

Business Process Management Systems (2II55)
"Drankorgel"

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

March 31, 2008

1 Settings

1.1 Organizational context

The Party store is composed of four groups - the warehouse, store, administration and logistics department. The organizational model of the party store is presented below where blue color represents groups and the green color represents roles.

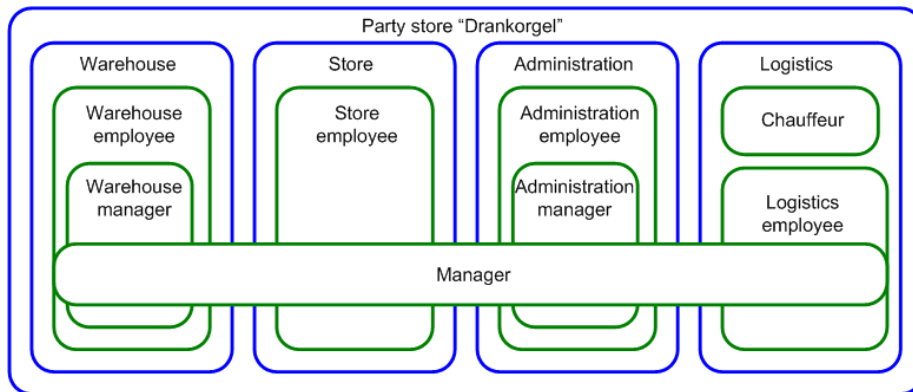


Figure 1: Organizational context of the Party store

1.2 Workflow process A

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 does'nt 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.

1.3 Workflow process B

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 (ordered but not received) and extra (received but not ordered) items. Missing items will be re-ordered and extra goods will be returned.

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

