

Business Process Management Processes (2II55)
"Drankorgel"

Oliver Schinagl (0580852)
Maik Teurlings (0591600)
Wilrik De Loose (0601583)

March 19, 2008

Business description

The "Drankorgel" store provides all you need for your party when it comes to drinks. It sells all sorts of beverages and has various bars (and the like) for rent. People who have something to celebrate can order and hire goods from the store.

Customers can place an order by going to the store or by making a telephone call. The store only deals with large amount of drinks, so they also provide logistics. People cannot take the goods themselves.

The warehouse is refilled by paper, by with we mean that an employee checks the stock of the warehouse manually and writes it down on paper. It is not done by scanner of some sort connected to a database with up-to-date stock information. Employees have to walk around the warehouse and check the stock themselves. This is also the case for restocking the warehouse.

Placing an order

When someone places an order the good people of "Drankorgel" will prepare the order. Also, for each order there will be some logistics involved. These will be scheduled only when the customer has payed the bill. The customer can directly pay or choose to pay by bill.

When the customer has payed the bill, the order is completed. When the bill is not payed within a week, a reminder will be sent. If the customer doesn't pay after two reminders the order is canceled and the prepared goods are put back into the warehouse.

The preparing of an order will involve picking the order until the entire order is prepared. Then the goods are checked and send if the order is complete. If the order picker made a mistake he will have the opportunity to re-pick until the inspection is ok. If some goods are out of stock and need to be ordered, the order can only be finished upon arrival of the goods.

After preparing the order and receiving the money the goods are ship by the planned logistic means. If the order contained hired wares, that equipment will be retrieved by the company. If, after the inspection, everything seems in order, then the customer will not be bothered until the next order he or she places. If something is wrong, an extra fine has to be paid depending on the damage or

missing equipment. If the customer does not pay after getting two reminders, he will be sued and the money will eventually go to the store.

Restocking the warehouse

Every now and then an employee checks if the warehouse needs to be restocked or if some goods passed their freshness date. This is done by hand and for every item the store sells. If a certain item passed the date, it is thrown away. If not, the next item will be evaluated. If the quantity is low for that item, it will be put on the 'restock list'.

If the employee finished the route in the warehouse and inspected all the goods, the 'restock list' is used to order the items that were running out of stock.

Upon arrival of new goods, the entire order needs to be checked before the item are put in the warehouse. An employee checks for both missing (order but not received) and extra (received but not ordered) items. Missing items will be reordered and extra goods will be returned.

After checking the order some employee will place the items on the right shelf in the warehouse.