

Reading Assignment 3

White's Paper

Section 5.1

Shipment Process of a Hardware Retailer

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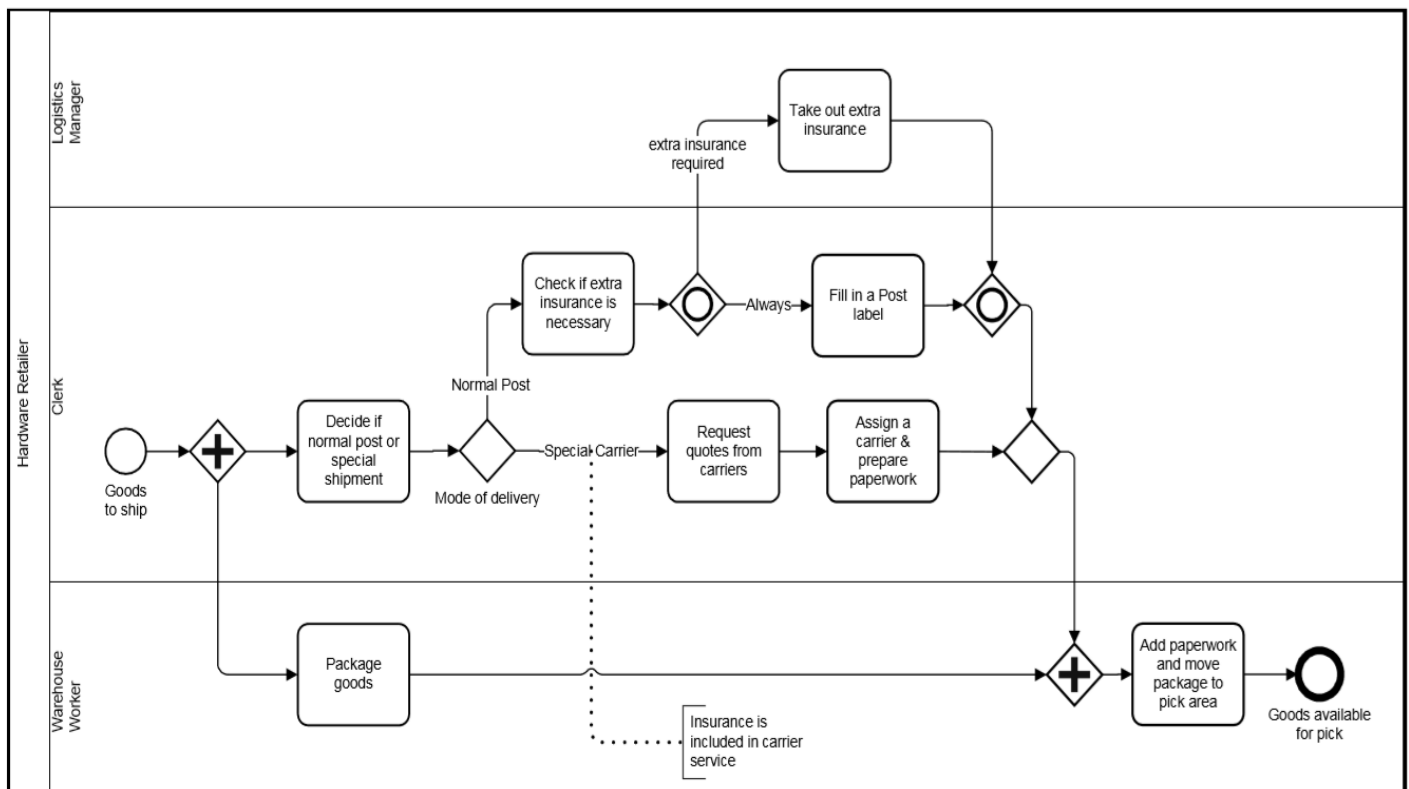
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Introduction to BPMN

- BPMN is Business Process Modelling Notation.
- The Business Process Management Initiative (BPMI) has developed a standard Business Process Modelling Notation.
- The main and the important aim of BPMN is to provide a notation that is readily understandable by all business users, from the business analysts that create the initial drafts of the processes, to the technical developers responsible for implementing the technology that will perform those processes, and finally, to the business people who will manage and monitor those processes.
- It defines a Business Process Diagram (BPD)
- Shapes that are familiar to most of the modellers are used.
- For example activities are shown with the help of rectangles and decisions are represented by diamonds.

Our group is working on Section 5.1 of the given article. This section is related to Shipment Process of a Hardware Retailer.

Here goes the given diagram



Within the basic categories of elements, additional variation and information can be added to support the requirements for complexity without dramatically changing the basic look-and-feel of the diagram. The four basic categories of elements are:

- a) Flow Objects
- b) Connecting Objects
- c) Swimlanes
- d) Artifacts

Following are used in the diagram given

Event

An Event is represented by a circle and is something that “happens” during the course of a business process. These Events affect the flow of the process and usually have a cause (trigger) or an impact (result). Events are circles with open centres to allow internal markers to differentiate different triggers or results. There are three types of Events, based on when they affect the flow: Start and End.

Start



End



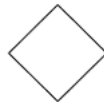
Activity

An Activity is represented by a rounded-corner rectangle and is a generic term for work that company performs. An Activity can be atomic or non-atomic (compound).



Gateway

A Gateway is represented by the familiar diamond shape (see the figure to the right) and is used to control the divergence and convergence of Sequence Flow. Thus, it will determine traditional decisions, as well as the forking, merging, and joining of paths.



Association

An Association is represented by a dotted line and is used to associate data, text, and other Artifacts with flow objects. Associations are used to show the inputs and outputs of activities.



Parallel Symbol

Differs from other gateways because it's not dependent on conditions or events. Instead, parallel gateways are used to represent two concurrent tasks in a business flow.



Inclusive symbol -

Breaks the process flow into one or more flows.



Shipment Process of a Hardware Retailer (Idea Summary)

- Low-level business process model describing the shipment of a hardware retailer.
- Model uses one pool and different lanes to show the activities performed by the people involved in this process.
- The model uses pools and flows to model collaborations between the participants of the shipment process.
- Plain start events are used to indicate where the preparation or process initiates.
- Gateways are at times in processes where only one branch or lane can be traversed.

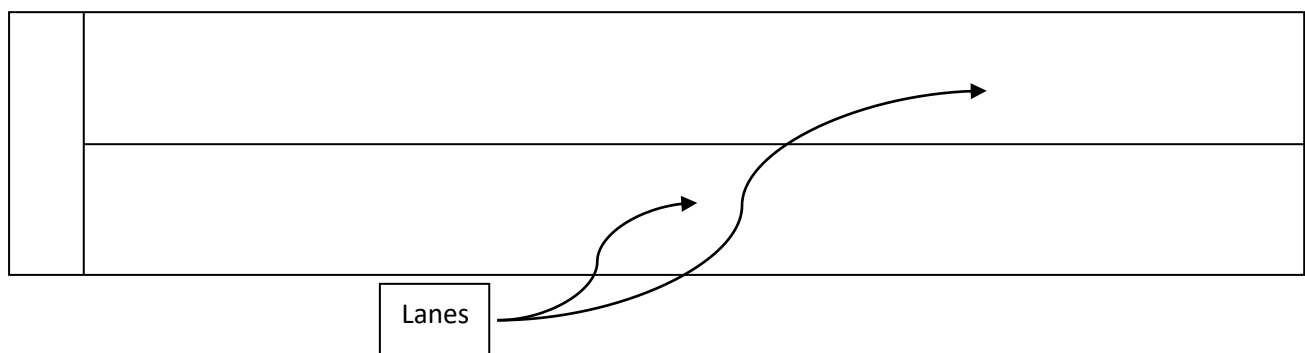
Explanation

We now see the above summary in some details along with the diagram explanation.

- The following shows the swim lane objects in the Business Process Diagram.



- This is called a **Pool** which shows a participant in a Process. In the diagram given, Hardware Retailer is the participant.
- A **Lane** is a sub-partition within a pool and it will extend the entire length of the Pool, either vertically or horizontally.
- Same as pools, you can use lanes to represent specific entities or roles who are involved in the process.



- From the given diagram, it can be seen that there is a pool where Hardware Retailer is a participant. Among the pool, there are three lanes.
- These lanes contain the Warehouse Worker, Clerk and the Logistics Manager. Individually, they do perform some tasks.
- Task performed by a particular lane is represented in that lane going horizontally (that is from left to right) and sequentially.
- The circle represents an event. So initially, the 'Goods to ship' event shows the start of the entire process which is initiated by the Clerk.
- The process has now begun. After the 'Goods to ship' event, there are two parallel processes which are going on as the gateway symbol says.
- The plus sign (+) inside a diamond says that it differs from other gateways because it is not dependent on conditions or events. Instead, parallel gateways are used to represent two concurrent tasks in a business flow.
- The two parallel processes include the warehouse worker packaging the goods and the second process includes a decision which should be taken by the clerk whether the goods are to be sent by a normal post facility or by a special shipment facility.
- The further process is dependent upon the decision made by the Clerk. It depends on the Mode of Delivery the Clerk chooses.
- It can either be by a Normal Post or else a Special Delivery option.
- Irrespective of the Mode of Delivery, the Warehouse Worker continues with his packing duty because the product is going to be shipped to the user of the product by either of the modes of delivery.
- We first consider that the Clerk decides to ship the product using the Special Delivery Mode.
- The product is sent to a special centre which also shows an association with the Warehouse Worker wherein he includes the insurance in the carrier services itself.
- The Clerk then requests quotations from the package carriers and then assigns an appropriate carrier. The Clerk also does all the necessary paper work or we can more appropriately call it as documentation.
- Now before going to any further step, we consider the other Mode of Delivery which is by the Normal Post.
- When the package is going to be delivered by the Normal Post, the Clerk himself checks whether any extra insurance is necessary.
- The Inclusive Symbol (circle in a diamond) breaks the process flow into one or more flows. So, the next task is passed on to the Logistics Manager who takes out the extra insurance if essential. While the

Logistics Manager does the job, Clerk fills in the post label and waits for the Logistic Manager's job to be done.

- Now, we come to such a point where the next part of the process is definitely going to be handed over to the Warehouse Worker irrespective of what all processes are completed earlier depending upon the Mode of Delivery chosen by the Clerk.
- The process broken down in parts merges again when the Warehouse Worker adds the paper work and moves the package to pick area.
- With this, the entire process comes to an end where the goods are available for pick up. This is indicated by the very thick black circle.