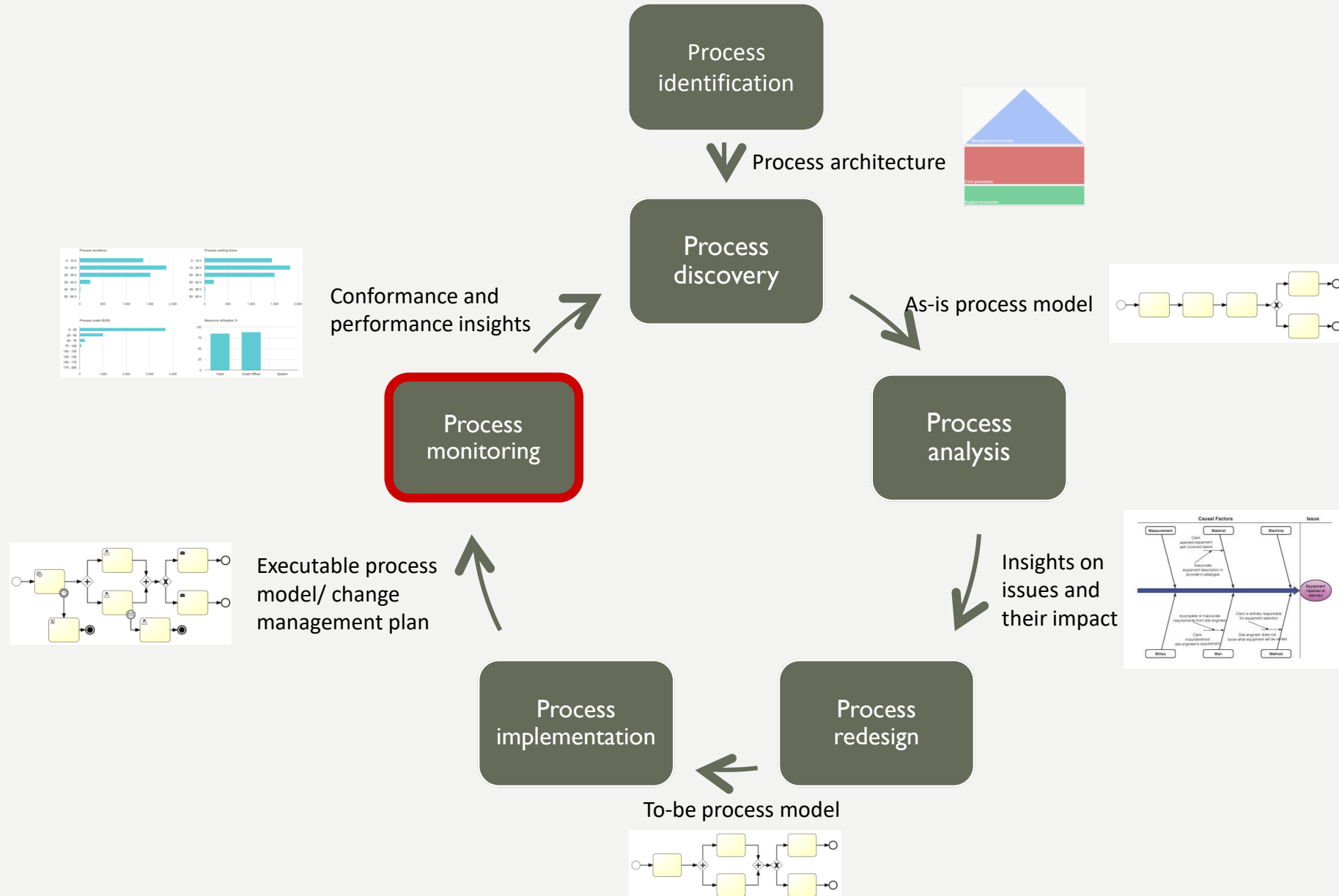# ISYS90081

BUSINESS PROCESS MANAGEMENT

WORKSHOP WEEK 11

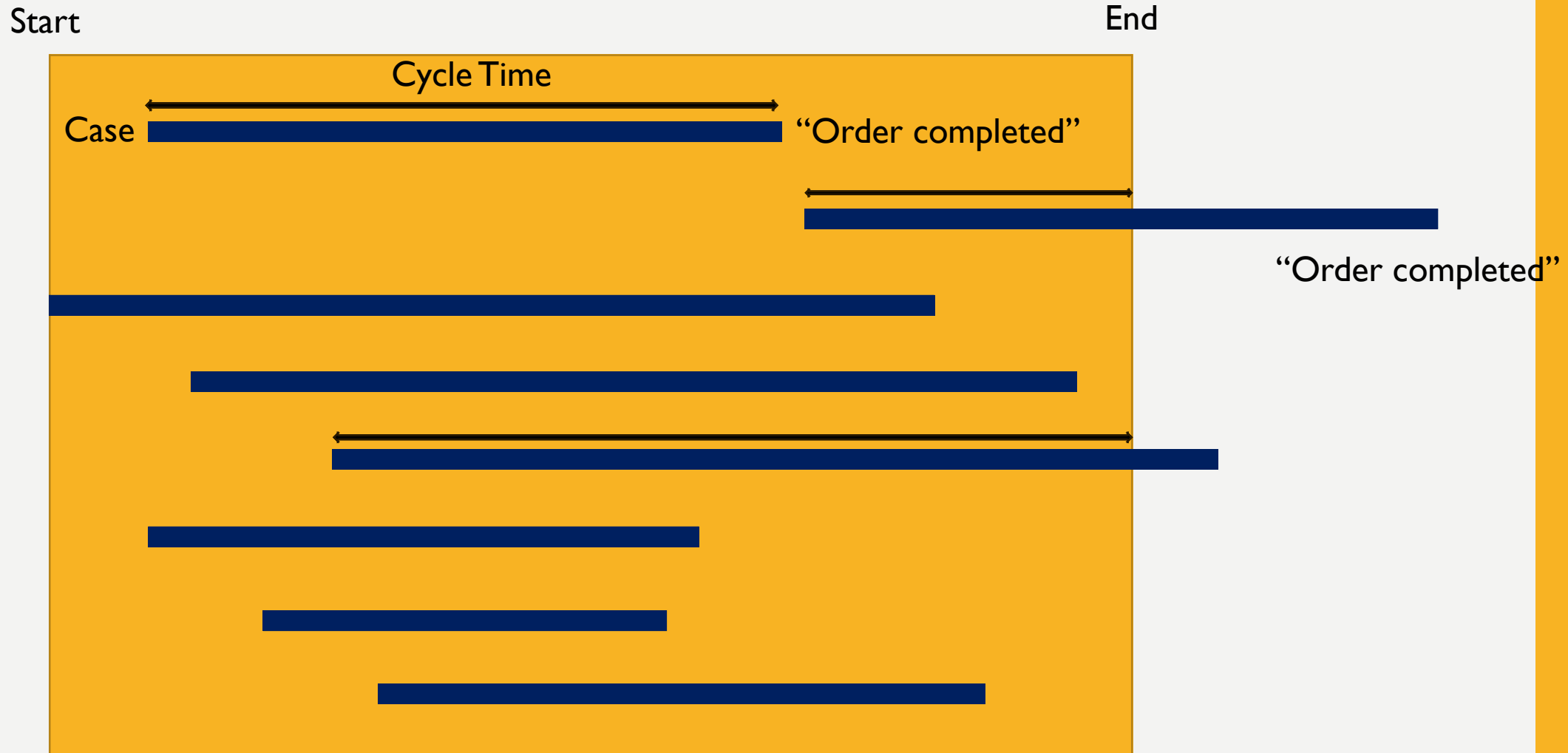# YOUR TUTOR

- Winn Chow (Associate Lecturer)
- winn.chow1@unimelb.edu.au
- 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" ▾

Value	Frequency	Relative frequency
☐ Callcenter	588	6.51%
☐ Dealer	7384	81.75%
☐ Internet	1060	11.74%

MISSING DOCUMENTS

REFUND

Create Filter Criterion

- ◉ Retain   ○ Remove
- ◉ Trace   ○ Event
- ◉ Contains any event   ○ Contains all events

Type of filter   Activity ▾

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

PRODUCT RECEIVED

☐ Product ready for scrapping	138	1.53%
☑ Product received	576	6.38%
☐ Product scrapped	110	1.22%

DOUBLE PAYMENT

SETTLE DISPUTE WITH SUPPLIER PURCHASING AGENT & PAY INVOICE

☐ Settle dispute with supplier Financial Manager	160	0.88%
☑ Settle dispute with supplier Purchasing Agent	52	0.29%

Ok   Cancel

☐ Deliver Goods Services	826	4.53%
☑ Pay invoice	826	4.53%
☐ Release Purchase Order	878	4.81%

RELEASE INVOICE & AUTHORIZE INVOICE

AMENDMENT ACTIVITY

Value	Frequency	Relative frequency
☑ Amend Purchase Requisition	22	0.12%
☑ Amend Request for Quotation Requester	1028	5.64%
☑ Amend Request for Quotation Requester Manager	98	0.54%
☐ Analyze Purchase Requisition	764	4.19%