Northwind Trading – As-is Process State

Northwind Trading's order fulfilment process has been determined as the root cause of decreased sales over the past year. The current process is outlined below.

1. The process starts when an order is received.
2. The finance team creates an invoice.
3. The finance team sends it to the customer.
4. An administrator creates a docket of the ordered items for the warehouse staff
5. The warehouse staff retrieve the ordered items
6. The warehouse staff package the ordered items
7. The warehouse staff notify the administrator that the items are ready for shipment
8. An administrator arranges collection of the items by a delivery driver
9. Delivery driver collects the items
10. Delivery driver delivers the items to the customer