

**Student Name:**

**Surname:**

**Number:**

**MAN435 BUSINESS PROCESS MANAGEMENT  
FINAL EXAM**

**Question:** Model the product delivery process, which has been given below, by using Microsoft Visio application and BPMn standards.

**Product Shipment Process:**

1. Delivery officer takes the information of the next product to be delivered from the information system.
2. Delivery officer informs to the Warehouse Officer about the product which will be sent via the information system
3. Warehouse Officer finds and packages the product according to the incoming product code (parallel with step 4).
4. Distribution Officer; decides whether the product will be sent as a normal or special shipment (parallel processing can occur only one case per product Normal-Special).
5. If the delivery is special delivery.
6. The delivery officer asks for contracted delivery companies to quote prices for transportation.
7. Prepares and sends the delivery documents for the delivery company that makes the appropriate offer. (It is entirely up to you to think simple or detailed here).
8. If the delivery is normal delivery.
9. The delivery officer checks whether an extra insurance is required.
10. If insurance necessary, he gets extra insurance for the product from the Logistics Manager.
11. The delivery officer fills in the postal label in any case, regardless of whether the delivery is sent with or without insurance.
12. The delivery officer adds the documents he has prepared to the product that the warehouse officer has packaged and delivered to him.
13. The delivery officer leaves the package to the delivery area for the delivery company to receive the delivery.
14. The delivery officer informs to the delivery company that the product is ready for shipment.
15. The delivery company takes the package from the delivery area.

**Important note:**

It is not necessary to make a design regarding the customer to be delivered.