



**PV207/02ENGLISH Homework 2 – Bc. Filip Svoboda (431042)**

29. 3. 2020

The first process any on-line parfumery needs is, without a question, efficient order-and-delivery process. The „Order dispatching“ process being presented here at Level 2 diagram of BPMN 2.0, extension of Level 1 diagram, describes the core structure of order handling. As it has been mentioned already, quality is our top priority, and on this diagram, the steps of contacting customer and resolving problems has been analytically detailed out.

The basic structure is as follows. Once an order is placed, our system confirms that it has been paid for and possibly informs the customer of the failure with necessary logs attached. If it has been successfully paid for, it proceeds to check whether all the ingredients necessary for perfume production (all our perfumes are freshly mixed before packing) are in stock, and if not, they are ordered from our supplier. If ingredients are not received in 7 days, this order is cancelled and customer gets a call from our PR who will offer a tailored promo code. If the ingredients are received on time, the system updates stock and sends instruction to a perfume specialist to mix ingredients. He subsequently performs complex quality test. If the quality is subpar, perfume is discarded and remade. Once the perfume conforms to company standards, it is shipped and sent to the customer.

If quality is consistently subpar (3 times in a row), perfume specialist escalates the issue of reviewing the recipe to another department's process and a PR worker calls the customer to offer a tailored promo code.