



PV207

-

Business Process Management

Homework 2

-

L2 Process Model of Collecting Feedback

Jakub Vostrčil

UČO 445462

Spring 2020

Seminar group
PV207/02ENGLISH

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*.

- In special case when no response comes from the participant, the participant is logged as unreachable and 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 special case when no response comes from the participant, the tutor prepares the proposal for the improvement from his/her perspective and tries to contact the participant the next day.
 - In case the participant does not provide any further feedback or he/she hasn't been successfully contacted, the tutor proposes the improvement based on his/her 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

