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Evaluating a Process Model

The current process for Hamp Crafts shows that after a customer “checks out”, the order must be fulfilled or shipped. If it is shipped, Hamp Crafts will set up the carrier information and from there it will be in the hands of the shipping company. If it needs to be fulfilled, it can either be fulfilled and shipped right away, or if supplies are not available; Hamp Crafts will need to contact a supplier to be able to have the supplier ship it out or have Hamp Crafts receive it and ship it out. The data sources involved are shipping plans, delivery plans and shipment schedule. These will all include an invoice of sorts, that will show data at rest.  
 To update Hamp Crafts online store, there needs to be a real-time inventory system in place. Currently, it is a manual situation that if there is a shortage, the employees need to handle it. If multiple customers want to purchase a product, there needs to be a process in which it will update automatically as each customer purchases it and as Hamp Crafts receive more in stock. Another data source necessary would be stock keeping units (SKU’s). This will help keep exact track of inventory and allow for a more accurate representation of what is in stock and what may be on backorder.   
 I would choose to integrate into Hamp Crafts current process by adding certain elements to it. Overall, I believe it is a sound process to begin with, but another entity of online purchases will help generate more revenue for Hamp Crafts. Essentially, the biggest addition to the current process would be to allow the customer to select their carrier, depending on pricing and window of delivery.