MIS 3506

Digital Design & Innovation Studio

5: Understanding Work Processes

Amy Lavin/Steve Sclarow

SCHEDULE

- Team Scope: Week of 2/12 – Class 2
- Interview # 2 – 2/13 @ 2PM – Walk Auditorium (Ritter Hall) –
- Extra Credit #1 Due on 2/23 @ 11:59PM
- Exam 1: Week of 2/19 – Class 1
- **(Lavin: 2/19, Sclarow 2/20)**

Exam #1

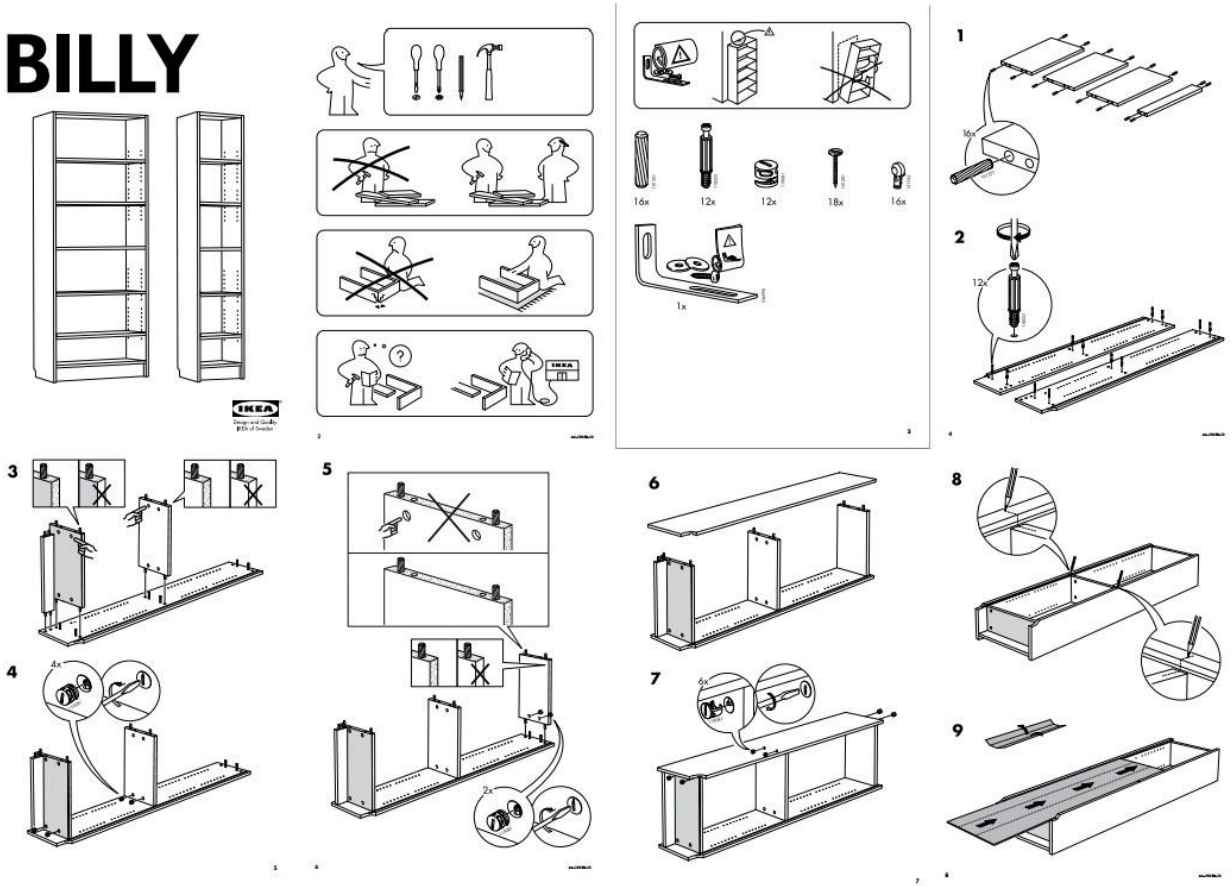
Chapters 1-4 & 6 up to page 228!

No Process Diagramming.

Process DIAGRAMMING

Understanding HOW people do their work

Think VISUALLY



Assembly Process: IKEA

Workflow Diagrams

- How would you describe a process you routinely use to a friend who wanted to do the same thing?
- Is it easier to use words or draw a picture of the steps you take?
- What would be some uses of this approach?

Workflow Diagrams

- One of a Business Analyst's key tools, especially for analyzing the as-is situation
- Great way to begin to understand process you are dealing with at high level
- Different levels of workflow can be used to explain the process to different audiences
- Can document Standard Operating Procedures (SOP's)
- Revising the flow to facilitate improvements is standard design technique

Workflow Diagrams

- What would we want to include in a workflow diagram?
- There are many different types of workflow diagrams, we will focus on one:
  - Swim Lane Flowcharting
  - ANSI Flowcharting
  - UML Activity Diagrams
  - SIPOC
  - etc.

Think:

Actors [who]

Actions [what]

Decisions

Sequence [when]

Space [where]

RELATIONSHIPS

Swim Lane Process Mapping

1. Name the process – subject+verb+object
2. What's the business event that initiates the process?
3. What's the outcome of the process?

Swim Lane Process Mapping

1. Name the process – subject+verb+object

   Warehouse Receives Materials

2. What's the business event that initiates the process?

   Receive Materials

3. What's the outcome of the process?

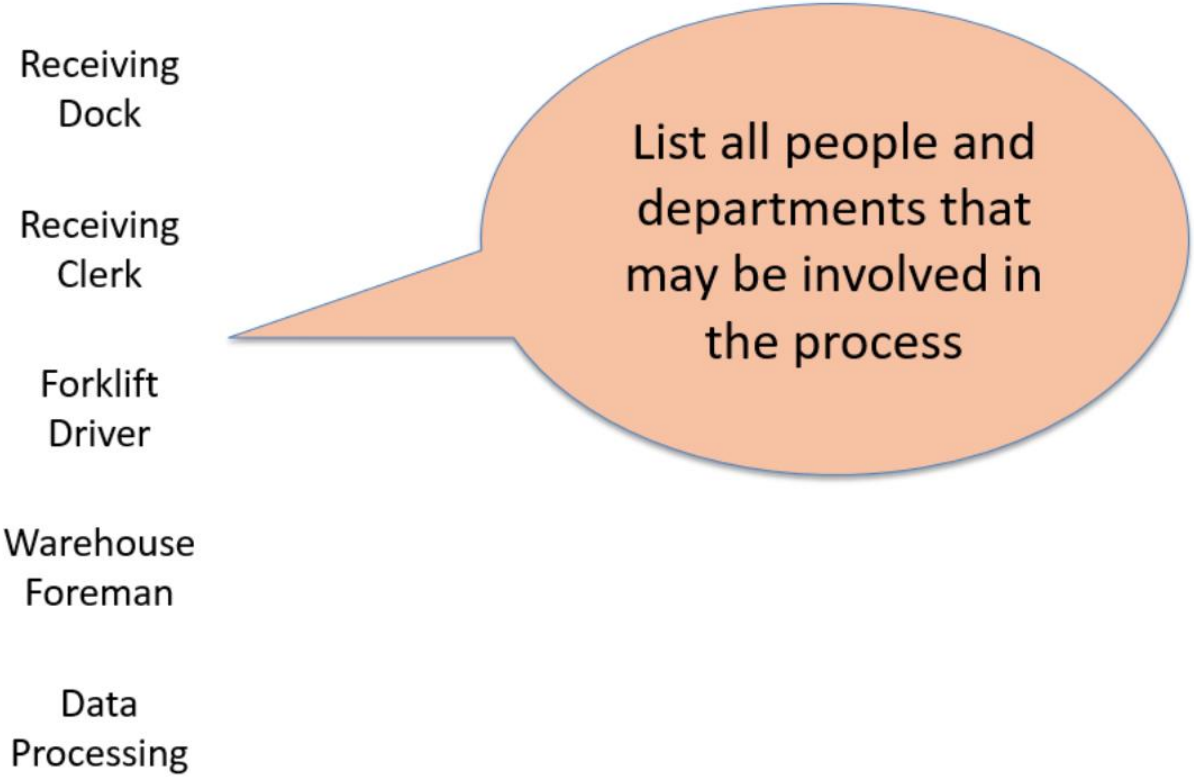
   Materials are Stored

Swim Lane Workflow Exercise

With your teammates…

- Take 5 minutes to imagine the steps a warehouse goes through when it receives material from its suppliers.
- Sketch it out if you can.
- Be ready to share your ideas.

Swim Lane Process Mapping



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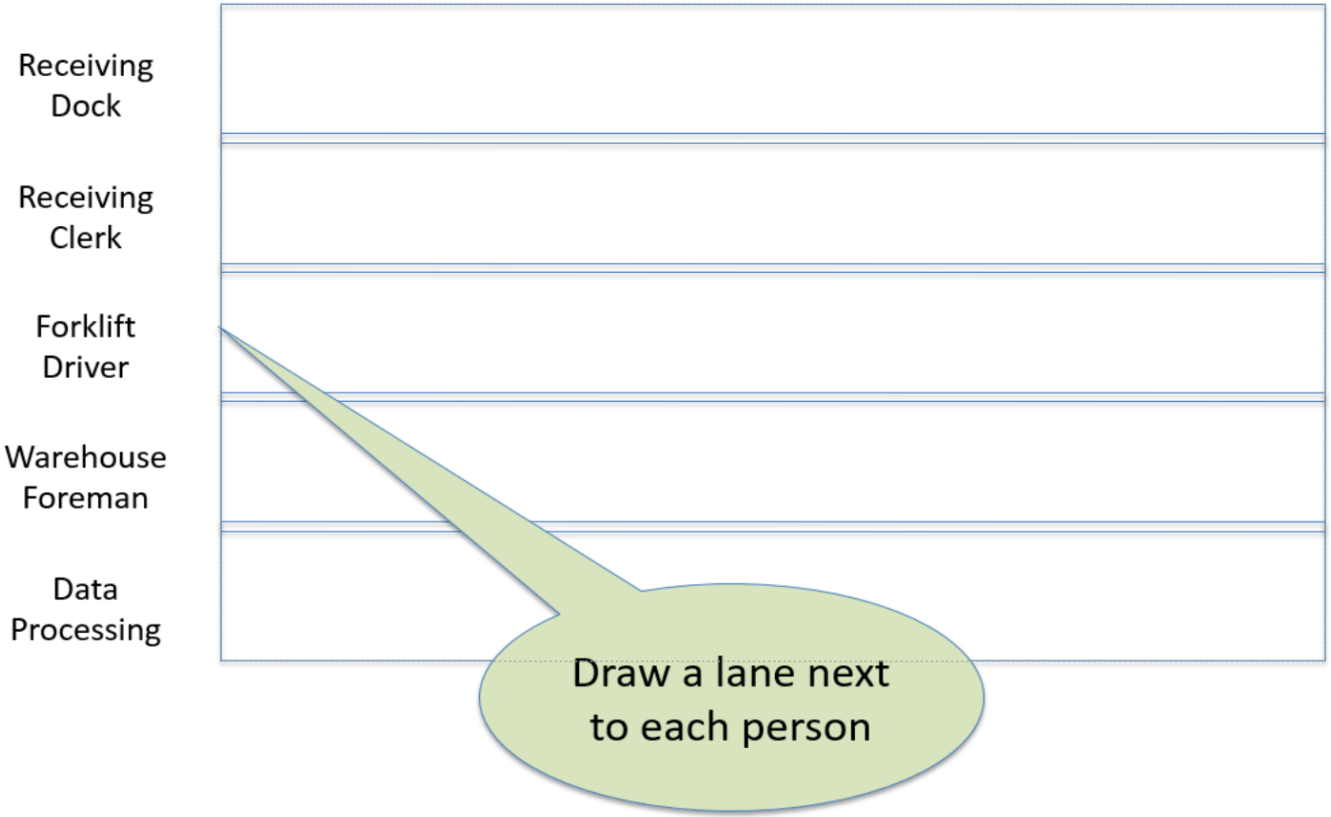

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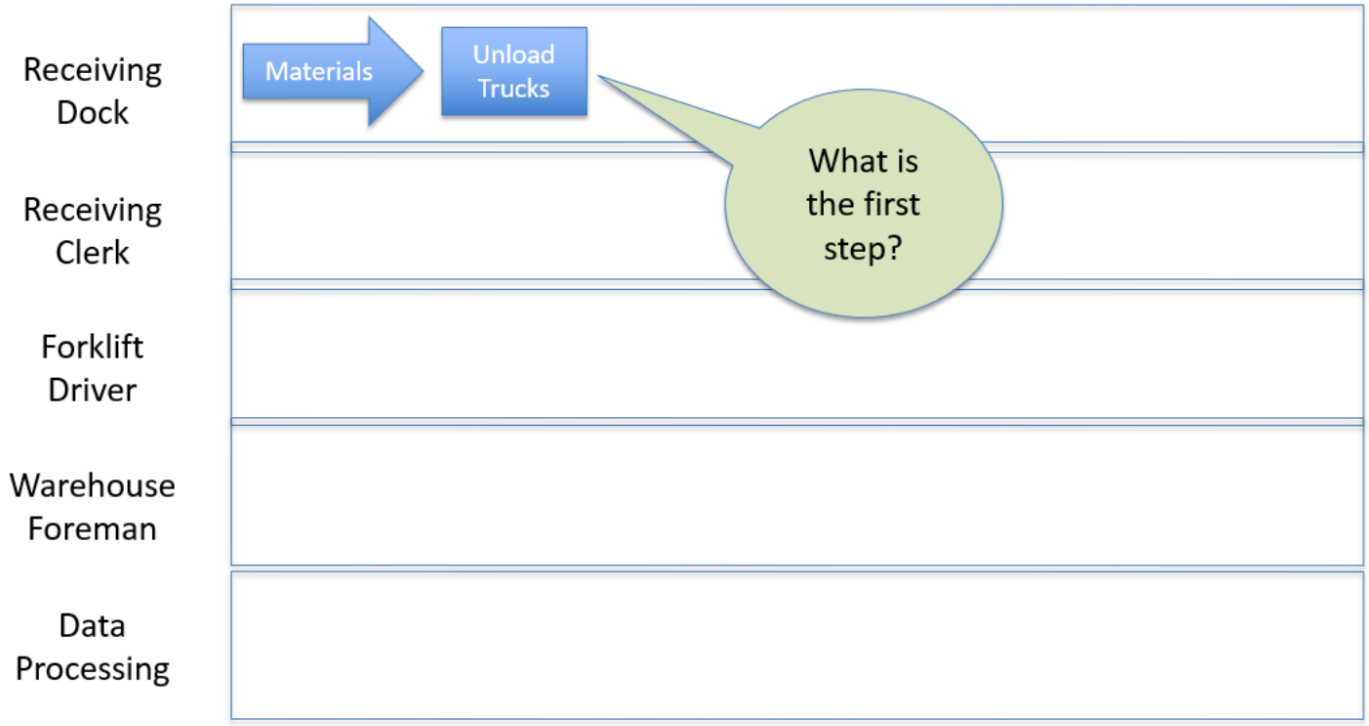

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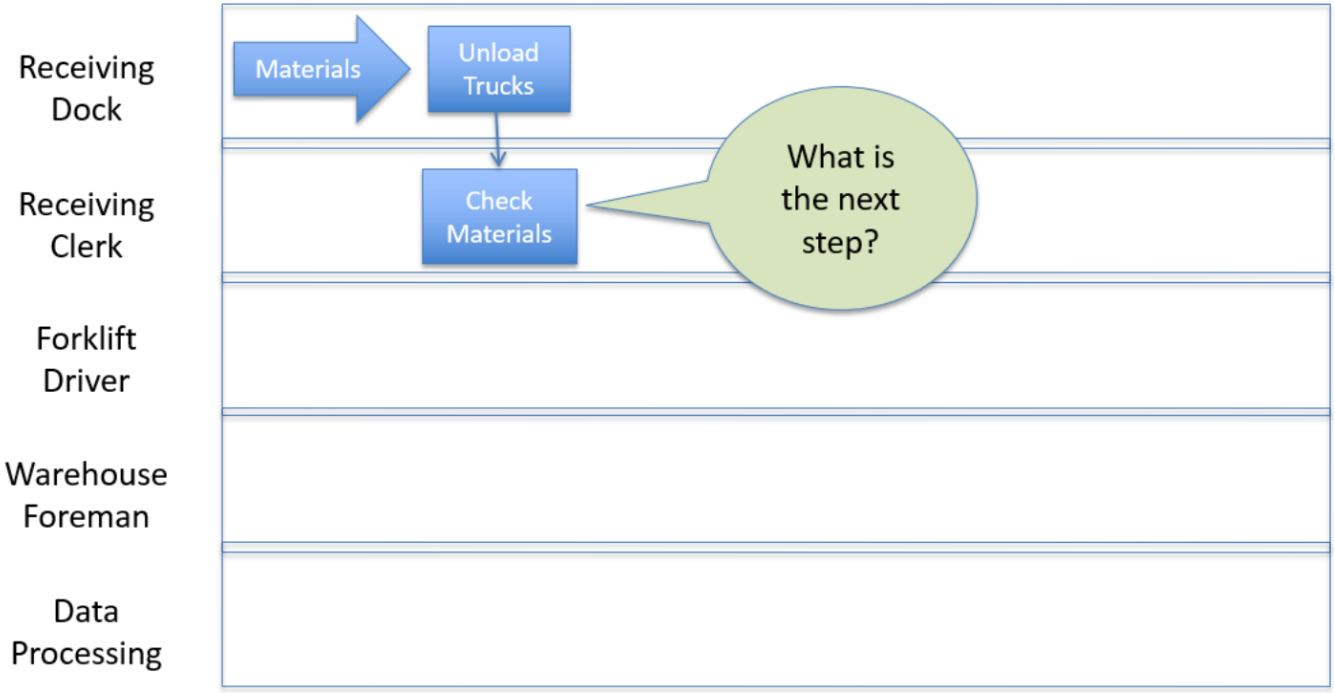

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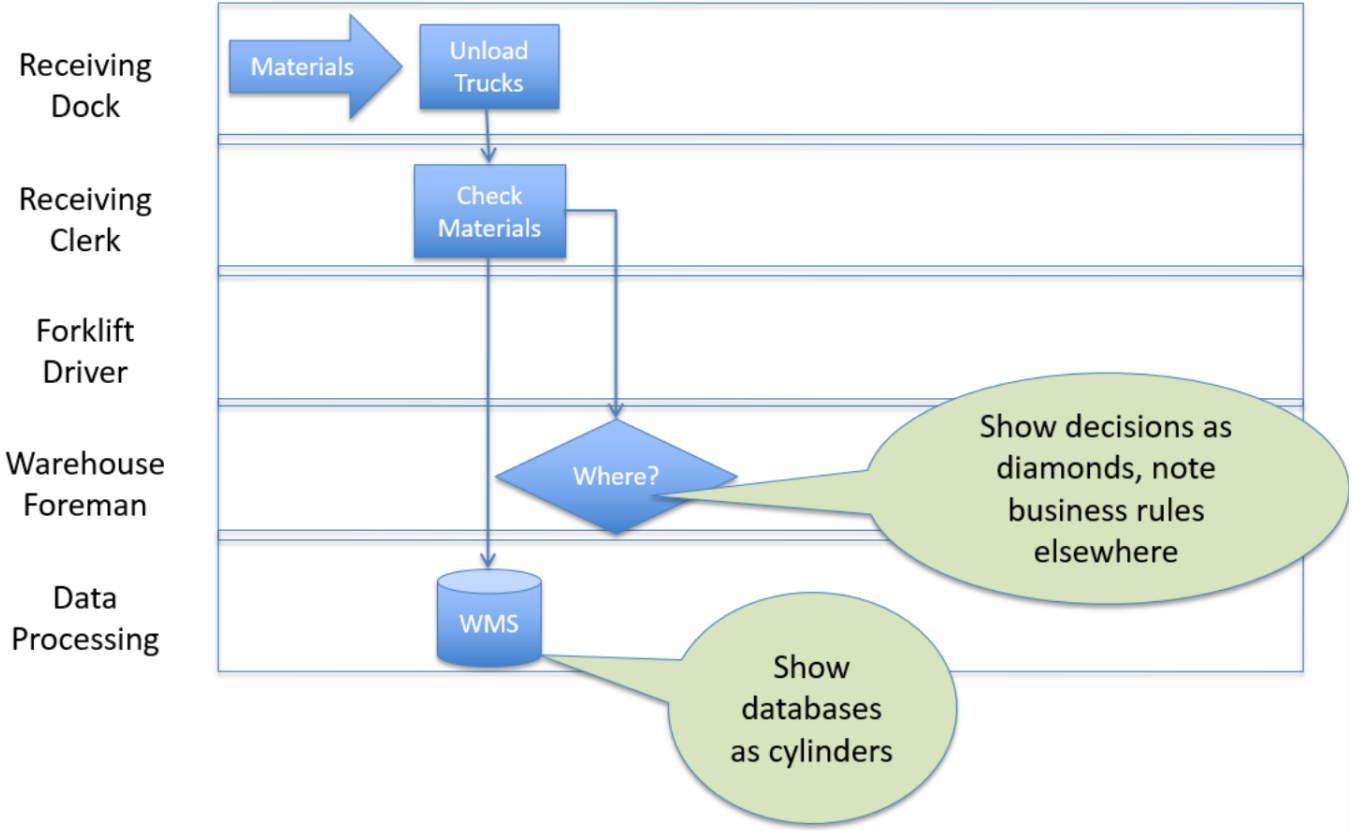

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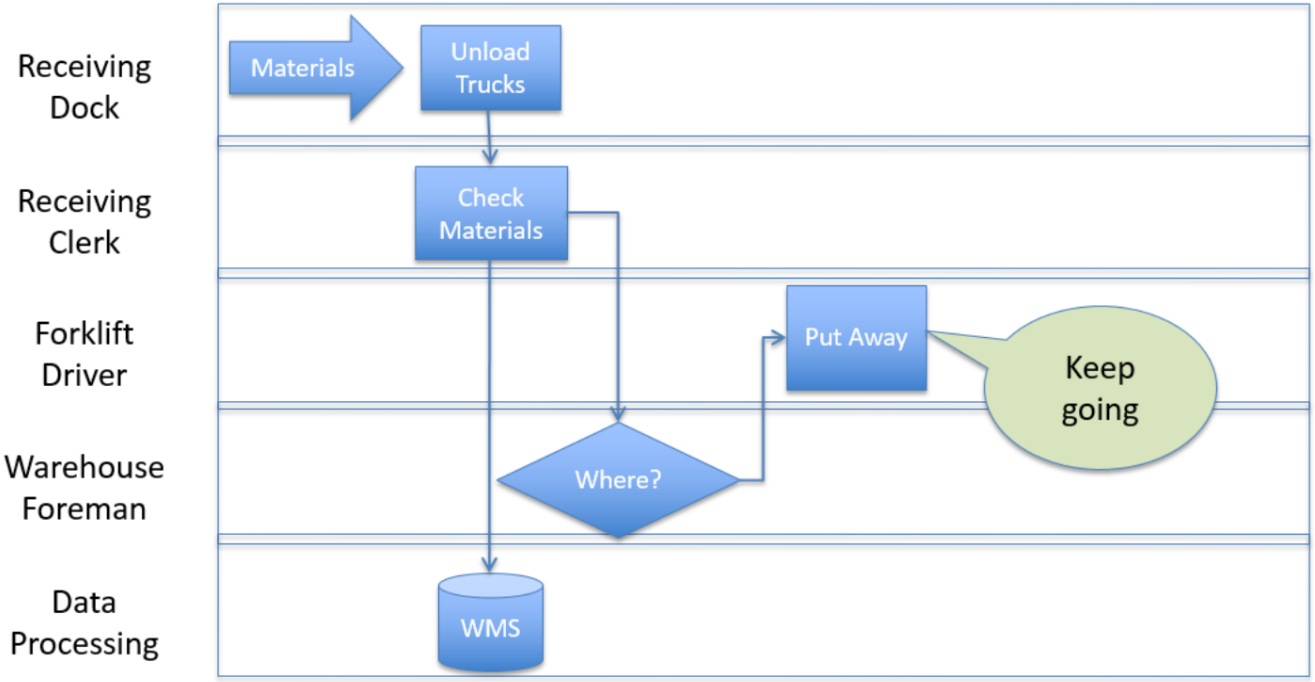

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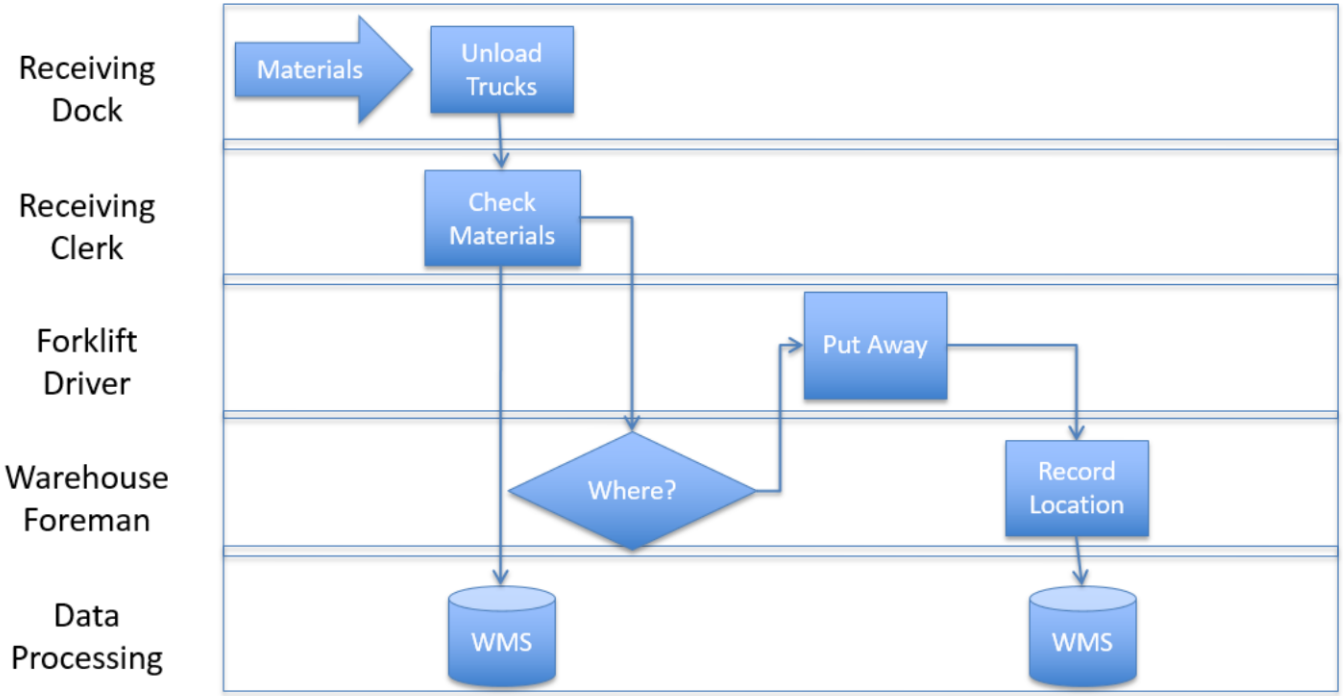

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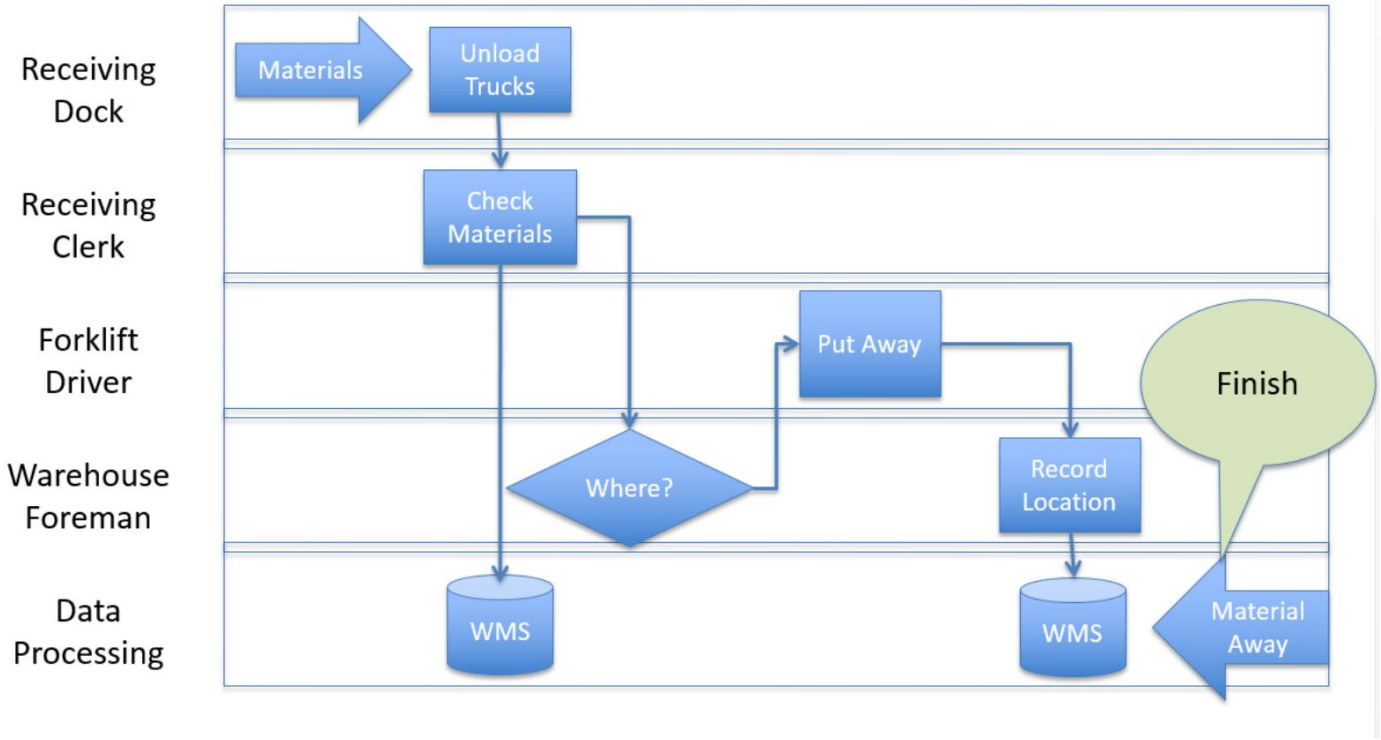


Exercise

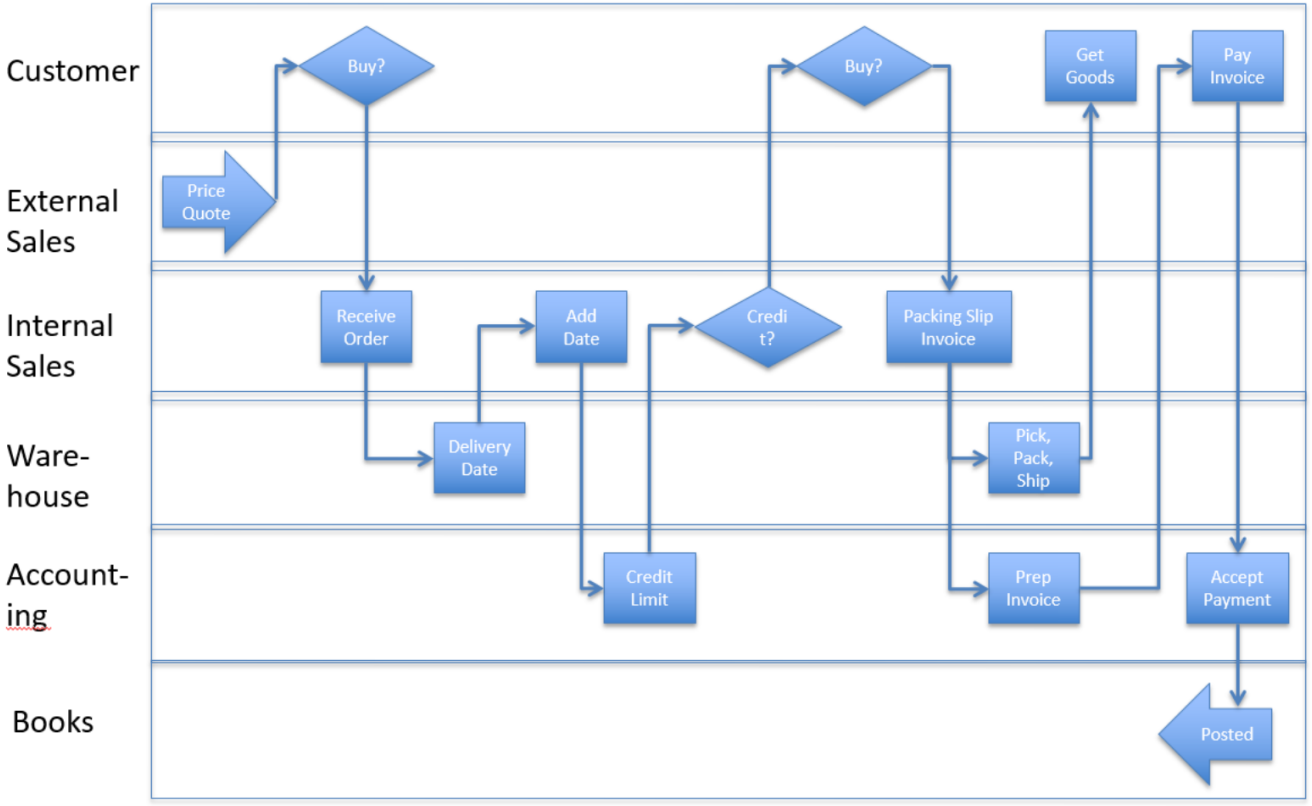
Work as a team to draw the sales process described in the sales order case.

- Actors – Who are all of the people/departments involved?
- Actions – What are the steps they perform in the process?
- Sequence – Map the process in sequence using the swim lane method.

Case Review

1. How did it go?
2. What confused you?
3. What does your diagram look like?

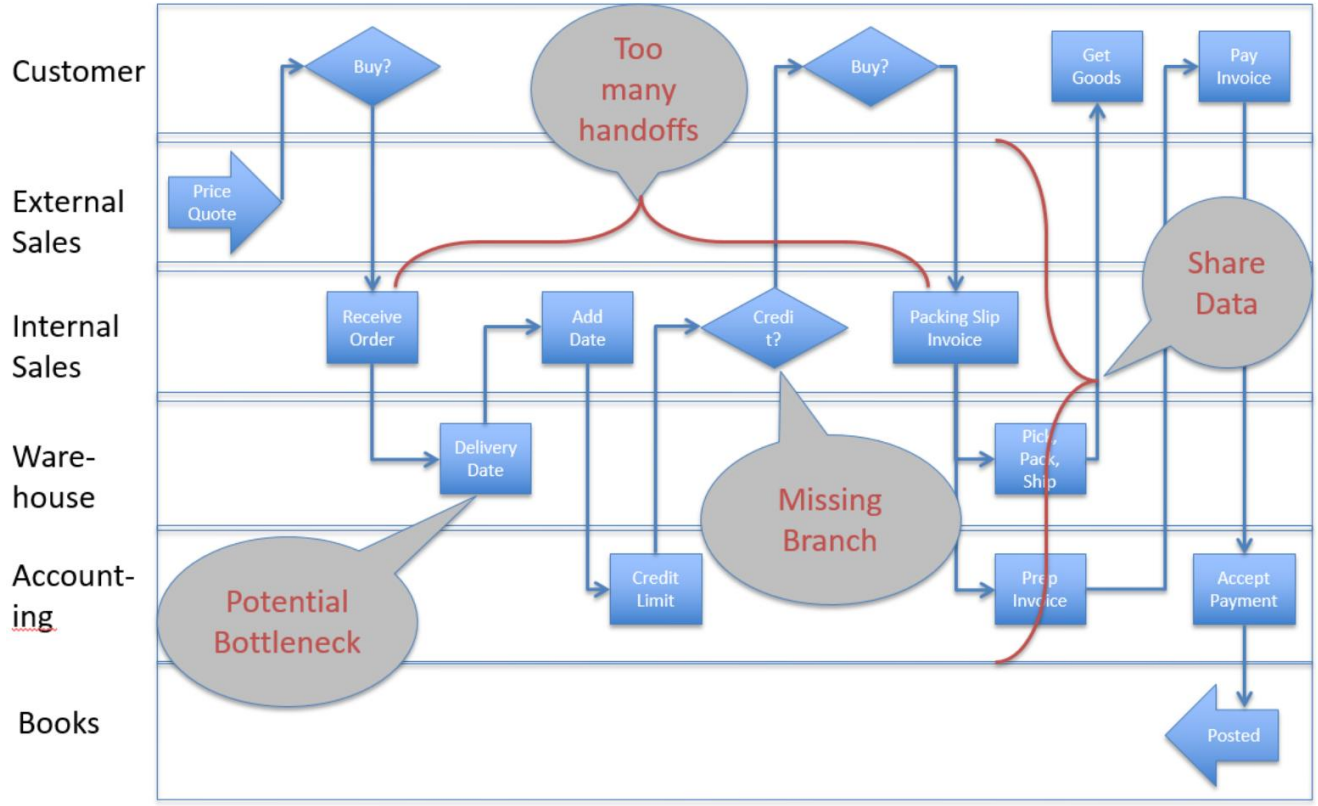
Sales Order Swim Lane



Case Review

1. How did it go?
2. What confused you?
3. What does your diagram look like?
4. What follow-up questions do you have?
5. What problems or opportunities should you be looking for?

Sales Order Swim Lane



Swim Lane Evaluation

1. How well does the work product highlight the client's problem?
2. How completely does it cover the client's situation?
3. Does it accurately reflect what the client is doing?
4. Is it an appropriate tool for the client's situation?

Extra Credit 1: Due 2/23 at 11:59PM

Using the case as a starting point, create a prototype in Justinmind of an online sales order form. Include check-out in the process. Make sure to include all of the DATA needed to complete the transaction.

A sample is available on our MIS class course page.