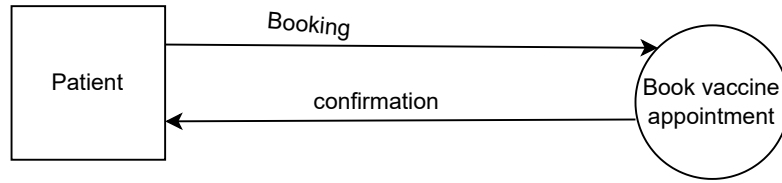
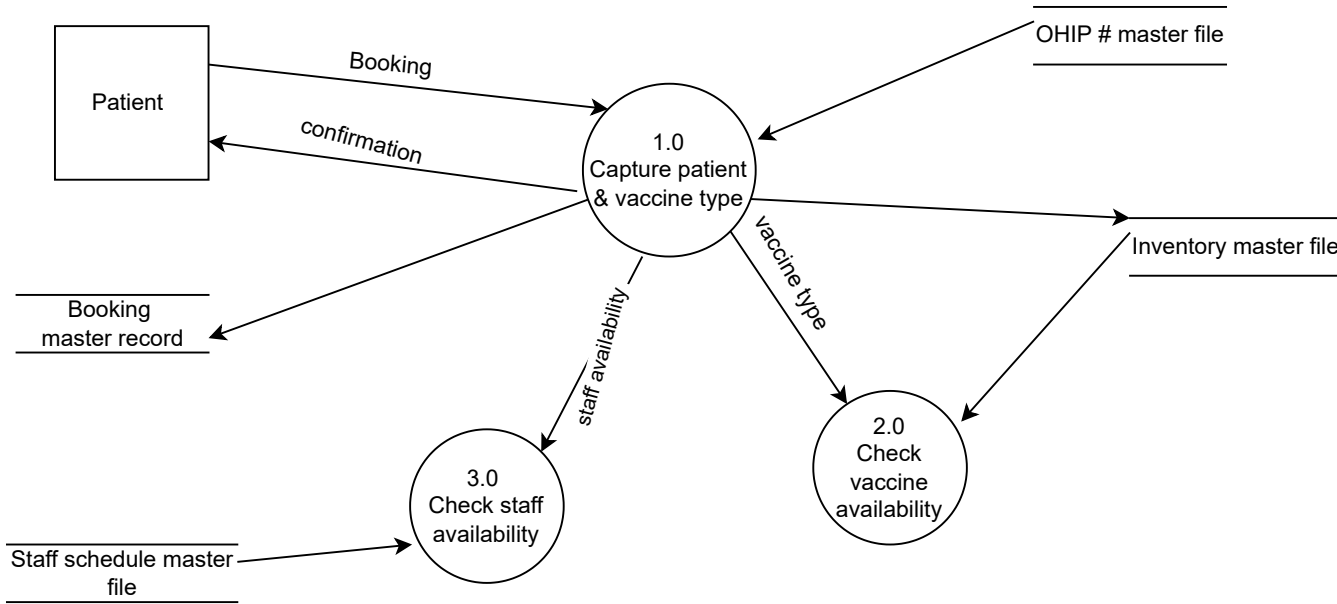


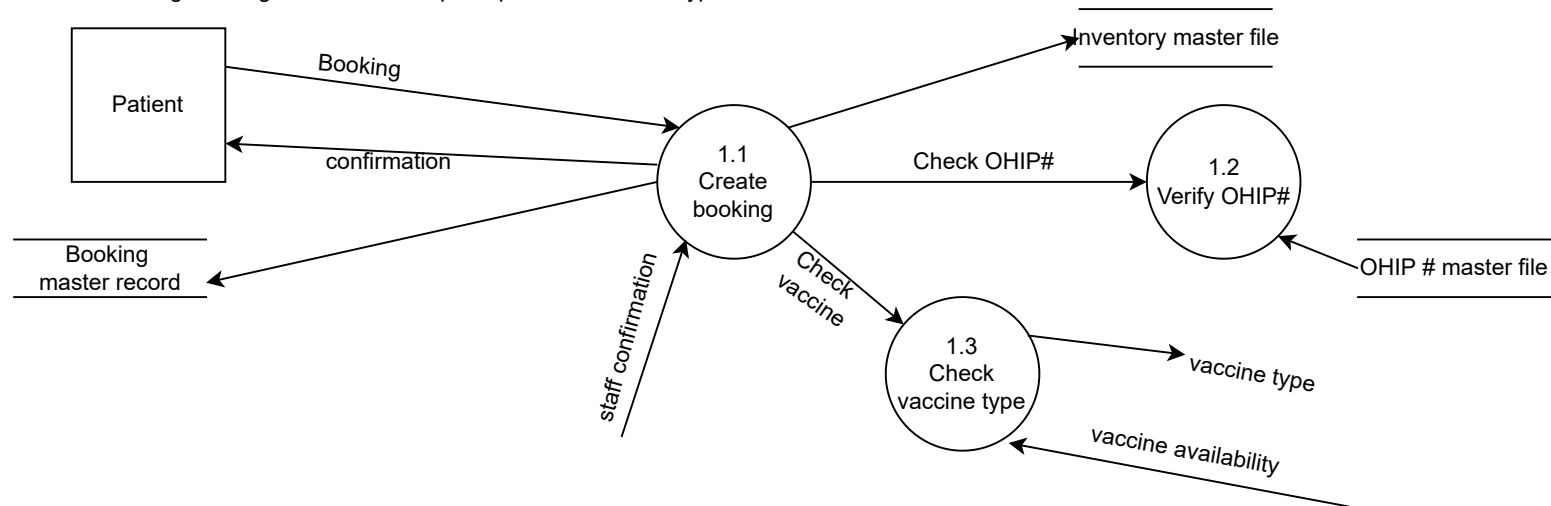
Context Diagram -- for Book vaccine appointment process



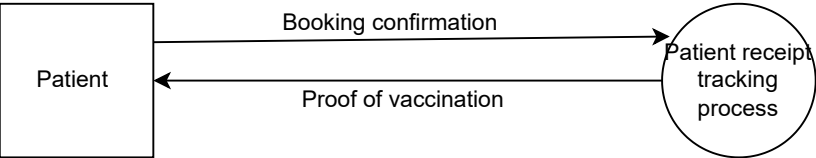
Level 0 logical Diagram -- for Book Vaccine appointment process



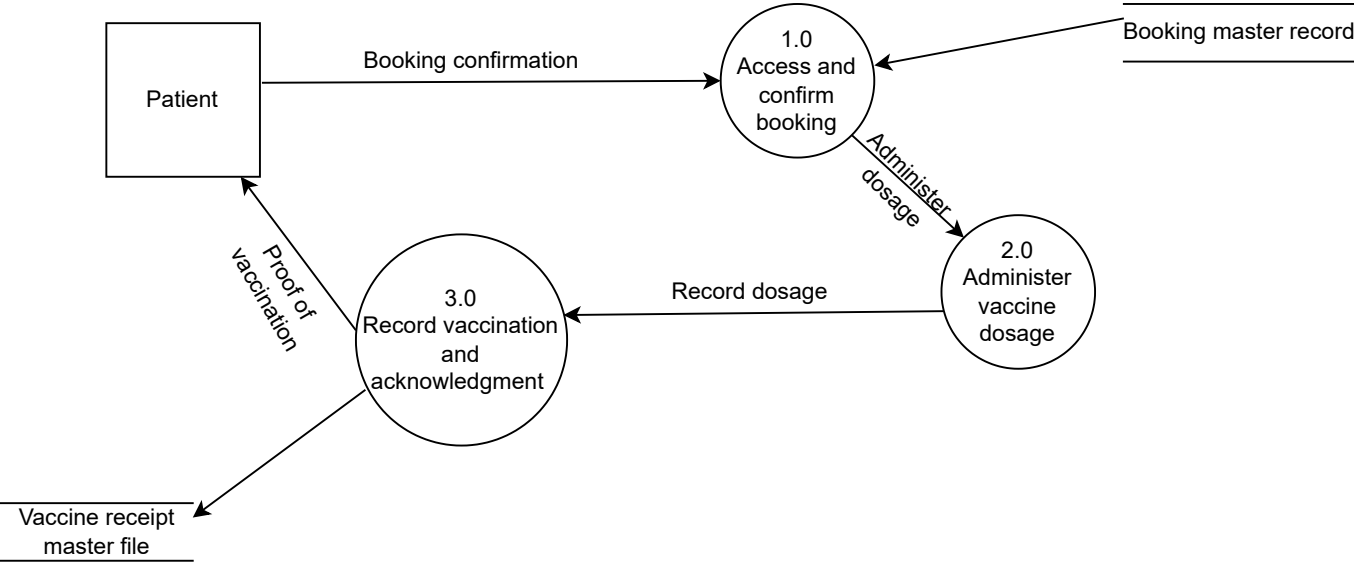
Level 1 logical Diagram -- for 1.0 Capture patient & vaccine type



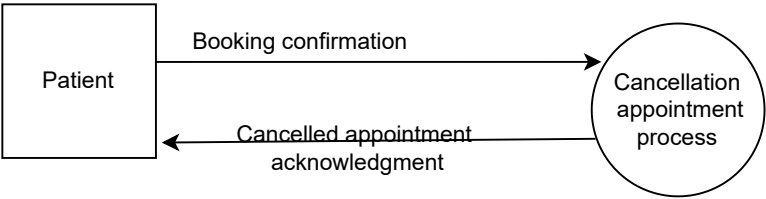
Context Diagram -- for Patient receipt tracking process



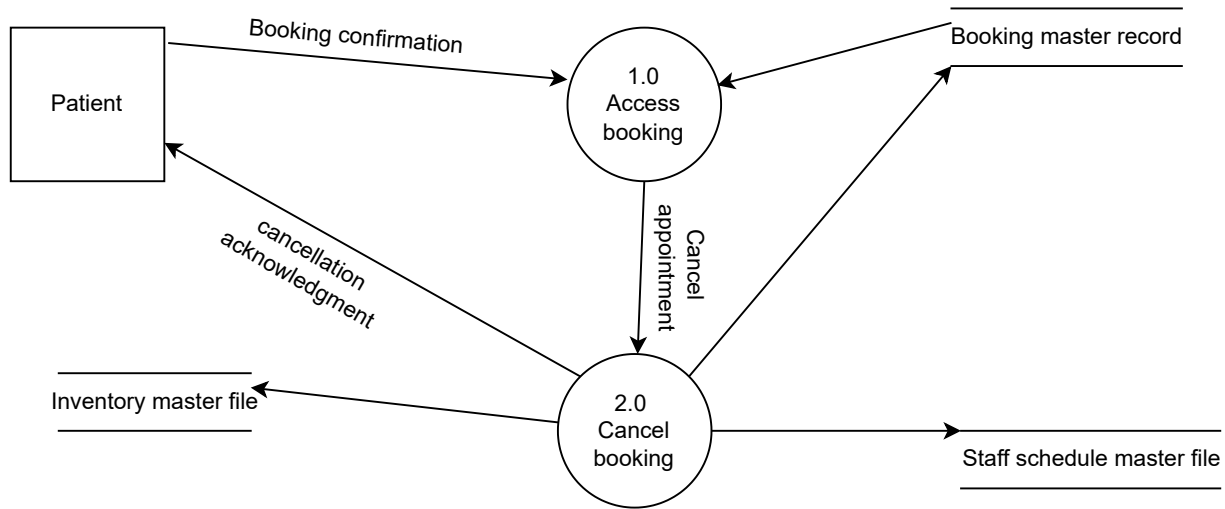
Level 0 logical Diagram -- Patient receipt tracking process



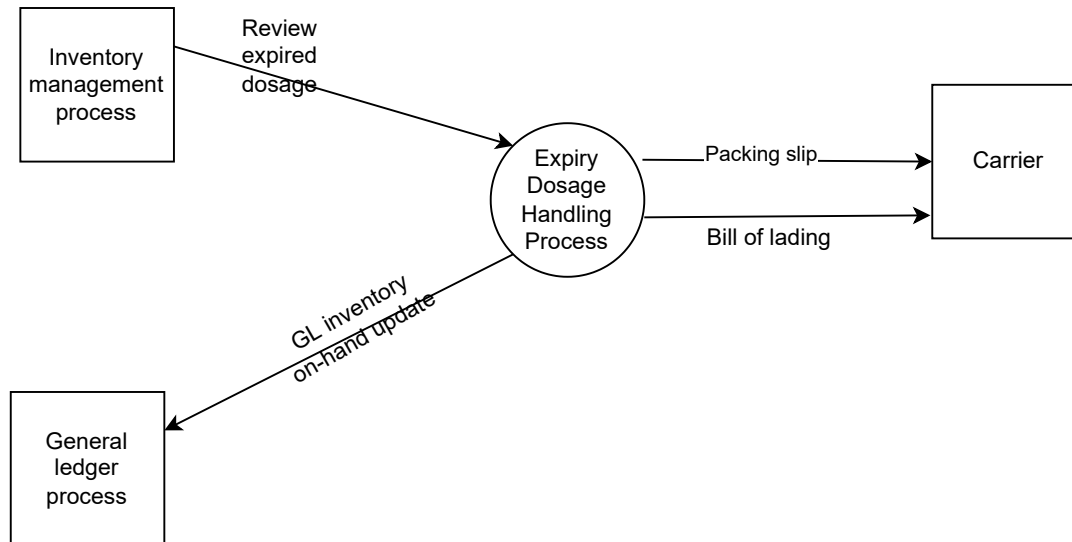
Context diagram -- for Cancel appointment process



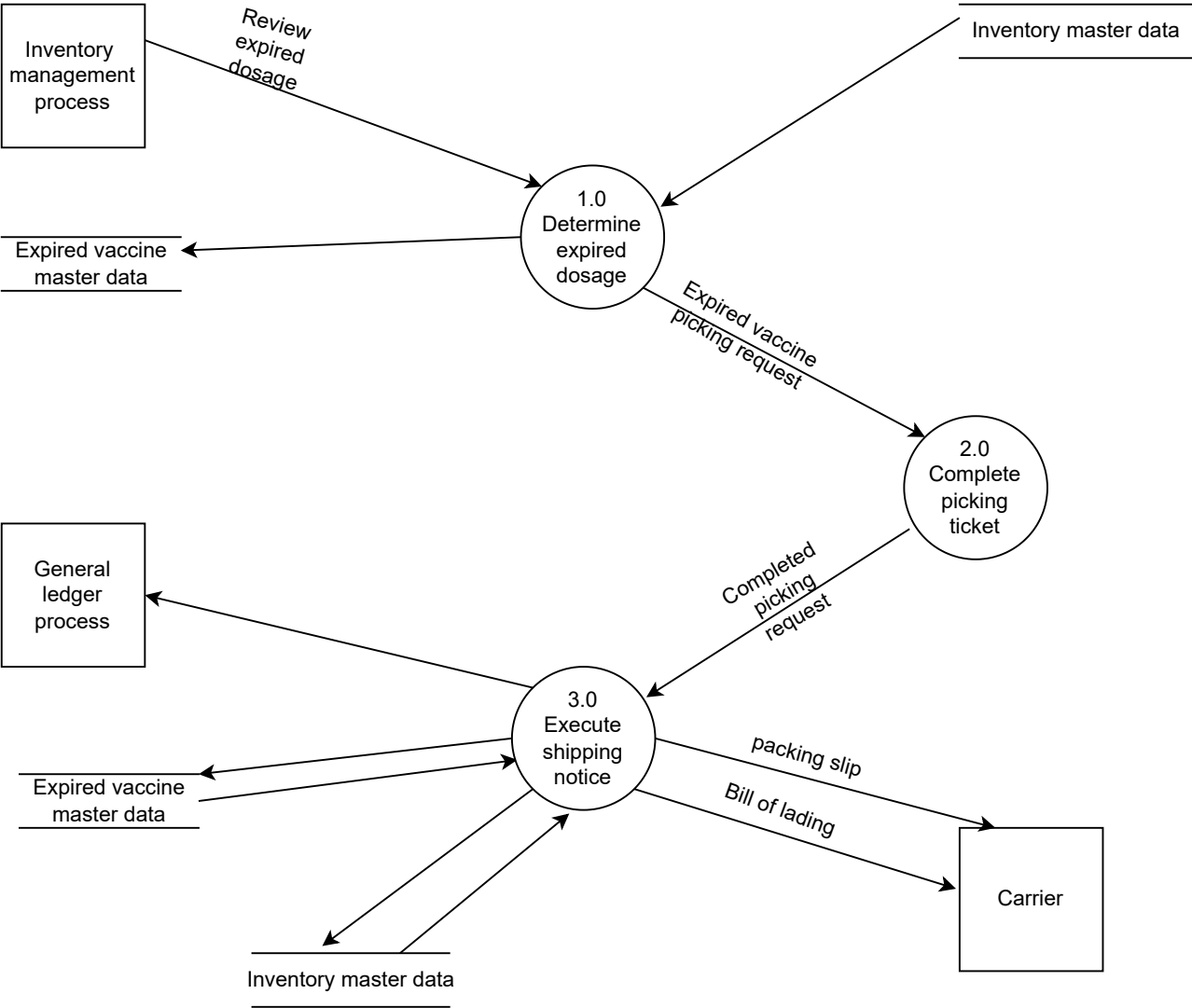
Level 0 logical Diagram -- for Cancellation appointment process



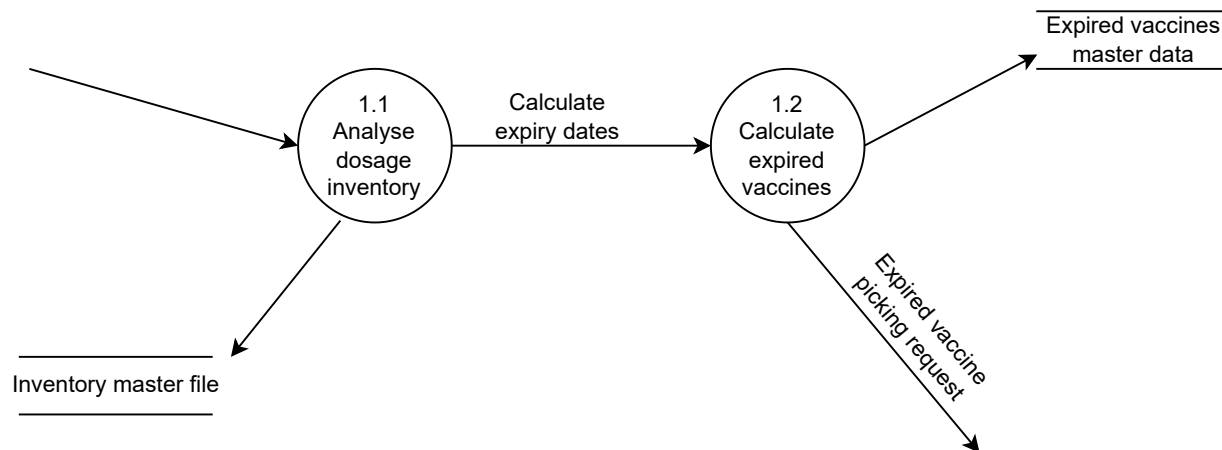
Context diagram - Expired dosage handling



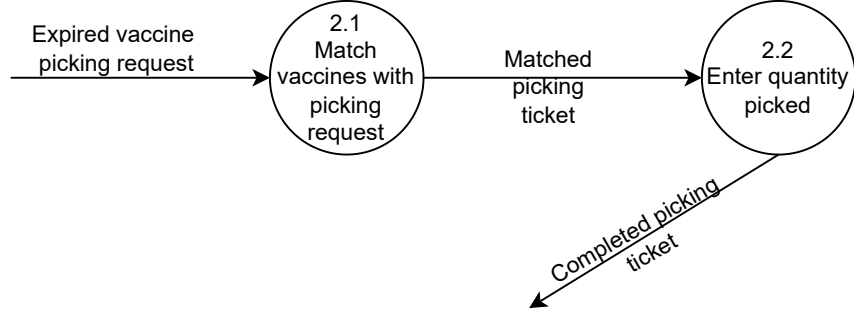
Level 0 logical diagram -- for Expired dosage handling



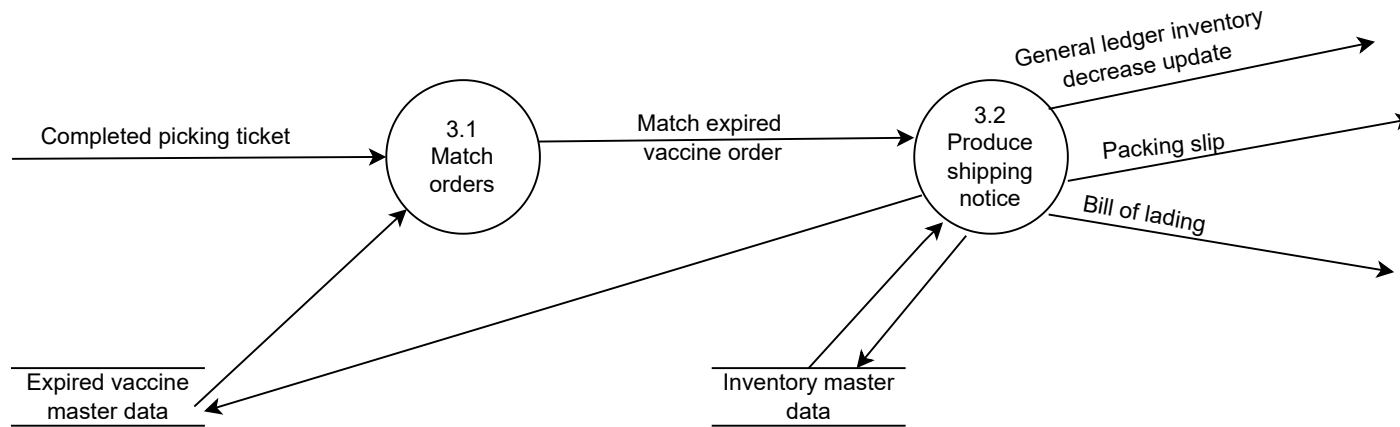
Level 1 logical diagram -- for 1.0 Determine expired dosage



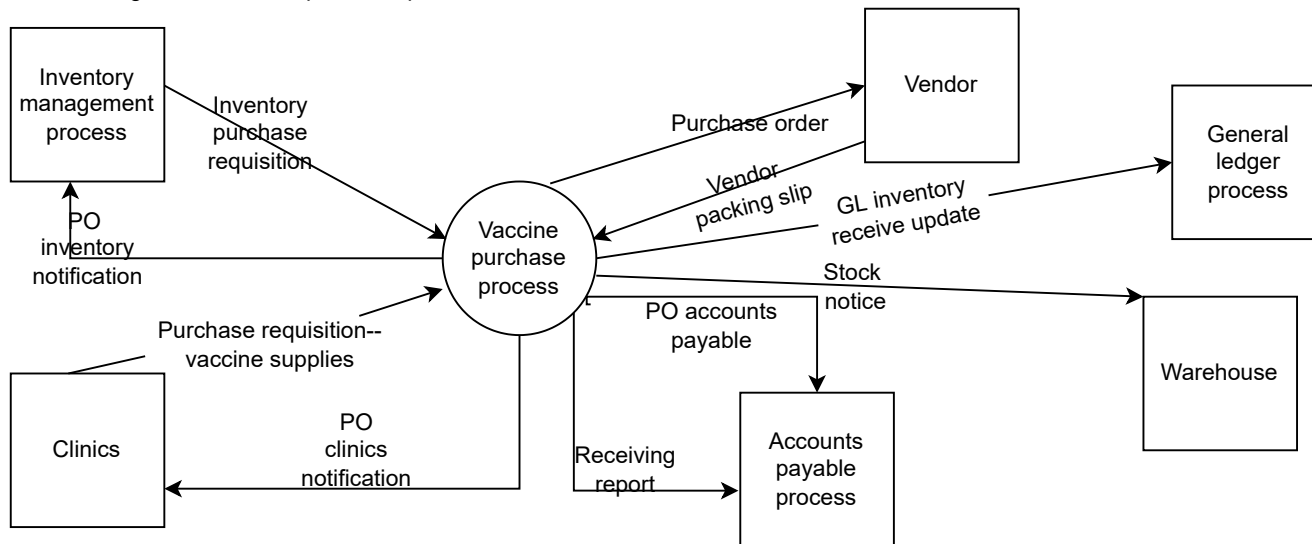
Level 1 logical diagram -- for 2.0 Complete picking ticket



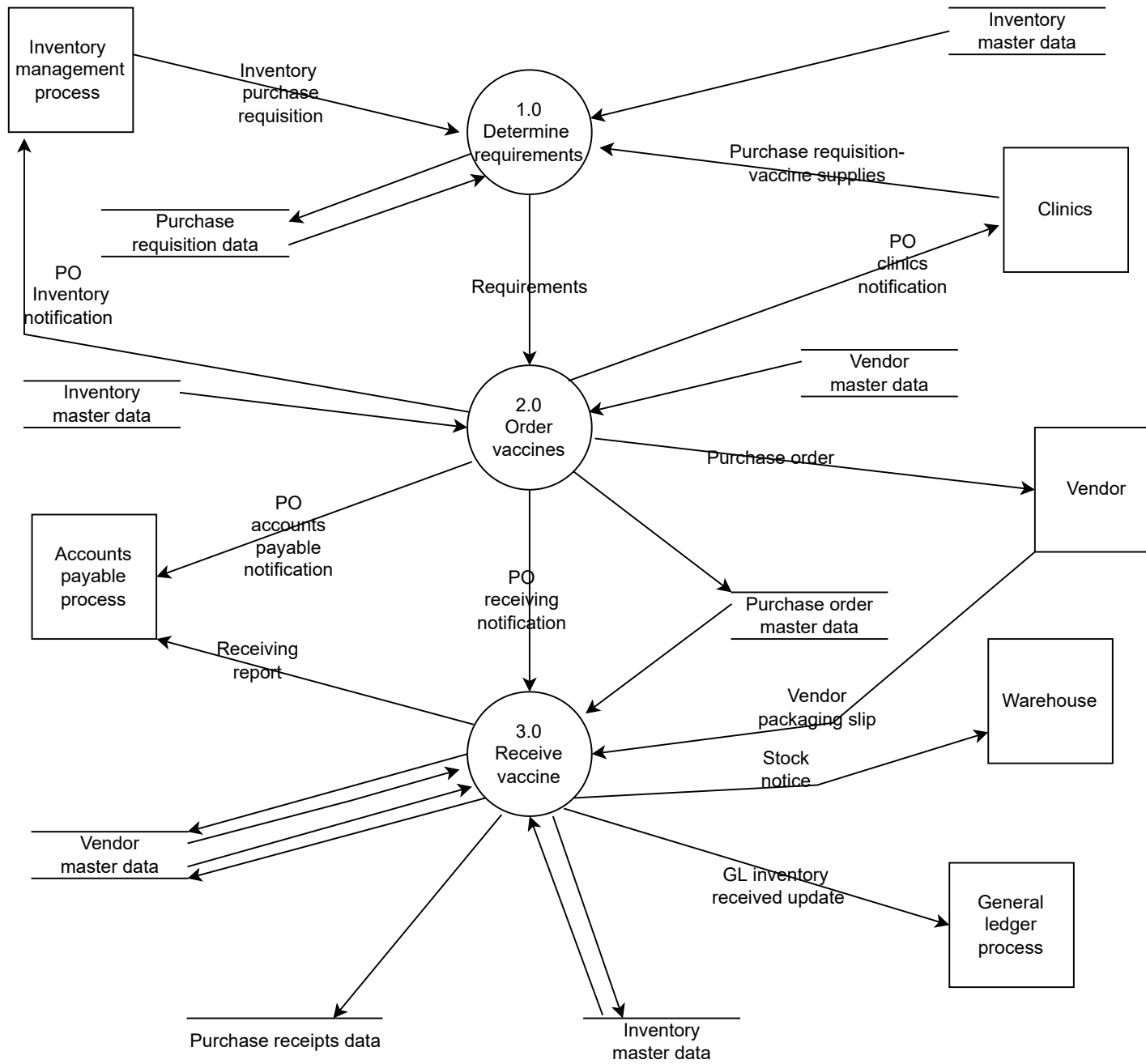
Level 1 logical diagram -- for 3.0 Execute shipping notice



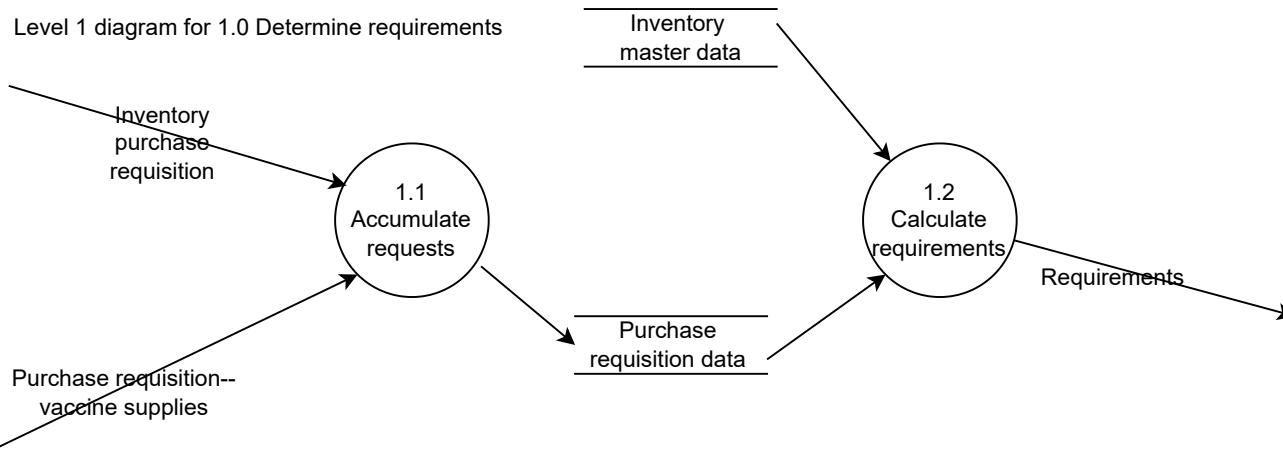
Context diagram for vaccine purchase process



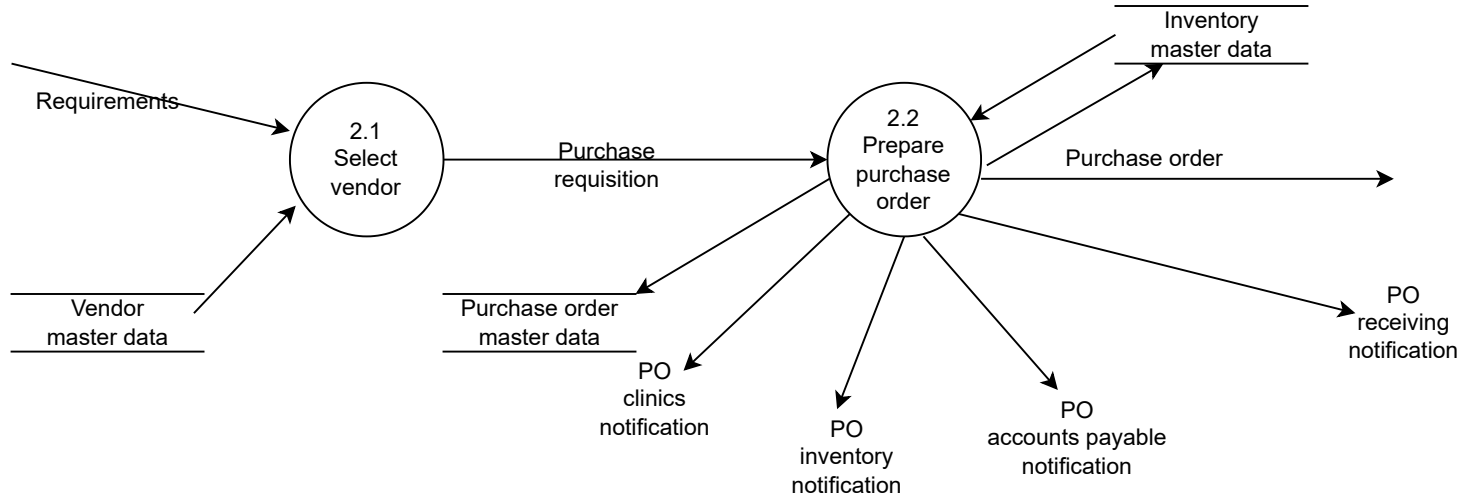
Level 0 diagram for the vaccine purchase process



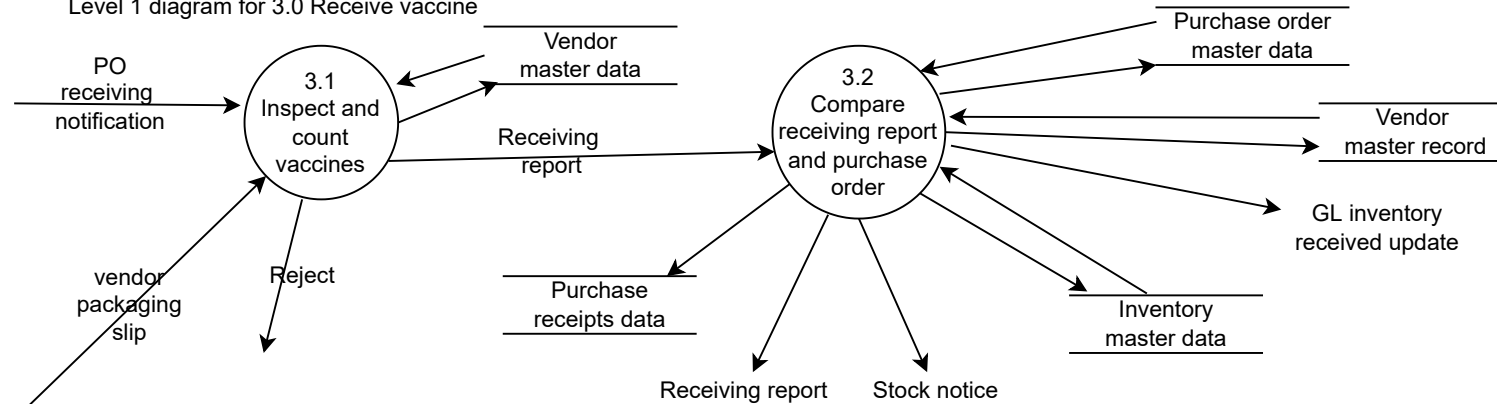
Level 1 diagram for 1.0 Determine requirements



Level 1 diagram for 2.0 Order vaccines



Level 1 diagram for 3.0 Receive vaccine



3 Performance Metrics for Covid Vaccine Cliics

Patients booking per week

Patients receipt per week

Booking cancellation per week

The three metrics are important to Toronto Pearson because they help to determine inventory levels.

It shows the demand for the vaccines which help to forecast vaccines procurement from vendors. Having more inventory than demand is tying up funds that could be used somewhere else. Vaccines have expiry date, and unused vaccines in the inventory is definitely a financial loss to the business.