

# *Business Process Management (BPM)*

## **Lab 8**

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# Exercise 8.17

- Consider the equipment rental process described in Example 1.1 (page 3) and the corresponding issues documented in Example 6.5 (page 230).
  - A. Apply the redesign heuristics from Appendix A in order to address the issues documented in Example 6.5.
  - B. Capture the resulting to-be model in BPMN.
  - C. Explain the impact of the changes you propose in terms of the performance dimensions of the Devil's Quadrangle.

- The model of this exercise will be attached with PDF File, the model named **Exercise 8.17 .SVG** .

# Solution(A)

## 1. Issue: Equipment kept longer than needed.

- ***Change 1 (C1) - Heuristic 8: Communication optimization***

Notify immediately the vendor that the equipment is no longer needed and he can come to take the equipment.

## 2. Issue: Site engineers sometimes reject the delivered equipment due to non-conformance to their specifications.

- ***Change 2 (C2) - Heuristic 8: Communication optimization***

Notify immediately the vendor that the equipment is not comply with the requirements of the site engineer.

# Solution(A)

- **Issue: BuildIT pays late payment fees because invoices are not paid by the due date.**
  - ***Change 3 (C3) - Heuristic 9: Automation***  
*Make payment timeframe to alert the clerk about the due date of payment.*

# Solution(B)

- The model of this exercise will be attached with PDF File, the model named **Exercise 8.17 (modified) .SVG** .

# **Solution(C)**

- Change 1: Time and Cost
- Change 2: Time and Quality
- Change 3: Cost and Quality

# Exercise 8.18

- Consider the university admission process described in Exercise 1.1 (page 5) and the corresponding issues documented in Exercise 6.4 (page 232).
  - A. Apply the redesign heuristics from Appendix A in order to address the issues documented in Exercise 6.4.
  - B. Capture the resulting to-be model in BPMN.
  - C. Explain the impact of the changes you propose in terms of the performance dimensions of the Devil's Quadrangle.



- The model of this exercise will be attached with PDF File, the model named **Exercise 8.18 .SVG** .

# Solution(A)

- **Issue: wait too long to know the outcome of their application.**
  - ***Change 1 (C1) - Heuristic 8: Communication optimization***  
*Notify applicant the developments of the admission process as soon as possible.*

# Solution(B)

- The model of this exercise will be attached with PDF File, the model named **Exercise 8.18 (modified) .SVG** .

# **Solution(C)**

Change 1 : Time and Quality