19CS64C –Business Process Management

CO2 Assignment Questions

Team 3

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QUESTION :

Design a **Car Repair Service Business Process Model** using Figma, incorporating lanes, tasks, and connectors. The model should outline the process of requesting a repair service, starting with entering vehicle details, verifying service availability, selecting the repair type, scheduling an appointment, confirming the repair order, conducting the repair, and finally notifying the customer about the completed repair and the final charges. Model this flow with appropriate connectors and tasks to reflect the process accurately.

DIAGRAM:

Car Repair Service Business Process

```
                    ┌──────────────┐
                    │   Customer   │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │ Receive Car  │
                    └──────┬───────┘
                           │
                       ◇ Diagnose Issue ◇
                      /              \
                Delay /               \ Bypass
                     /                 \
                    /            ┌──────▼───────┐
                   /             │  Repair Car  │
                  /              └──────┬───────┘
                 /                      │
                /                   ◇ Quality Check ◇
               /                   /              \
              /               Fail/                \ Pass
             /                   /                  \
    ┌────────▼──────┐  ┌────────▼──────┐  ┌─────────▼──────┐
    │Notify Customer│  │ Re-do Repair  │  │ Notify Customer│
    └───────┬───────┘  └───────┬───────┘  └────────┬───────┘
            \                  │                   / Done
             \                 │                  /
              └────────┐  ┌────▼────┐  ┌─────────┘
                       ▼  ▼         ▼  ▼
                    ┌──────────────────┐
                    │  Communication   │
                    └──────────────────┘
```