality check is passed, goods is put-away in storage by the executive.  
Else, goods must be isolated in Quality room by the operator who also informs executive of failure. Subsequently, Supplier is informed about the failure by the Executive.

Owners: Supplier, Warehouse Executive, Quality Check operator.

Decision points: Quality check pass or fail.

* 1. Shopping for a new pair of shoes with your mother.

You as a customer go to a shoe retail shop with your mother. You pick a shoe model to your liking and ask your mother about it. If she approves, you ask for the right shoe size and try it whether it fits. If it fits, you ask mother to pay for it.   
  
Else, you pick another model and repeat the process. (Student: Please think about what the Shoe Sales person should be doing in this process and include these tasks in your answer)  
  
Decision points: Mother’s approval, availability of your shoe size, and whether your shoe size really fit you.

Owners: Customer, Mother, Sales person.

* 1. Making an Online Purchase on Taobao.   
     A customer who wants to purchase a product enquire about its availability to Taobao Sales Associate. If stock is available the associate will trigger the generation of sales order to the warehouse. Warehouse will receive the order and execute the order fulfillment. If the product is not available, the Sales Associate would recommend an alternative product. Customer may decide to buy this alternative product which will trigger the same flow to generate sales order by Sales Associate to the warehouse.

Owners: Customer Taobao Associate, Warehouse.

Decision points – Stock Available or Not Available, Customer wishes to buy alternative product –Yes, or No?