

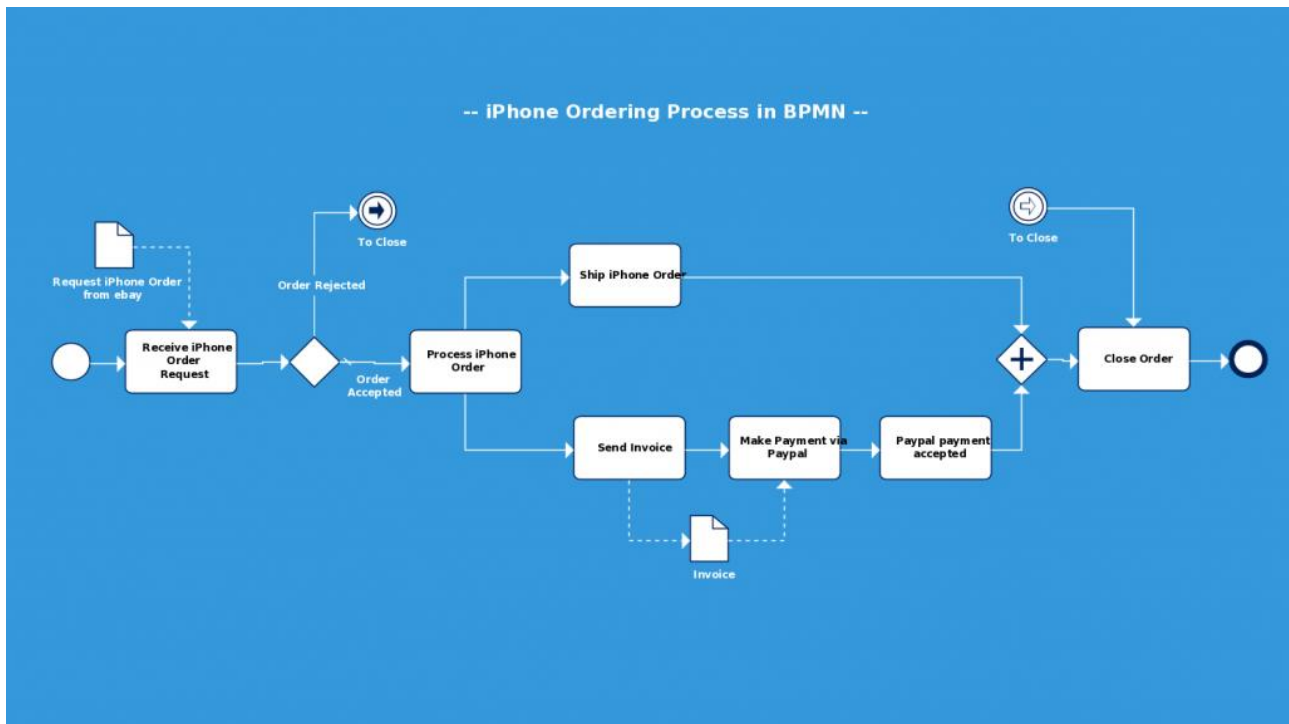
Business Process Engineering

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*Potete tenere libri o appunti. Scrivete chiaramente nome, cognome e matricola
SU TUTTI I FOGLI CHE CONSEGNATE.*

The following BPMN diagram shows the ordering process of I-Vintage, a company selling used I-Phones over the Internet:



- (1) Modify the diagram in such a way that only paid orders are invoiced (2 points)
- (2) Provide and explain a 'Order Assessment' sub-process to decide early order rejection (suggestion: check whether a previous Pay-Pal payment from the same customer failed and why). Consider customer reinstatement after some time (10 points).
- (3) Design the BPMN diagram of I-Vintage's purchase process allowing the company to buy used iPhones from individual customers. Use a pre-defined price list based on model and age. Discuss how you would link shipment, test of the iPhone functionalities and payment to the supplier. design the KPIs for this process (12 points).
- (4) Provide a value model showing I-Vintage, its suppliers (individuals willing to sell their old iPhones) and its customers (individuals willing to buy used iPhones). Show all value transfer interfaces (6 points).