

15th sept

1. Understanding an idea is being able to apply it properly
2. What is an idea? An idea is defined by the elements of reality that constitute it/ ideas are defined by certain attributes
3. If we want to re-engineer a process, why do we want to do it? Multiple objectives for multiple stakeholders drive the engineering
4. So why have we not able to re engineer this?
5. Process re engineering is about taking the process, looking at what essentially has to be done and what can be done better faster cheaper
6. A process that's designed to yield efficiency may not yield productivity

Abt the reading: reengineering work

7. Why does he say don't automate, obliterate? No use making a redundant process more productive, why is it redundant? It was good for that time but b/c society's infrastructure has changed and the way we do stuff has changed so the process is no longer valid for this time, altho the process is fine, nothing wrong with the process but time has changed. So if u increment it.....
8. How do you know a process is redundant?

Make a flowchart of the enrollment process, what did I do, what did UMS do, PO, all the other elements and then we want to review it on first hour on wed and second hour we will redesign it. Head of dept decide courses and submit that, list of courses, credit hours came from the program office. Go in the smallest steps as possible to capture all activity, then we will divide it into departments like UMS PO room ppl. In some cases they have actions, in some they provide information.

17 sept

1. Every process is no more than rules applied on data
2. DATA
3. Learn to see processes as data
4. To execute each step, certain pieces of data required, otherwise u can't move to the next step, so data approves moving to the next step
5. Every process is the summation of rules applied to data
6. Data driven process engineering is basically that we take data and engineer data, like we utilise all the available data and see what is necessary for a certain step and then re-engineer the process accordingly. Eg for enrolment we use the data (CS core + ALR taken courses + fee structure IDK + ERP) and then show courses only a student can enrol in not the ones they are already done with, this could be a way to re-engineer UMS enrolment
7. Look at the process through just the data and u are just travelling through the data (this is the method used to do business process re-engineering).
8. Rules are the functions we are trying to optimize
9. Process engineering starts with what is the problem I am trying to solve

22 sept

Took notes on Mahams laptop

24 sept

1. He told us search Starbucks process flowchart

2. These things matter in a flow sense bec no one should ask what to do next, it should be vvvv clear where to go next, using color schemes etc.
3. If the obj is to push thru as many customers as possible then u wanna make sure wtv he does he knows what to get
4. Think carefully why would u want to have this document? Customer experience
5. What we want to do is redo this process and minimise the amount of time the customer waits, so take the process, look maham at the steps and see what can we do to minimise the amount of time the customer waits
6. add a qr code where we see menu and we are able to place order there too, and theres different stations for order and payment and use a digital screen to show order status and pickup counter. Use ordering screens.
7. Other ppl suggestions: have more cashiers,
8. He saying notice u guys used technology to solve the problem
9. Hes going thru the entire process and seeing ho to speed up, so in the part where the customer has paid nd is asked for name and is told to go wait at pickup counter. How to fix this wo technology? In the 2nd row we see the order is starting to get ready later than its ordered, so thats time wasted.
10. Starting the coffee making as soon as its ordered, it that possible? Can we do this have 1 cashier take order go prepare then another cashier take order prepare and so on, what this does is increase cost when u reengineer a process, u ended to make sure u dont mess up smth els eu havent thot of.
11. Merit function was minimise wait times
12. What other merit function? Min time inside starbucks. Typically working ppl dont have time, they take coffee and leave. How can we do that wo technology? We can keep separate counters for dine in and takeaway
13. Now if we put technology in it and assume we have timestamp of activities for each thing in flowchart.
14. He said write this down: he made a table maham took picture and sent on group
15. 2 merit functions: time waiting and time a customer spends inside starbucks
16. He told us to make to be sheet
17. And said make 2 tables, one for 1 counter only and another w 2 counters for dine in and takeaway
18. So this is data driven process reengineering, kya karahe, kab kiya, ismese kya nikalna hai
19. Process: series of well defined steps that lead to an order
20. A good process has time stamps
21. How do my processes function w a range of order?
22. Why do we have loyalty cards? They know our spending habits
23. What is our biggest variable in all this? The customer
24. The concept of a wallet using its ease, they get the money before u even do anything
25. So technology now opens up avenues that r really mindblowing
26. Is it possible to go inside and get my coffee right away and leave. Assume order placed, barista receives it, when do they start making it? Jab mujhe us hisab se, but how can they determine this? Geolocation? What app will they use? Google maps. To determine how long u will be there. But they dont need that cus they know ur route, so now we know in how much time the customer will be there and we know how long it takes to make this order. Freaky cus the app works in their favour so they can make it exactly when we get there

27. He wants us to: redo this chart w the app as part of this. Print it, and then on it, take a diff coloured pen and redo it w digital customer and put in where the digital calculations go, before barista starts making time of del made to customer, cal made abt how long it takes to order, start preparing order in t-x. What will happen to the cost? Cap ex increased, op x . how are we going to return this money
28. Is it true that have an app we get more customers? Bpr we do for 3+1 things the +1 is growth. We need enough customers to get enough to cover cost and have growth. Technology enables us to get anyone who has a phone.

29 sept 25

1. We will learn how to document
2. Next class we have presentation
3. This is a flowchart and theres data, data consists of action, who des it, what time he or she ds it
4. So think of timestamps, entering, standing, placing order, make payment, enjoy, leave
5. Can we give coffee timestamps like a human, yes, so prepare beverage, coffee made, coffee presented to customer
6. So when does powder reach and when does it go out of premises
7. So need to optimise this, how long did the powder stay
8. Think of inventory, how long do u want the inventory to be in ur premises, ideally 0, why do u want that, cus u get money when it goes out and ur money is not sitting on inventory
9. Redo the process in the chart, and discuss how and why the reengineered process is better
10. G1: minimise waiting time, 2:minimise time spent in the cafe, 3: minimise no of personnel, 4: minimise the waiting time w minimised tech, 5: ?, 6: minimise hr w minimal cost and tech
11. Reflect the flowchart in an excel sheet, almost produce a simulation, excel sheet cells should have time
12. Take that spreadsheet and run it, then extract understanding from it
13. Fluxicon disco process mining

Fintech and industry

1. Key thing that delivers goods and services assets and machinery is process. We try to make processes cost effective, increase productivity
2. What processes do banks want? Transactions on What is teh actual value they generate? Convenience in what? Transfer ib funds movement, what value r they delivering? Paise honge you bank honge. In intself is it using raw materials, or producing smth u can use its noth but a service provider.
3. Which society is better? One that has emphasis on real industry or banking?
4. Banks get money from us, so its alr available in society so they j channel it.