



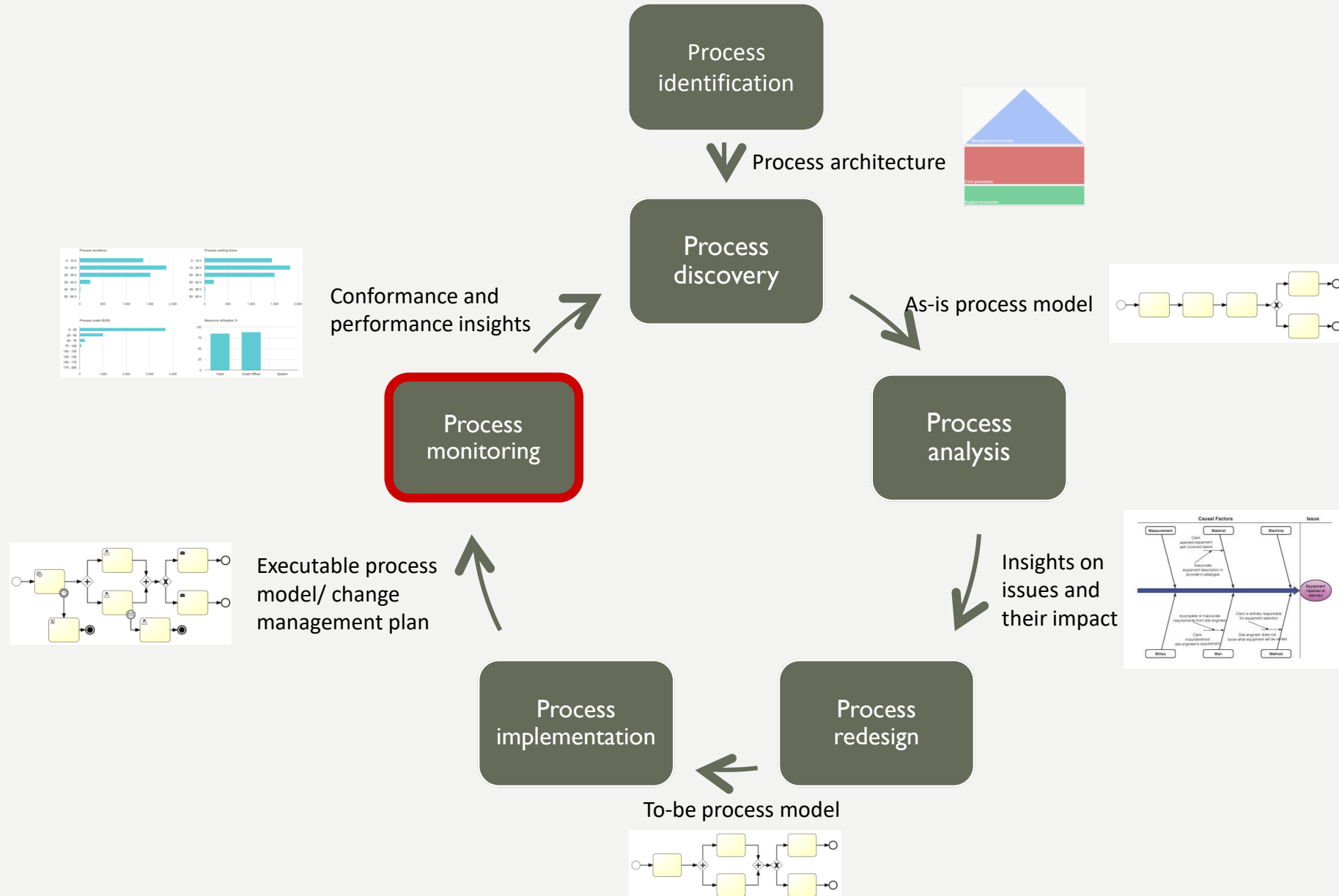
# **ISYS90081**

**BUSINESS PROCESS MANAGEMENT  
WORKSHOP WEEK 11**

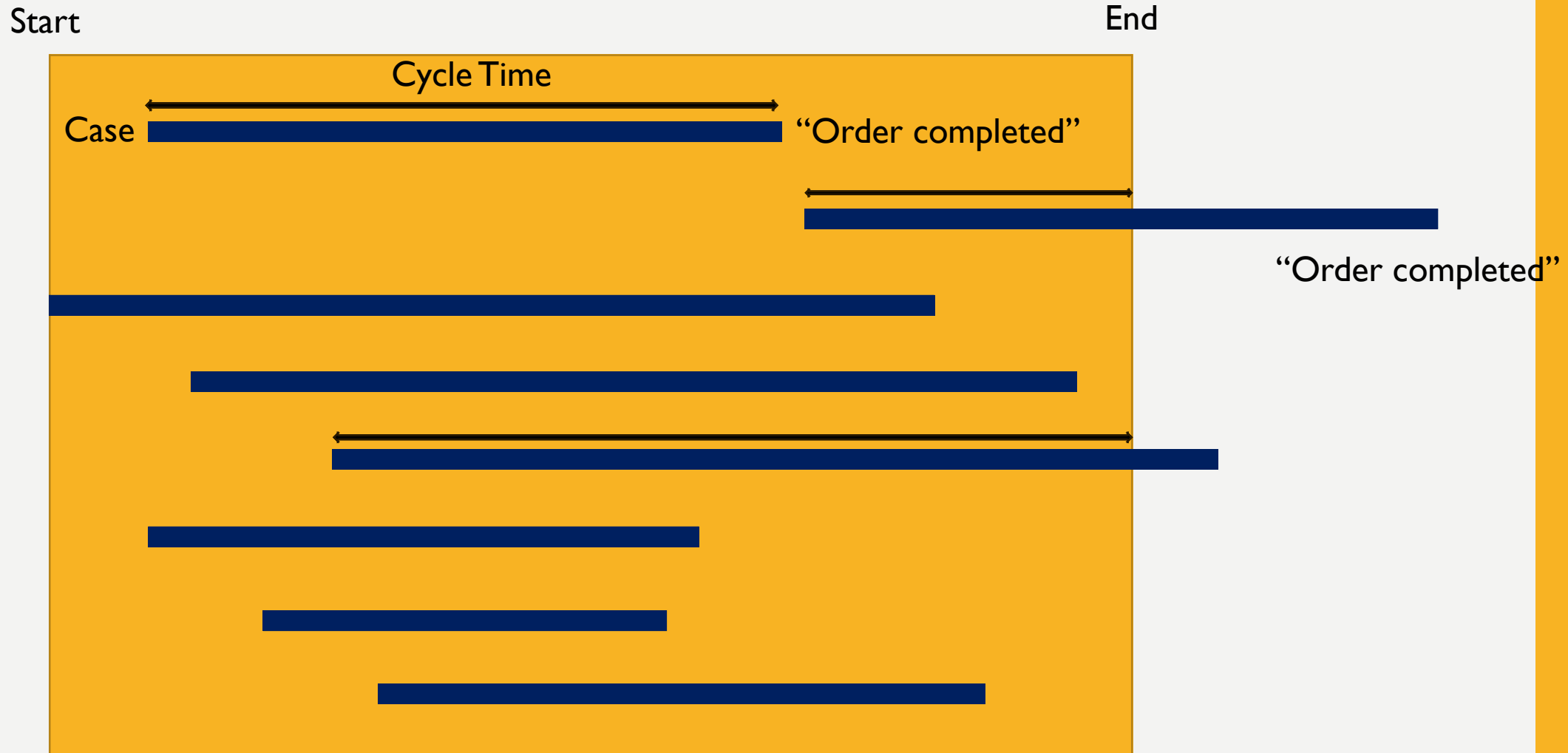
# YOUR TUTOR

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- Office: Doug McDonell - 9.23
- Here, you can find my workshop slides:
- <https://github.com/winnchow/ISYS90081-Tutorials>

# THE BPM LIFECYCLE



# AVERAGE CYCLE TIME OF ALL CASES



# CHANEL(S)

Create Filter Criterion

☒ Retain

☐ Remove

☒ Trace

☐ Event

☒ Contains any event



☐ Contains all events

Type of filter

"Channel" ▼

<input type="checkbox"/> Value	Frequency	Relative frequency
<input type="checkbox"/> Callcenter	588	6.51%
<input type="checkbox"/> Dealer	7384	81.75%
<input type="checkbox"/> Internet	1060	11.74%

# MISSING DOCUMENTS

Create Filter Criterion  

☒ Retain

☐ Remove

☒ Trace

☐ Event

☒ Contains any event

☐ Contains all events

Type of filter 

Activity ▼

<input type="checkbox"/> Value	Frequency	Relative frequency
<input type="checkbox"/> Amount modified	76	0.84%
<input type="checkbox"/> Canceled	27	0.3%
<input type="checkbox"/> Checked	63	0.7%
<input type="checkbox"/> Create refund	83	0.92%
<input type="checkbox"/> Invoice modified	20	0.22%
<input type="checkbox"/> Invoice requested	48	0.53%
<input checked="" type="checkbox"/> Missing documents requested	1130	12.51%

# REFUND

Create Filter Criterion

☒ Retain ☐ Remove

☒ Trace ☐ Event

☒ Contains any event ☐ Contains all events

Type of filter 

Activity

<input type="checkbox"/> Value	Frequency	Relative frequency
<input checked="" type="checkbox"/> Refund issued	83	0.92%
<input type="checkbox"/> Repairshop X - OK	198	2.19%
<input type="checkbox"/> Repairshop X - Rejected	88	0.97%
<input type="checkbox"/> Repairshop X - Checking	290	3.21%
<input type="checkbox"/> Request rejected L1	224	2.48%
<input type="checkbox"/> Request rejected L2	8	0.09%
<input type="checkbox"/> Request rejected L3	4	0.04%
<input type="checkbox"/> Request signed L1	995	11.02%
<input type="checkbox"/> Request signed L2	697	7.72%
<input type="checkbox"/> Request signed L3	666	7.37%
<input type="checkbox"/> Shipment via forwarding company	209	2.31%
<input type="checkbox"/> Shipment via logistics partner	455	5.04%
<input checked="" type="checkbox"/> Special Refund issued	184	2.04%

# PRODUCT RECEIVED

<input type="checkbox"/> Product ready for scrapping	138	1.53%
<input checked="" type="checkbox"/> Product received	576	6.38%
<input type="checkbox"/> Product scrapped	110	1.22%



# DOUBLE PAYMENT

<input type="checkbox"/> Order sent back	339	3.75%
<input checked="" type="checkbox"/> Payment issued	51	0.56%
<input type="checkbox"/> Pick-up prepared	410	4.54%

Frequency ▼

- ☐ Case
- ☒ Cumulative
- ☐ Average
- ☐ Median
- ☐ Mode
- ☐ Max
- ☐ Min

# SETTLE DISPUTE WITH SUPPLIER PURCHASING AGENT & PAY INVOICE

<input type="checkbox"/> Settle dispute with supplier Financial Manager	160	0.88%
<input checked="" type="checkbox"/> Settle dispute with supplier Purchasing Agent	52	0.29%
<div>Ok Cancel</div>		

<input type="checkbox"/> Deliver Goods Services	826	4.53%
<input checked="" type="checkbox"/> Pay invoice	826	4.53%
<input type="checkbox"/> Release Purchase Order	878	4.81%

# RELEASE INVOICE & AUTHORIZE INVOICE

<input checked="" type="checkbox"/> Release Supplier's Invoice	806	4.42%
<input type="checkbox"/> ...	806	4.53%
<input type="checkbox"/> Approve Purchase Order for payment	820	4.53%
<input checked="" type="checkbox"/> Authorize Supplier's Invoice payment	826	4.53%
<input type="checkbox"/> ...	826	4.53%

# AMENDMENT ACTIVITY

<input type="checkbox"/> value	frequency	relative frequency
<input checked="" type="checkbox"/> Amend Purchase Requisition	22	0.12%
<input checked="" type="checkbox"/> Amend Request for Quotation Requester	1028	5.64%
<input checked="" type="checkbox"/> Amend Request for Quotation Requester Manager	98	0.54%
<input type="checkbox"/> Amend Purchase Requisition	704	4.10%