



PV207

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Business Process Management

Homework 1

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Process Model of Collecting Feedback

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Process Summary

This process is a part of the system for course organising. When the course is finished, participants are asked to give feedback.

If the feedback is given, a feedback report is generated and stored by the feedback system. In case the participant does not provide any feedback, *the process ends*.

The course tutor receives the feedback and evaluates it.

- If it already contains enough information for the tutor to make a proposal for improvement, he does so and proposes what could be improved next time, based on the participant's perspective. *The process ends*.
- If the feedback report does not contain enough information to do so, the tutor contacts the course participant and asks for further feedback.
 - In case the participant does not provide any further feedback, the tutor proposes the improvement based on his perspective. *The process ends*.
 - Otherwise, when the participant provided further feedback, the tutor makes the improvement proposal based on the participant's feedback. *The process ends*.

Process Model

