

Esame di Ingegneria dei Processi Aziendali

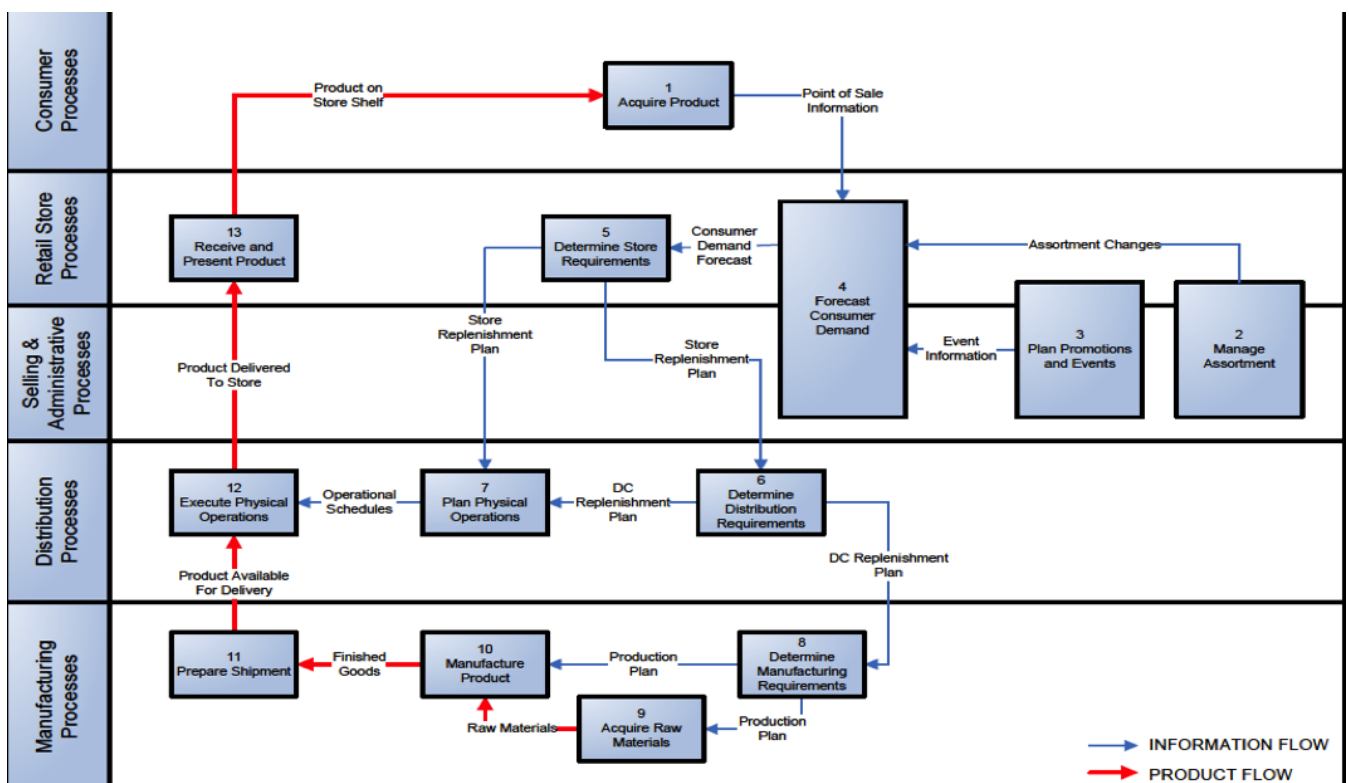
Business Process Engineering Course

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The figure below shows different processes taking place in a Point-of-Sale. IMPORTANT: the numbering of the activities represents the overall execution flow, while the arrows depict product and information transfers.

The Consumer Process is currently composed of a single activity, Acquire Product, whose input is the product on the shelf and the output is the information recorded at the time of sale (product id, product placement, price, customer id, etc.)



- (a) Develop the Consumer process by detailing the Acquire Product macro-activity into a number of finer-grained activities (10 points)
- (b) Develop the Retail Store Process developing the Receive and Present Product macro-activity into a number of finer-grained activities (8 points)
- (c) Develop the Selling & Administrative Process developing the Forecast Computer Demand macro-activity into a number of finer-grained activities (8 points)
- (d) With reference to the sub-process of point (c), discuss which point-of-sale information could be used to compute a forecast of demand and why. HINT: use time-averaged past history of sales of a product to predict its short-term future sales. (4 points)