

Business Process Management Systems (2II55)  
"Drankorgel"

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# 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 the blue color represents groups and the green color represents roles.

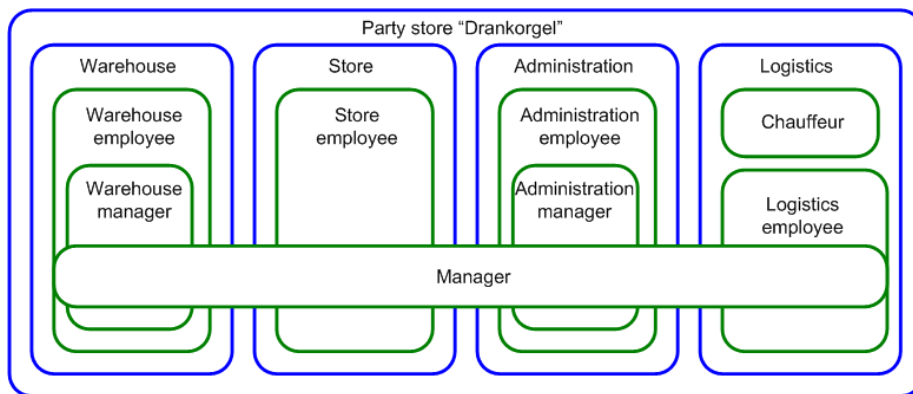


Figure 1: Organizational context of the Party store

## 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.

## **2 Protos models**

### **2.1 Workflow process A**

#### **2.1.1 Process perspective**

to do...

#### **2.1.2 Resource perspective**

to do...

### 2.1.3 Task description

Name	Executor	Description
Order	Store employee	The store employee takes an order of a customer.
Receive cash	Store employee	The store employee receives the cash money from the customer.
Create bill	Administrative employee	The order is processed and the bill for the customer is being created.
Send bill	Administrative employee	The bill is being send to the customer.
Payment received	Administrative manager	The manager marks the order as being payed.
Payment timeout	System	
Plan logistics	Logistics manager	The manager plans the logistics used for the shipment of the ordered goods.
Confirm logistics	Logistics manager	The manager confirms the logistics after the payment has been received.
Pay logistics	Logistics manager	The manager pays the logistics after the logistics have been confirmed.
Pick order	Warehouse employee	The employee picks the needed goods for the order.
Order goods	Warehouse manager	The manager orders the goods needed to complete the order.
Receive goods	Warehouse employee	Employee $e_1$ receives the goods ordered by the manager to complete the order.
Inspect order	Warehouse employee	Employee $e_2$ , where $e_1 \neq e_2$ , inspects the order for completeness.
Cancel order	Manager	The manager can decide to cancel an order
Put back goods	Store employee	After a order is canceled the goods are placed back into the warehouse.
Cancel party	Manager	After the payment has been done and before the goods are being delivered, the party can be canceled by the manager.
Deliver goods	Chauffeur	The chauffeur delivers the goods to the party.
Refund	Administrative manager	After the cancelation of a party the manager can refund the money paid by the customer.
Plan & confirm logistics	Logistics manager	The manager plans and confirms the logistics for the retrieval of the goods.
Pay logistics	Logistics manager	The manger pays the money for the logistics of the retrieval of the goods.
Pick up goods	Chauffeur	The chauffeur retrieves the goods after the party has been held.
Inspect goods	Warehouse manager	The manager inspects the retrieved goods for damages or missing parts.
Send fine	Administrative employee	The employee sends a fine for the damaged or missing goods.
Fine timeout	System	
Receive fine	Administrative manager	The manager has received the money for the fine.
Paid by lawsuit	Administrative manager	The manager has sued the customer and eventually received the money.

#### 2.1.4 Data perspective