

Process Modelling Exercises

Process elements – checklist – flowchart
(Business Process Model and Notation, BPMN)

Process Modelling

Process Elements & Process Checklist

Process Modelling Task 1:

Create your own process description

- Do you like cooking or baking?
- What is your favourite dish/cookie/...?
- Would you mind sharing the recipe with us?

In groups of 5, make up a process description with:

- **INPUT**
- **PROCESS STEPS**
- **OUTPUT**

Process Elements – Process Checklist

TRIGGER	When and where to begin? What is the starting point of the process?
INPUT	What do we need (material, tools, support,...)? What are the required resources for the process?
STEPS	What shall we do? Which actions/activities contribute to achieve the goal?
OUTPUT	What will come out of it? What is the result of the process?
FINAL STATE	How do we end up? What is the goal of the process?
MONITORING & MEASURING	1. Are we on the right track? Are/were the steps taken effective to reach our goal?
	2. Are we performing as planned? Is/was it efficient how we perform the planned steps?

Process Modelling Task 1 (continued): Enhance your process description

Add the following elements to your group's process description:

➤ **TRIGGER**

➤ **INPUT**

➤ **PROCESS STEPS**

➤ **OUTPUT**

➤ **FINAL STATE**

➤ **MONITORING & MEASURING**

to find out whether your process is fit for purpose, i.e.:

- Is our process **effective** (are we doing the right things?) and
- Is our process **efficient** (are we doing these things right = correctly, in time...?)

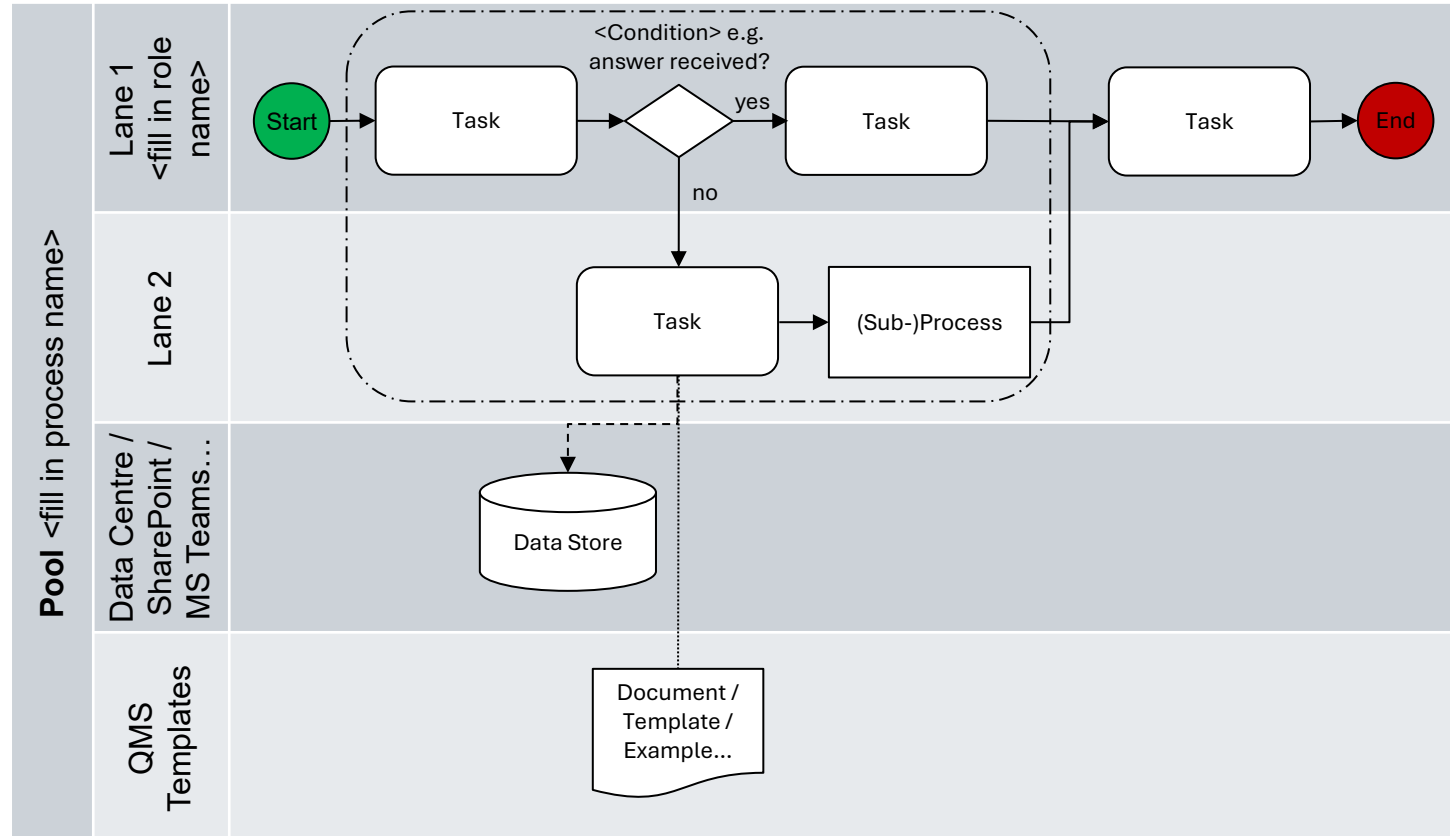
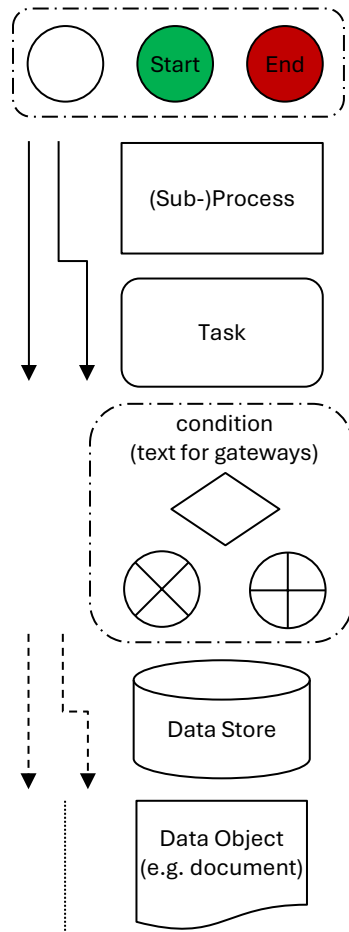
Process Checklist: example

TRIGGER	when and where to begin? what is the starting point of the process?	I am hungry.
INPUT	what do we need (material, tools, help...)? what are the required resources for the process?	Ingredients of my favourite dish
STEPS	how to get there? which actions/activities help to achieve the goal?	1. In a bowl, add flour, salt,... 2. ...
OUTPUT	what comes out of it? what is the result of the process?	My favourite dish
FINAL STATE	where to end up? what is the goal of the process?	I'm full.
MONITORING & MEASURING	1. are we on the right track? are/were the steps taken effective to reach our goal?	Output as expected? Does it taste/smell as usual?
	2. are we performing as planned? is/was it efficient how we perform the planned steps?	All steps of the recipe performed in the right order? Rework required?

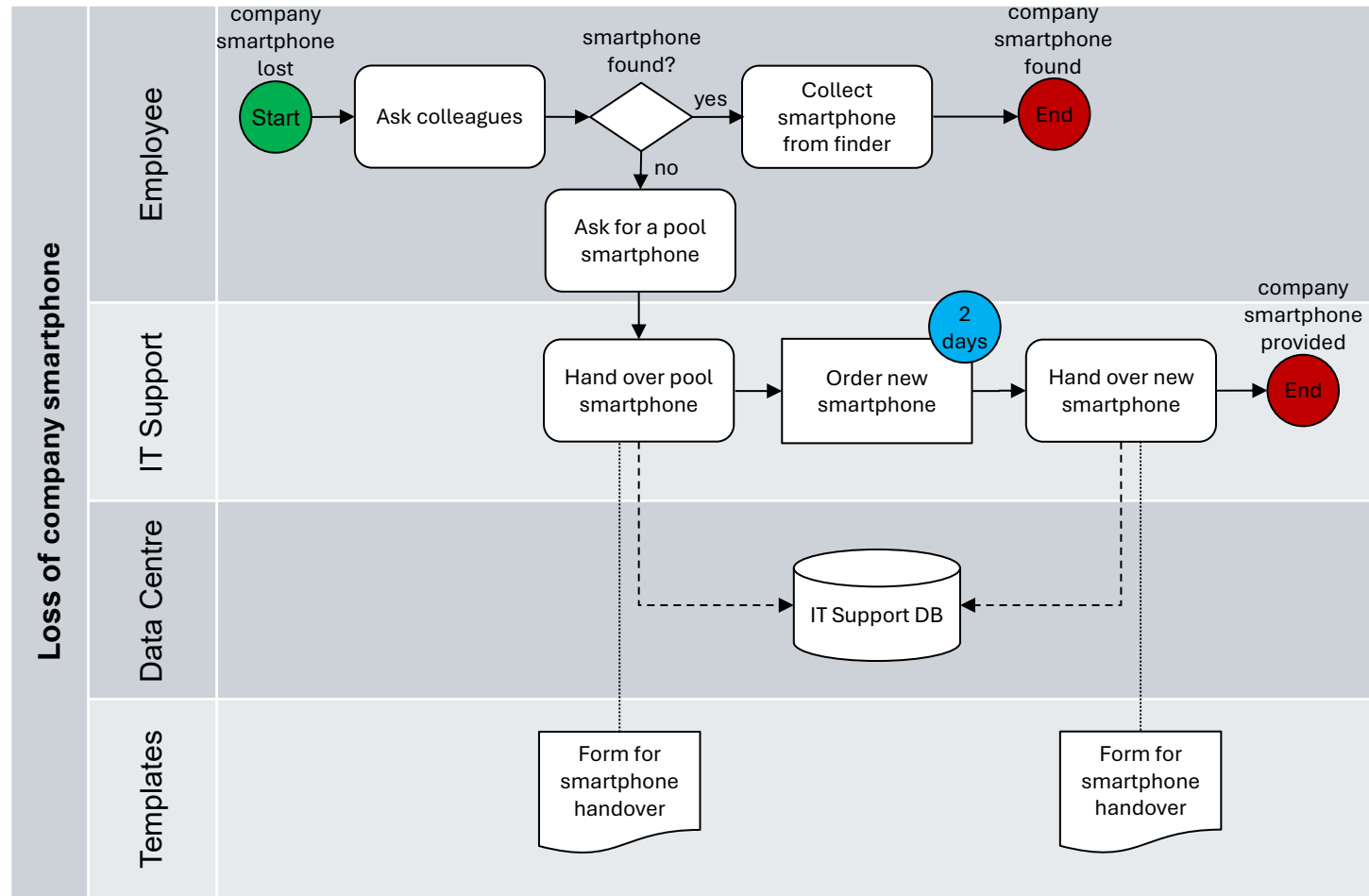
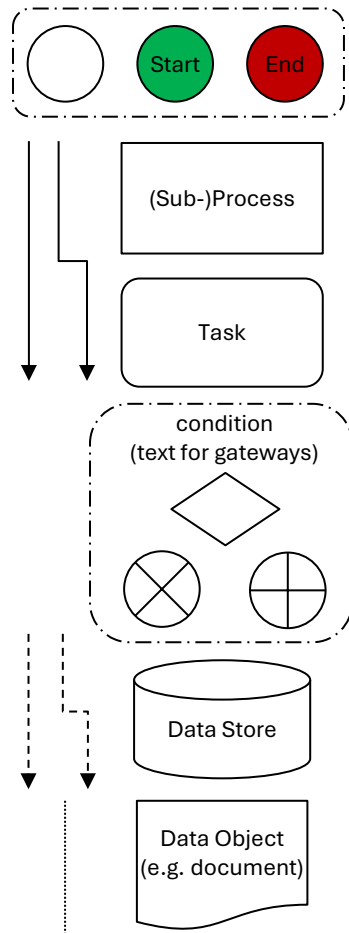
Process Modelling

BPMN (Business Process Model and Notation)

BPMN Process Model: template



BPMN Process Model: simple example



Process Modelling Task 2: Checklist, Flowchart (BPMN) & Peer Review

Teamwork (teams of 3-5 students):

- **Select** one of the following technical sales processes:



Task 2.1

- **Write a checklist** for this process (use the template in this slide set) as starting point for your BPMN flowchart
- **Draw a BPMN process flowchart** (using Visio/PowerPoint with the BPMN template in this slide set) stating who does what and when with which materials/checklists/tools etc.
- **Upload** your ready-for-review process model (consisting of checklist and flowchart) → Moodle

Task 2.2

- **Create** a review checklist for reviewing process models (checklist & flowchart)
- **Review** the process model of your “neighbouring” team
(team offer1 reviews process model of team contract1, contract1 reviews returns1, returns1 reviews offer1,...)
- **Upload** your review comments → Moodle

Task 2.3

- **Present** your review comments on your “neighbouring” team’s process model
- Together, we will compare and discuss the various process descriptions (checklists & flowcharts) and potential pitfalls in process modelling

References / Image Credits

All content, tables and charts developed by the author based on the following internationally acknowledged models as described on Wikipedia:

[Business process modeling - Wikipedia](#)

[BPMN \(Business Process Model and Notation\) - Wikipedia](#)