Hints on Defining Workflows for Business Analysts and Managers.

Encyclopedia of Workflow

#5

Questetra, Inc.

Issued April 2011

Workflow Sample

http://en.workflow-sample.net

Message Start Event
Starts a Process upon receiving a message from outside of Questetra BPM Suite.

Start Event
The starting point of a Process.
A user in a Swimlane with a Start Event can start the Process.

Timer Start Event
Starts a Process upon receiving a message from outside of Questetra BPM Suite.

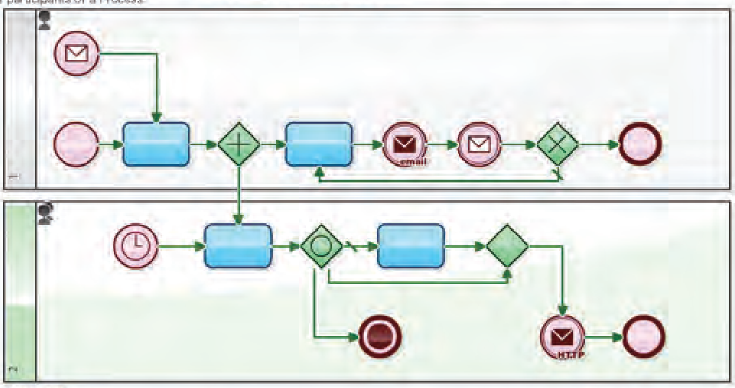
Exclusive Gateway (XOR)
Moves to only one destination that satisfies the specified condition first.

Inclusive Gateway (OR)
Moves to all destinations that satisfy the specified condition.

Parallel Gateway (AND)
Moves to all destinations.

Join Gateway
Joins multiple flows to one flow.

Swimlane
Represents participants of a Process.



Team Swimlane
Tasks placed in this Swimlane can be simultaneously browsed by multiple users.

Message Catching Intermediate Event
Inputs Process Data based on messages received from outside the system, in the middle of the Process.

Message Throwing Intermediate Event (Email)
Sends an email according to specified settings.

Message Throwing Intermediate Event (HTTP)
Sends an HTTP request to the specified URL.

End Event
The ending point of a Process.

Terminate End Event
Immediately ends the Process.

Task
Represents participants of a Process.

INDEX

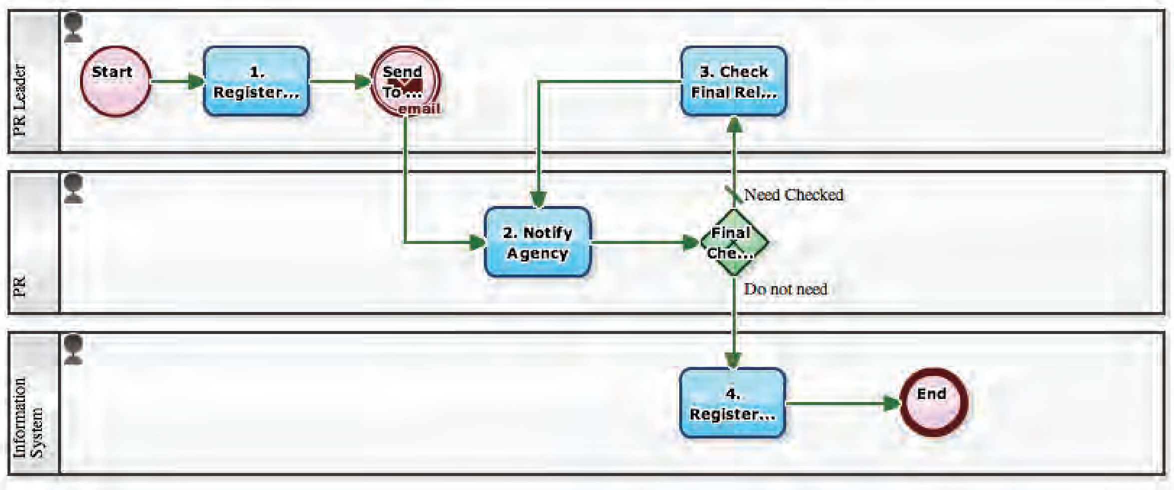
#5

Press Release Results Should Be Inspected Afterwards

Yesterday Questetra Inc. published a press release. (If you're interested check it out here.)Press releases are often communicated by the route: [releasing body - mass media - general public]. However, these days the use of a third party is often seen: [releasing body - press release agency -mass media - general public]. There may be many reasons behind this: there are more forms of media, more people in the general public read press releases, it can be used as an SEO strategy, and the media is beginning to depend on agencies.

<Tasks>

1. Register Press Release, 2. Notify Agency, 3. Check Final Release, 4. Register in Company Website

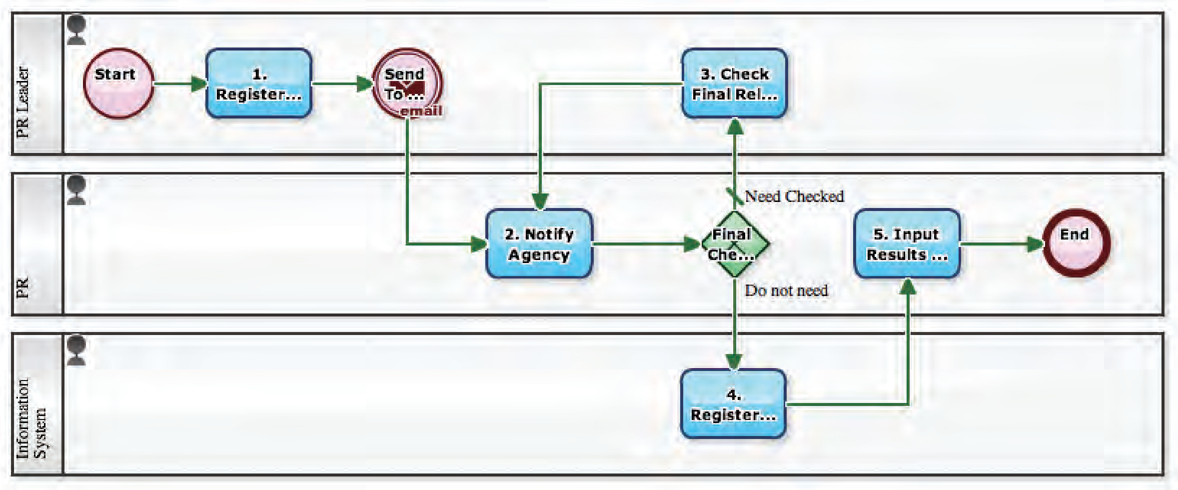


The above workflow sample does not include any tasks relating to creating the press release.This is because creating the workflow more often than not involves "nemawashi" in various departments, and is difficult to pin down in one standard form. But once the complicated work is over, publishing the press release is routine.

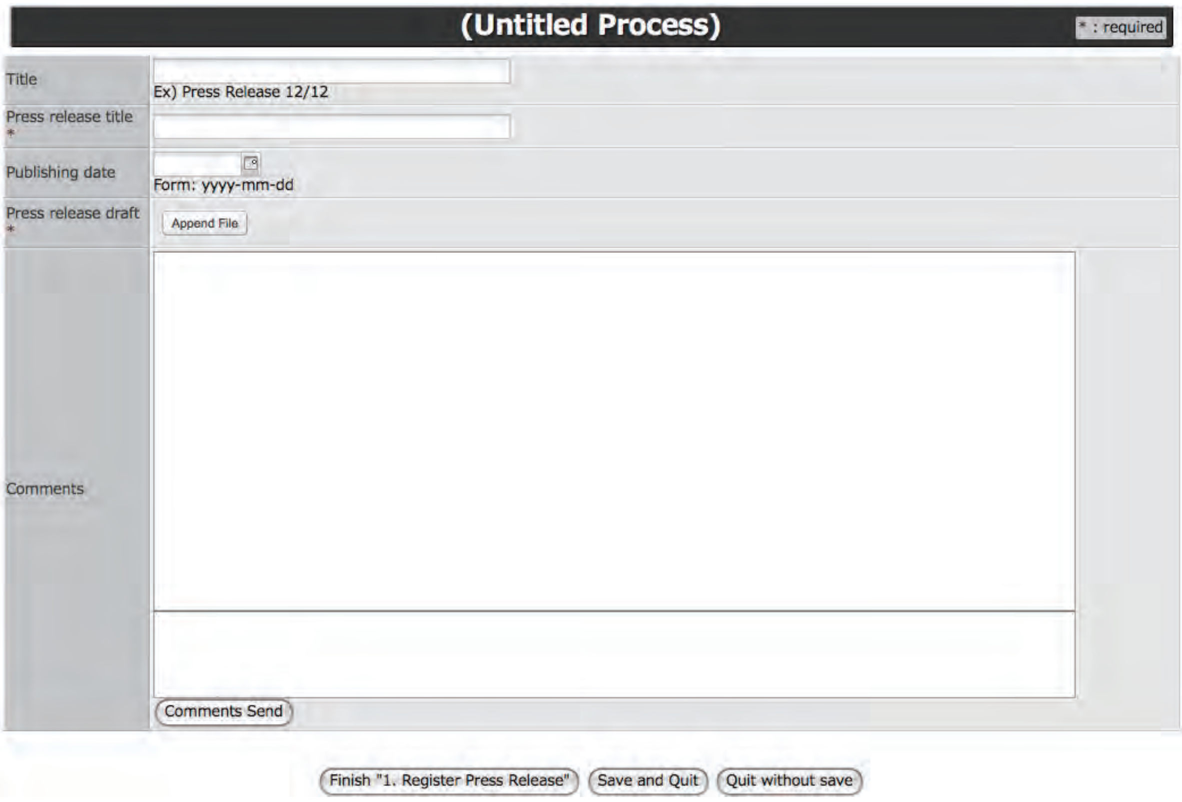
The below workflow sample includes a task for measuring the effects of the press release.

<Tasks>

1. Register Press Release, 2. Notify Agency, 3. Check Final Release, 4. Register in Company Website, 5. Input Results FiguresPress Release <Use Agency>Press Release <Measure Effect> *Questetra: Newest Version of Cloud BPM Service Supports Telecommuting



Questetra BPM Suite | Press Release <Measure Effect> : "1. Register Press Release" screen

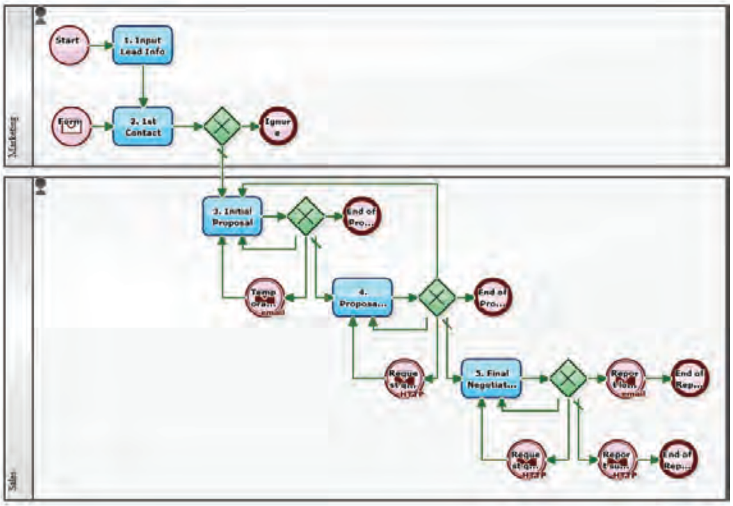


Building an SFA System INSIDE a BPM System

We stick to the principle of starting small and growing bigger, especially with BPM activities. Of course, the assumption is on growing bigger. This means once you get a grasp on the items and flow necessary in a business process, you'll want to increase the range to include up or downstream processes.

The below business model is a holistic "lead-Negotiation-Order" process that includes marketing and sales. It helps to visualize the status of internal projects. Enabling eternal loops in the middle of the process allows concerned parties to add detailed info on customer profiles. This is, in effect, a Sales Force Automation (SFA) system.

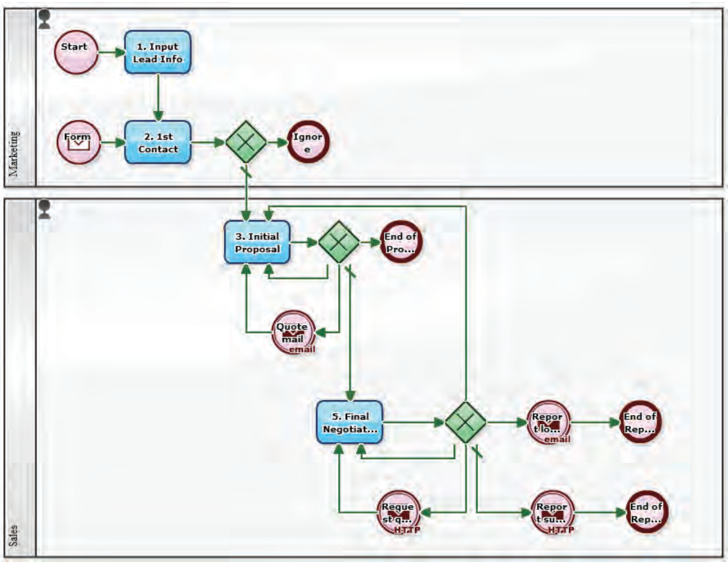
<Tasks>
1. Input Lead Info
2. 1st Contact
3. Initial Proposal
4. Proposals to Decision-Make
5. Final Negotiations



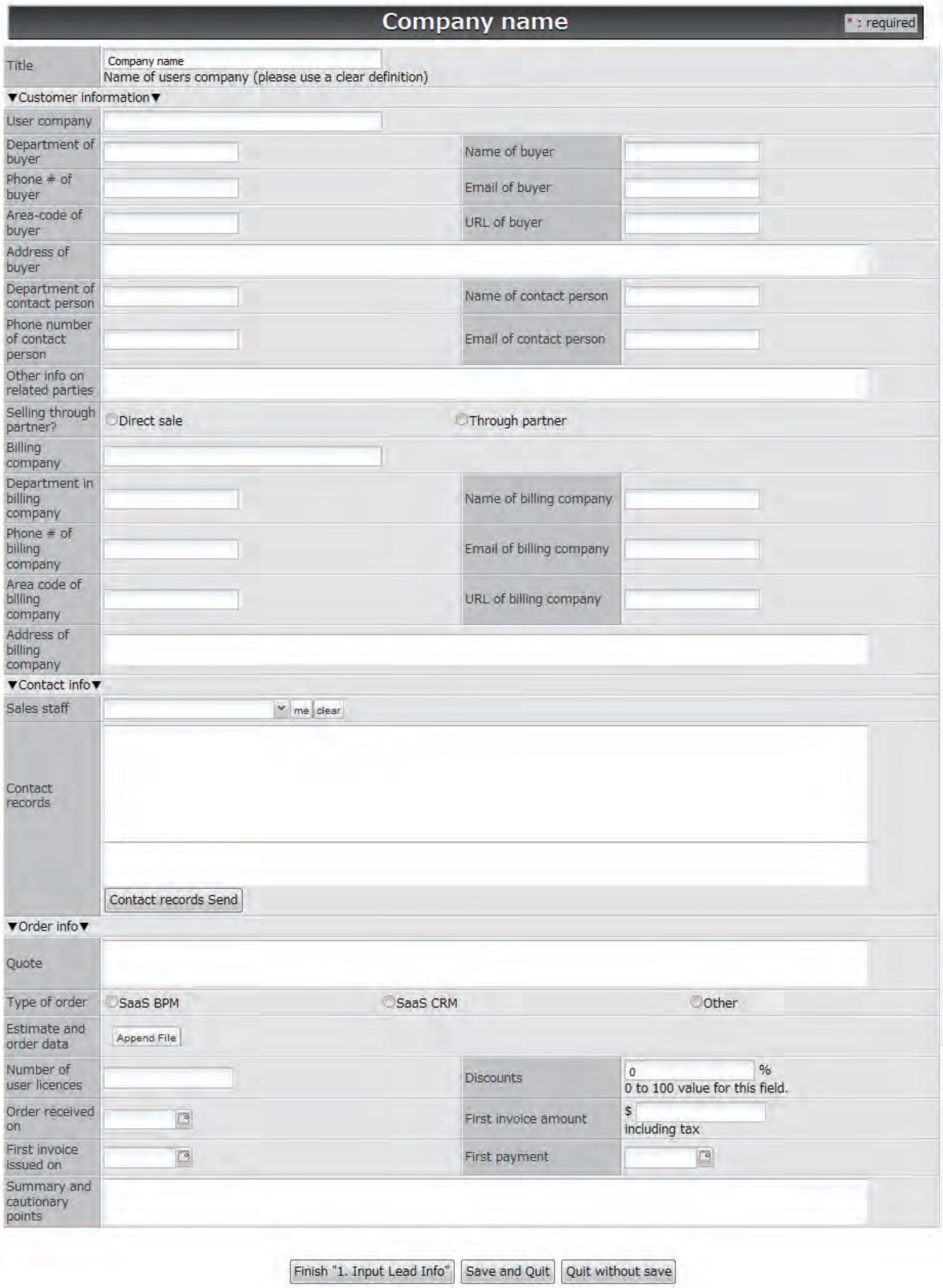
It's also important to control the flow with a bigger perspective. By the way, this process model is designed to automatically initiate estimate-creating processes and post-order tasks in separate processes.

We'll add a sample with one less step for sales staff.

<Tasks>
1. Input Lead Info
2. 1st Contact
3. Initial Proposal
5. Final Negotiations



Questetra BPM Suite — Lead-Negotiation-Order Flow: "1. Input Lead Info" screen



Company name   * : required

Title	Company name Name of users company (please use a clear definition)		
▼Customer information▼			
User company			
Department of buyer		Name of buyer	
Phone # of buyer		Email of buyer	
Area-code of buyer		URL of buyer	
Address of buyer			
Department of contact person		Name of contact person	
Phone number of contact person		Email of contact person	
Other info on related parties			
Selling through partner?	○Direct sale	○Through partner	
Billing company			
Department in billing company		Name of billing company	
Phone # of billing company		Email of billing company	
Area code of billing company		URL of billing company	
Address of billing company			
▼Contact info▼			
Sales staff	me clear		
Contact records	Contact records Send		
▼Order info▼			
Quote			
Type of order	○SaaS BPM	○SaaS CRM	○Other
Estimate and order data	Append File		
Number of user licences		Discounts	0 % 0 to 100 value for this field.
Order received on		First invoice amount	$ including tax
First invoice issued on		First payment	
Summary and cautionary points			

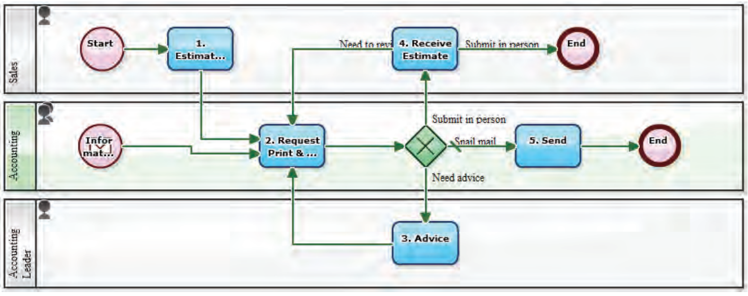
Finish "1. Input Lead Info" | Save and Quit | Quit without save

Visualizing if estimates have posted properly

Sales section always maintain information of customer, their demands, their problems, solutions they dream.

The sales section's maintenance of customer information using "process data" was introduced in "Building an SFA System INSIDE a BPM System." Today we will offer a smaller process using these data.

<Tasks>
1. Estimate Data
2. Request Print & Signature,
3. Advice
4. Receive Estimate,
5. Send

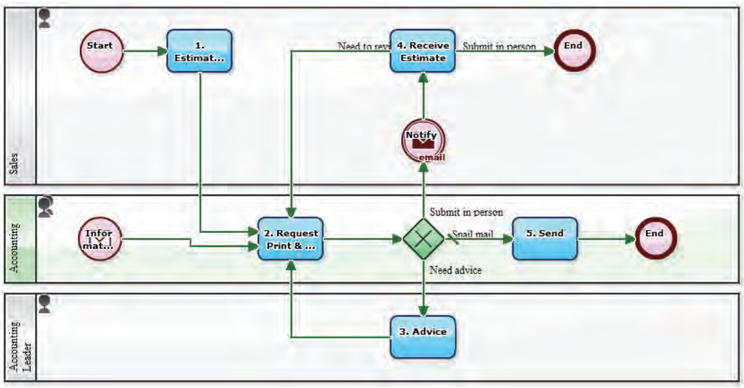


This workflow sample assumes information such as the area code and address will be automatically sent from the "Lead-Negotiation-Order" process. This makes sure sales section do not make redundant inputs.

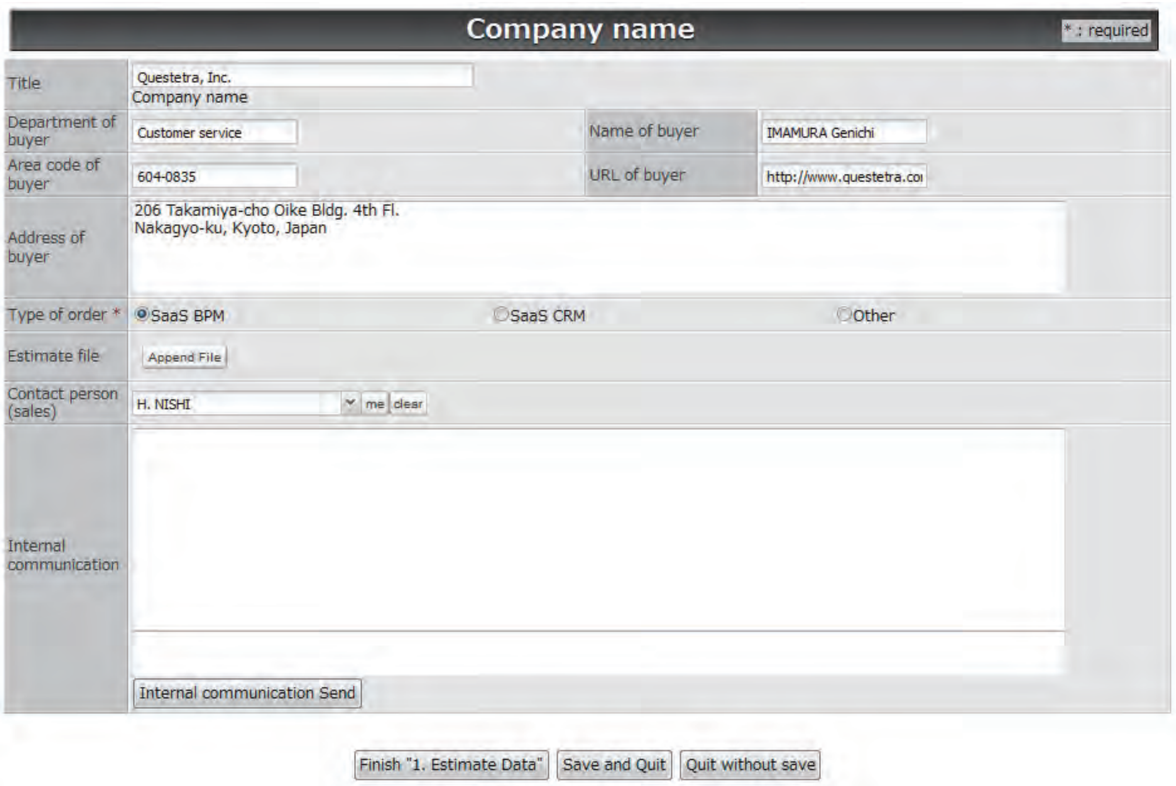
Moreover, visualization of human tasks such as "sending estimates" can lead to better credit. For example, if you record the day an estimate is sent, you can immediately answer questions from customers regarding when it will be delivered. We also recommend managing package tracking codes.

The below workflow sample sends an automatic email to sales staff, notifying when the estimate is ready.

<Tasks>
1. Estimate Data
2. Request Print & Signature,
3. Advice
4. Receive Estimate
5. Send



Questetra BPM Suite | Estimate Creation <Notify Sales Staff>: "1. Estimate Data" screen



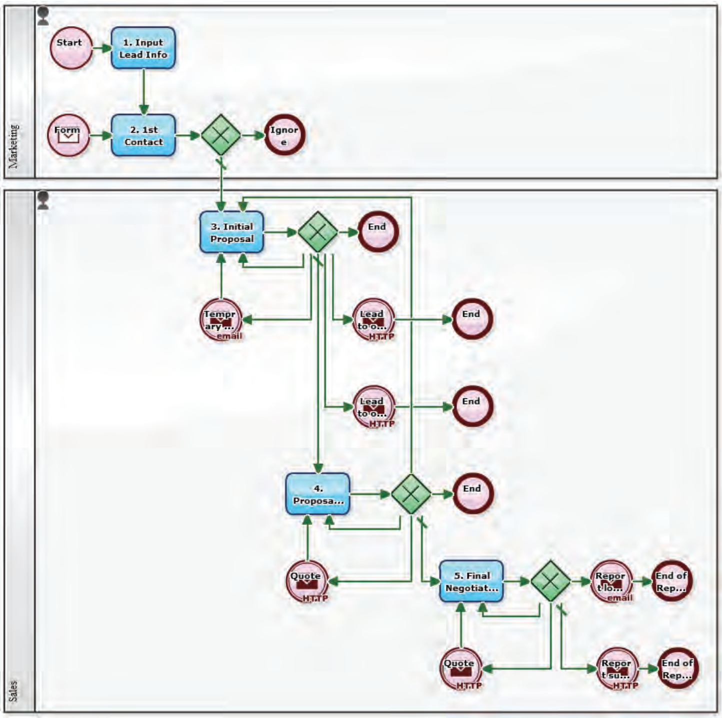
Data Connection Between Equivalent Process Model

What we're doing with BPM is, setup work flows and check out tokens labeled on them.It looks like, laying railroad track and run a train car on it. Sometimes, one wants to run a car on somebody else's track switching from his own track. (What say???)

For example, Office A gets a lead, then passes office B to carry on the business.Today we expand "lead-negotiation-order"process,in "Building an SFA System INSIDE a BPM System" sample model, to enable to pass particular case between offices. Each offices (office A,B,C in this model) must apply workflow down here. (detail can be altered by offices)

<Tasks>

1. Input Lead Info
2. 1st Contact
3. Initial Proposal
4. Proposals to Decision-Maker
5. Final Negotiations



You may find few difference, but there's a process of "end up with sending message" added after task3"Initial Proposal".It is a function that call up process model in other office.In this model, sending a case office A holds as a lead to office B(or C).(Displays as task 2 "1st contact")

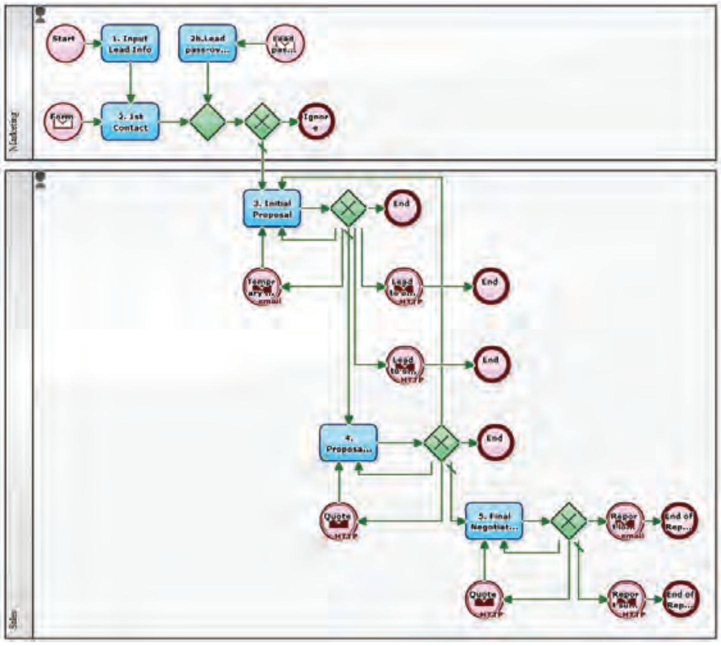
We'd better clearly add a task "2b.Lead pass-over from other office" for future expansion.To setup handing data from process of 'Message Throwing Intermediate Event(X)' to 'Message Start Event(Y)', simply input IDs of Y into each input areas in property of X ,in "Questetra BPM Suite".Other details are Here

<Task>

1. Input Lead Info
2. 1st Contact

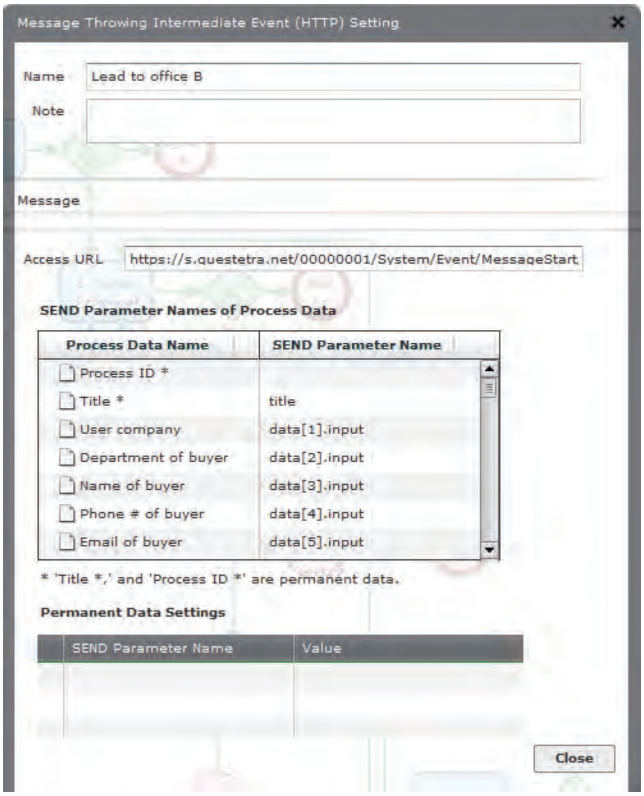
2b.Lead pass-over from other office

3. Initial Proposal
4. Proposals to Decision-Maker
5. Final Negotiations



Questetra BPM Suite

Lead-Negotiation-Order-Trans-Office Connection Flow:"setup for Message Throwing Intermediate Event



Company Blog Duty Rotation

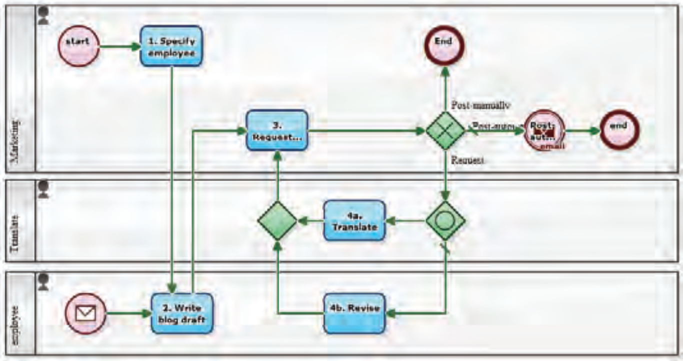
Many companies have blogs posted by regular employees. Blog posts can be automated in BPM systems with Message Throwing Intermediate Events (Email).

<Tasks>

1. Specify employee
2. Write blog draft
3. Request, Post

4a. Translate

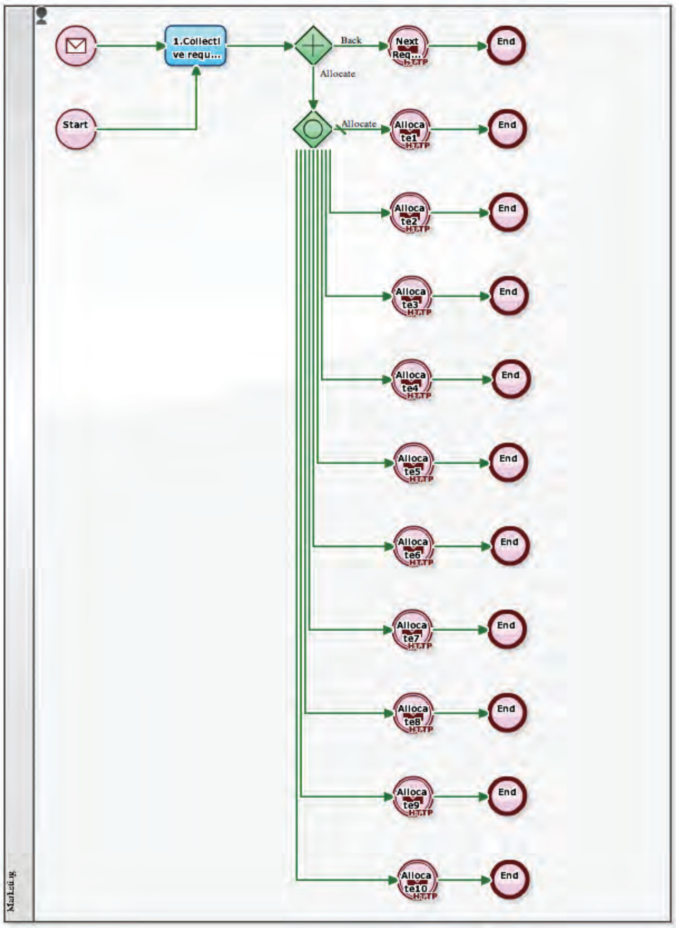
4b. Revise



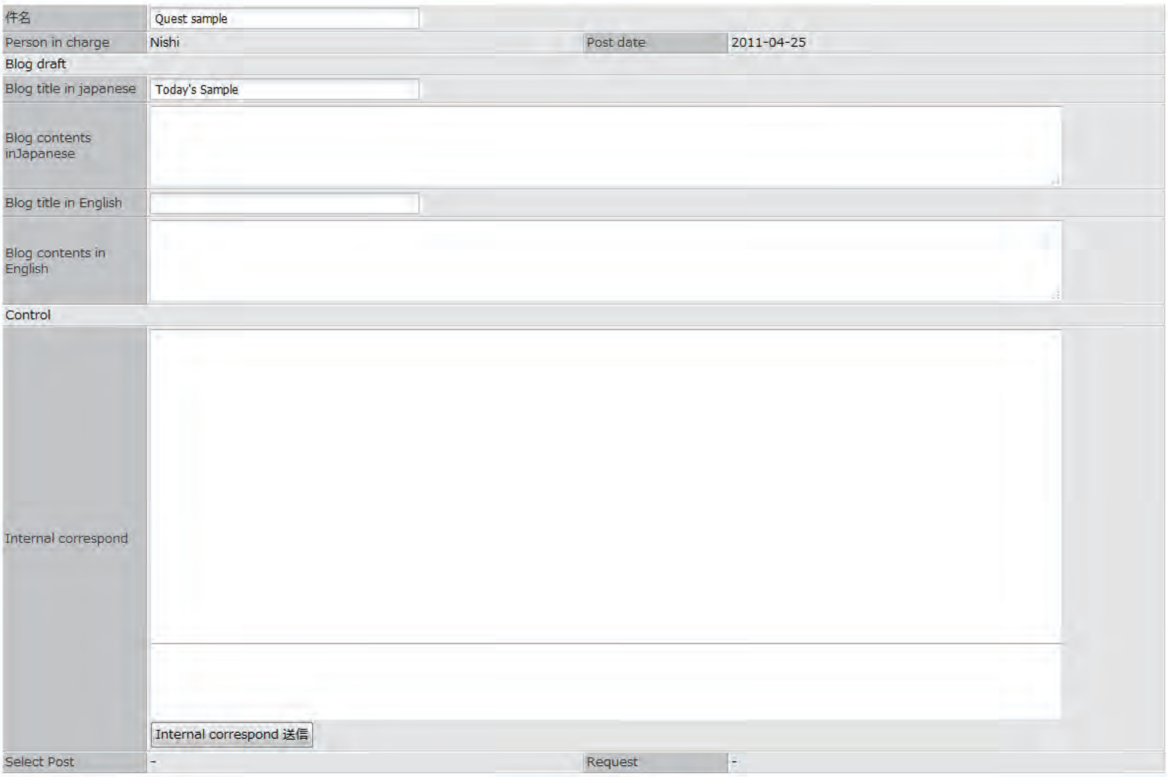
Somehow, practically [1.Specify employee] gives you kind of sweat.Calling bunch of [Blog write Request] and [Specifying process] up from "Primaly-process" makes it easier.
cf."How to Design Primary Workflows With Many Baby Workflows"

<Tasks>

1.Collective RequestBlog PostBlog



Questetra BPM Suite — Blog Post : "2.Write blog draft" screen

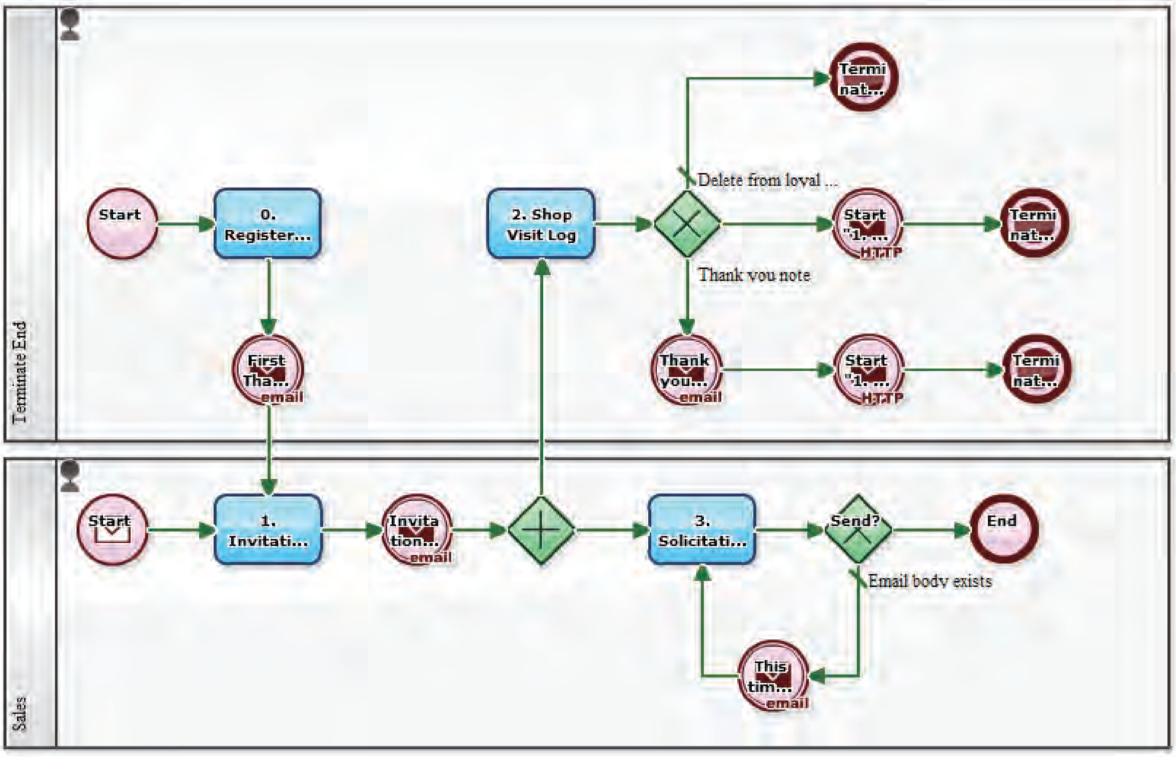


件名	Quest sample		
Person in charge	Nishi	Post date	2011-04-25
Blog draft			
Blog title in japanese	Today's Sample		
Blog contents inJapanese			
Blog title in English			
Blog contents in English			
Control			
Internal correspond	Internal correspond 送信		
Select Post	-	Request	-

Facilitate CRM Cycle with Thank You Emails and Invitation Emails

Some companies carefully communicate directly to loyal customers. And some companies struggle over managing the data of emails sent to customers (who, when, what?). We suggest to these car dealers, hair stylists, dentists, etc., trying a Cloud-type workflow system. This might help efficiently managing customer status.

<Tasks>0. Register New Customer, 1. Invitation Email, 2. Shop Visit Log, 3. Solicitation Email

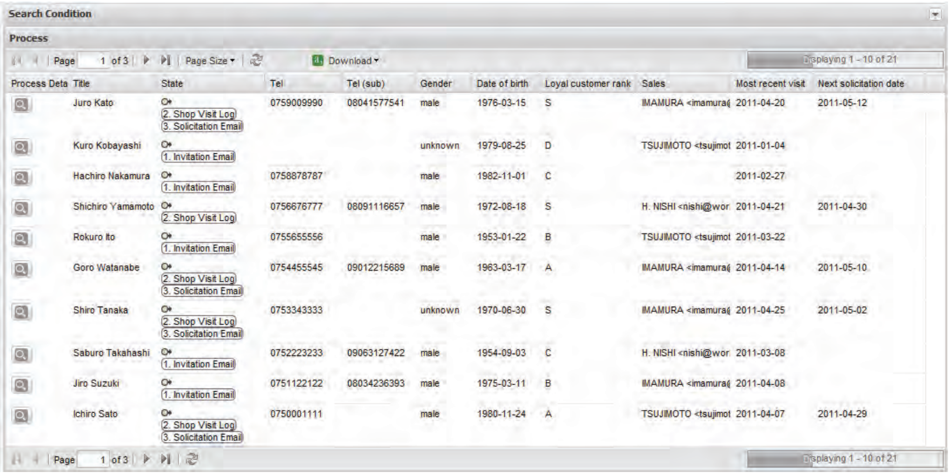


In today's workflow sample, we aren't concerned with analyzing RFM or LTV. This is a workflow for making sure you send those thank you notes and invitations without fail. Loyal customers rank companies from S to D intuitively. This is legitimate CRM. You can record basic customer information such as name, address, gender, DOB, tel, email, as well as additional information such as most recent visit and next invitation date.

RFM: Recency, Frequency, Monetary

LTV: Life Time Value

[Searching Processes]



Search Condition

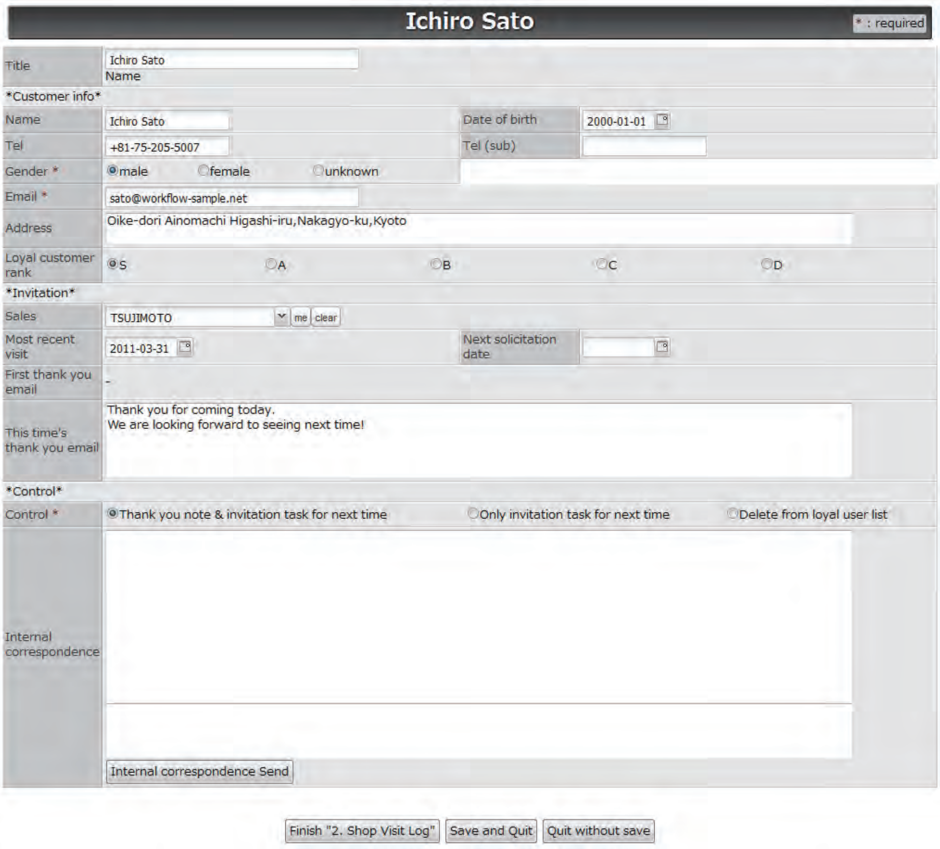
Process

Page 1 of 3 | Page Size | Download | Displaying 1 - 10 of 21

Process Deta	Title	State	Tel	Tel (sub)	Gender	Date of birth	Loyal customer rank	Sales	Most recent visit	Next solicitation date
	Juro Kato	2. Shop Visit Log 3. Solicitation Email	0759009990	08041577541	male	1976-03-15	S	IMAMURA <imamura(	2011-04-20	2011-05-12
	Kuro Kobayashi	1. Invitation Email			unknown	1979-08-25	D	TSUJIMOTO <tsujimot	2011-01-04	
	Hachiro Nakamura	1. Invitation Email	0758878787		male	1982-11-01	C		2011-02-27	
	Shichiro Yamamoto	2. Shop Visit Log	0756676777	08091116657	male	1972-08-18	S	H. NISHI <nishi@wor	2011-04-21	2011-04-30
	Rokuro Ito	1. Invitation Email	0755655556		male	1953-01-22	B	TSUJIMOTO <tsujimot	2011-03-22	
	Goro Watanabe	2. Shop Visit Log 3. Solicitation Email	0754455545	09012215689	male	1963-03-17	A	IMAMURA <imamura(	2011-04-14	2011-05-10
	Shiro Tanaka	2. Shop Visit Log 3. Solicitation Email	0753343333		unknown	1970-06-30	S	IMAMURA <imamura(	2011-04-25	2011-05-02
	Saburo Takahashi	1. Invitation Email	0752223233	09063127422	male	1954-09-03	C	H. NISHI <nishi@wor	2011-03-08	
	Jiro Suzuki	1. Invitation Email	0751122122	08034236393	male	1975-03-11	B	IMAMURA <imamura(	2011-04-08	
	Ichiro Sato	2. Shop Visit Log 3. Solicitation Email	0750001111		male	1980-11-24	A	TSUJIMOTO <tsujimot	2011-04-07	2011-04-29

Page 1 of 3 | Displaying 1 - 10 of 21

Questetra BPM Suite | Invitation Email: "2. Shop Visit Log" screen



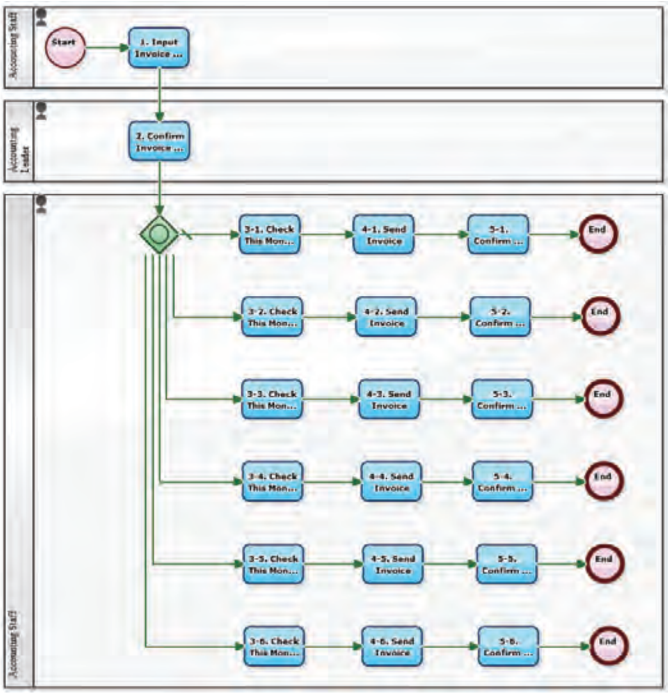
Transparency in the Billing Status, for Directors and Sales Staff

The billing process is operated every month. The accounting team is responsible for sending out and processing every invoice without fail, and the sales team is responsible for being aware of the status of each customer. Yes, this process needs transparency.

We've already introduced several examples involving billing processes, but today let's look at an example of a company that issues multiple invoices in response to one order.

<Related>
Cross-Sectional Collaborative Workflow for Invoice Issuance
A Workflow that Automatically Starts Invoice Issuance Process

<Tasks>
1. Input Invoice Data
2. Confirm Invoice Data
3-1. Check This Month's Content
4-1. Send Invoice
5-1. Confirm Payment

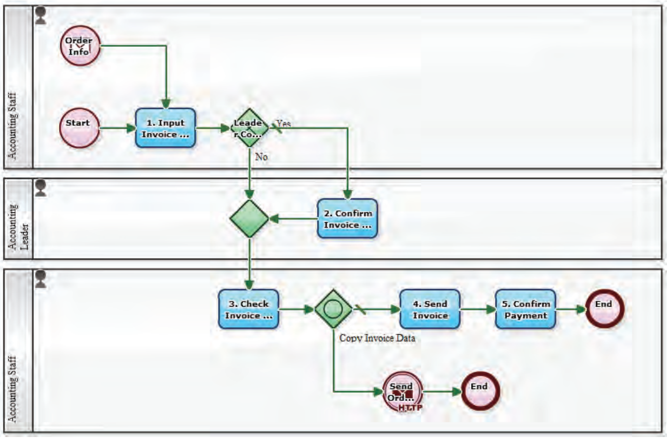


This is a relatively simple workflow. When an order for six months comes in, the accounting team can manage each month's invoice issuance and payment. This will work with any number of months. It's also easy to change the content at task 3 (Check This Month's Content). It might be good to have an automatic email sent to sales members every time an invoice is issued.

However, if a lot of customers tend to extend their orders, this may not be the ideal workflow.The below workflow initiates processes according to the number of issued invoices, instead of the number of orders. Specifically, once an invoice is issued the next month's invoice process is initiated. Of course, it's important that the order information is taken over to the new process, and that the system can work flexibly to changes in billing information.

<Tasks>

1. Input Invoice Issuance Date (Month)
2. Confirm Invoice Data
3. Check Invoice Content
   (7 days before sending)
4. Send Invoice
5. Confirm Payment



Questetra BPM Suite — Invoice Issuance <Issue By Order>: "3-1. Check This Month's Content" screen

xxxx Co.,Ltd.

* : required

Title	xxxx Co.,Ltd. Name of client company
Client company name	xxxx Co.,Ltd.
Client department name	Customer Service
Client person in charge of this order	G. IMAMURA
Sales dep in charge of this client	H. NISHI <nishi@workflow-sample.net>
Order summary	Order materials to six months
Order file	-
Order image	Order-Sample.png Download Order-Sample2.png Download
Issue invoice1 on...	2011-04-04
Invoice1 price	$ 3,500
Comments	-------- [2011-03-31 18:55] <TSUJIMOTO> OK Comments Send

Finish "3-1. Check This Month's Content" | Save and Quit | Quit without save

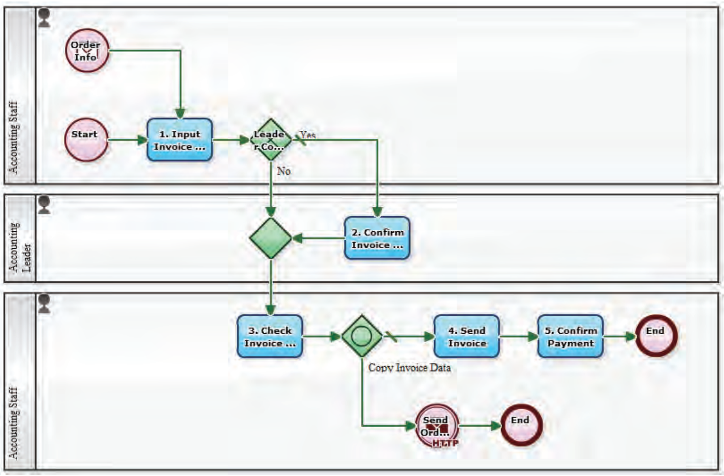
Should Sales Staff Check Sent Invoices?

Invoice workflows and payment confirmation workflows should be checked by sales staff. This is particularly true in industries that involve relatively large units of payments, like consulting services and staff dispatching services.

Today let's work from the below workflow, from our previous article, "Transparency in the Billing Status, for Directors and Sales Staff."

<Tasks>

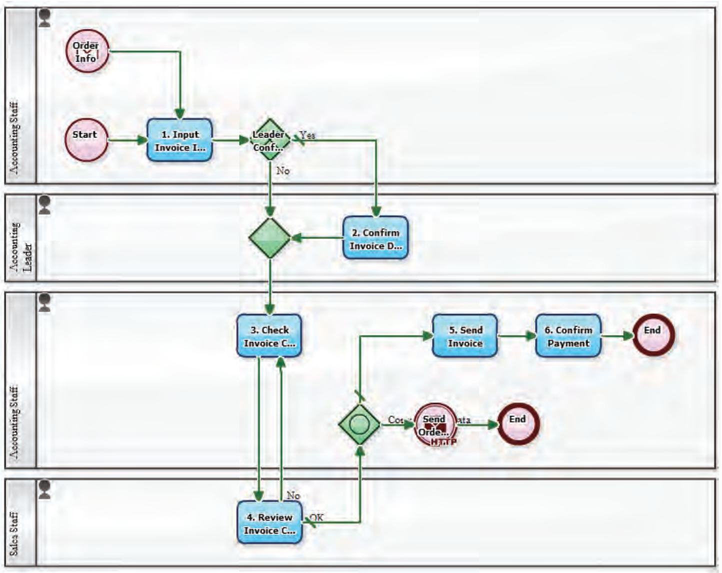
1. Input Invoice Issuance Date (Month)
2. Confirm Invoice Data
3. Check Invoice Content
   (7 days before sending)
4. Send Invoice
5. Confirm Payment



With the below workflow, each sales rep has to take a look at all invoices issued for the customer he/she is in charge of (Task 4. Review Invoice Content). This will probably be the point where organizational changes are informed.

<Tasks>

1. Input Invoice Issuance Date (Month)
2. Confirm Invoice Data
3. Check Invoice Content
   (7 days before sending)
4. Review Invoice Content
5. Send Invoice
6. Confirm Payment



Questetra BPM Suite

Invoice Issuance <Copy Data> : "1. Input Invoice Issuance Date (Month)" screen

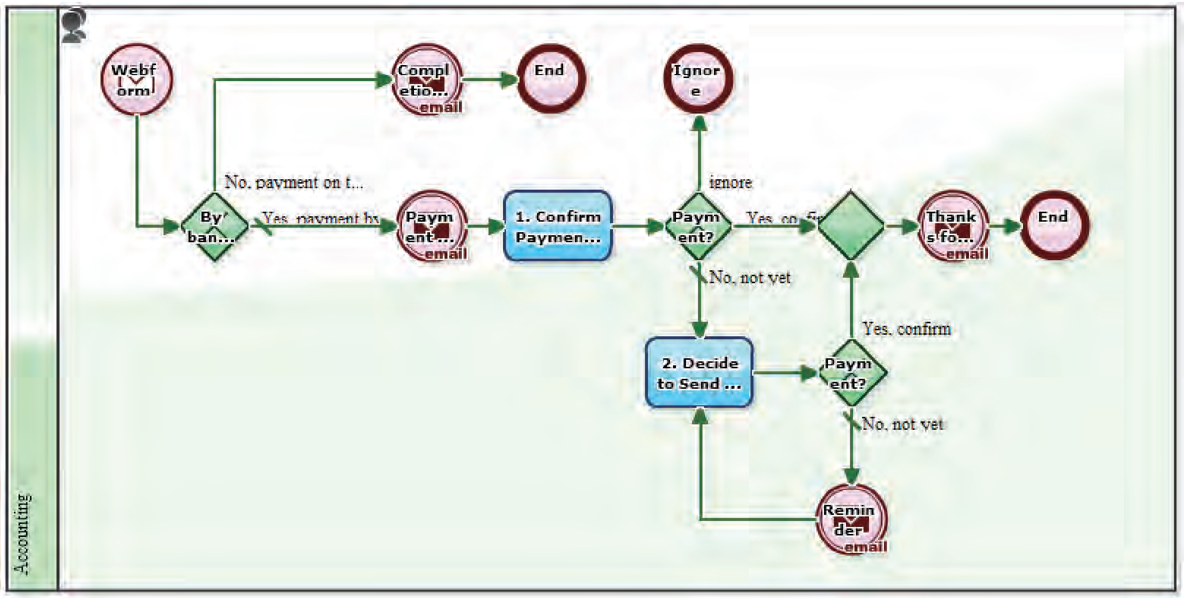
Title	Name of client company
Client company name *	
Client company address *	
Client department name	
Client person in charge of this order *	
Order type *	Business A / Business B / Business C
Receive order on... *	Format: yyyy-mm-dd
Order summary	
Order file	Append File
Order image	Append File
Sales dep in charge of this client *	me clear
Send Invoice on... *	Format: yyyy-mm-dd
Invoice price *	$
Month of summing up sales(initial month)	Format: yyyy-mm-dd
Divide summing up sales? *	No, in a lump / Yes
Need leader's confirmation? *	Yes / No
Comments	Comments Send

Finish "1. Input Invoice Issuance Date (Month)" | Save and Quit | Quit without save

When you have a lot of people registering in a webform and sending money, how can you most efficiently confirm their payments? The biggest demand is in "event participation registration." Whether confirmation is conducted by one or multiple staff members, it is a time-consuming task to compare webform data and bank/credit card payment logs.

The below workflow automatically takes in webform input data, so employees can tackle each confirmation in the first task (1. Confirm Payment). Information regarding who confirmed which payment at what time is automatically recorded, and the "thank you for your payment" email is automatically sent, so this should significantly lessen the burden of staff members.

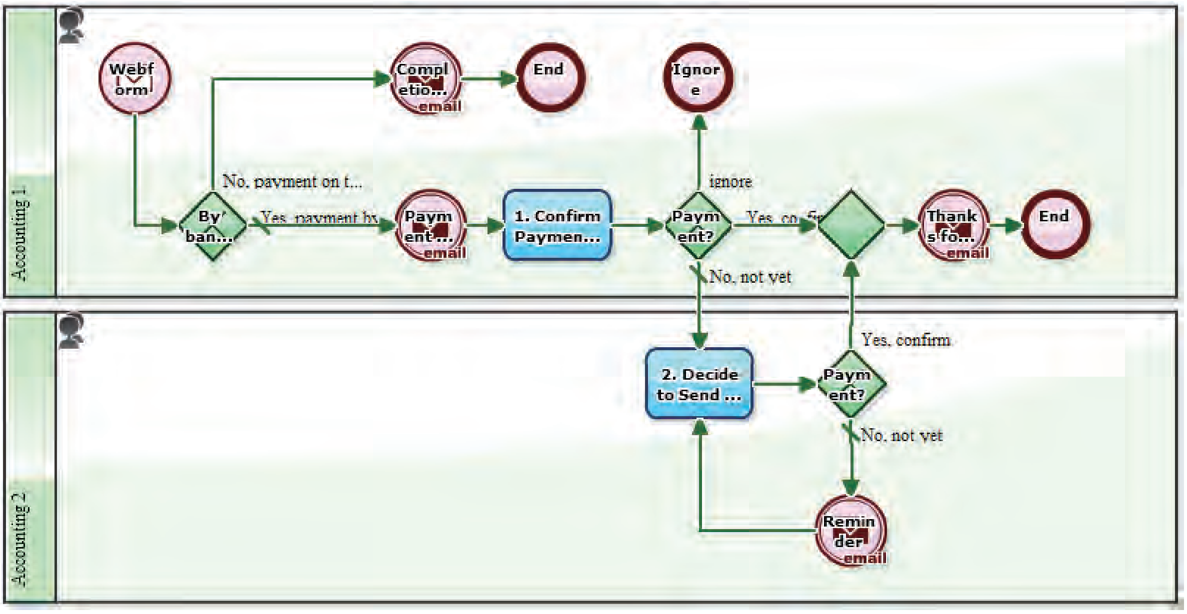
<Tasks>1. Confirm Payment (1 week), 2. Decide to Send Reminder



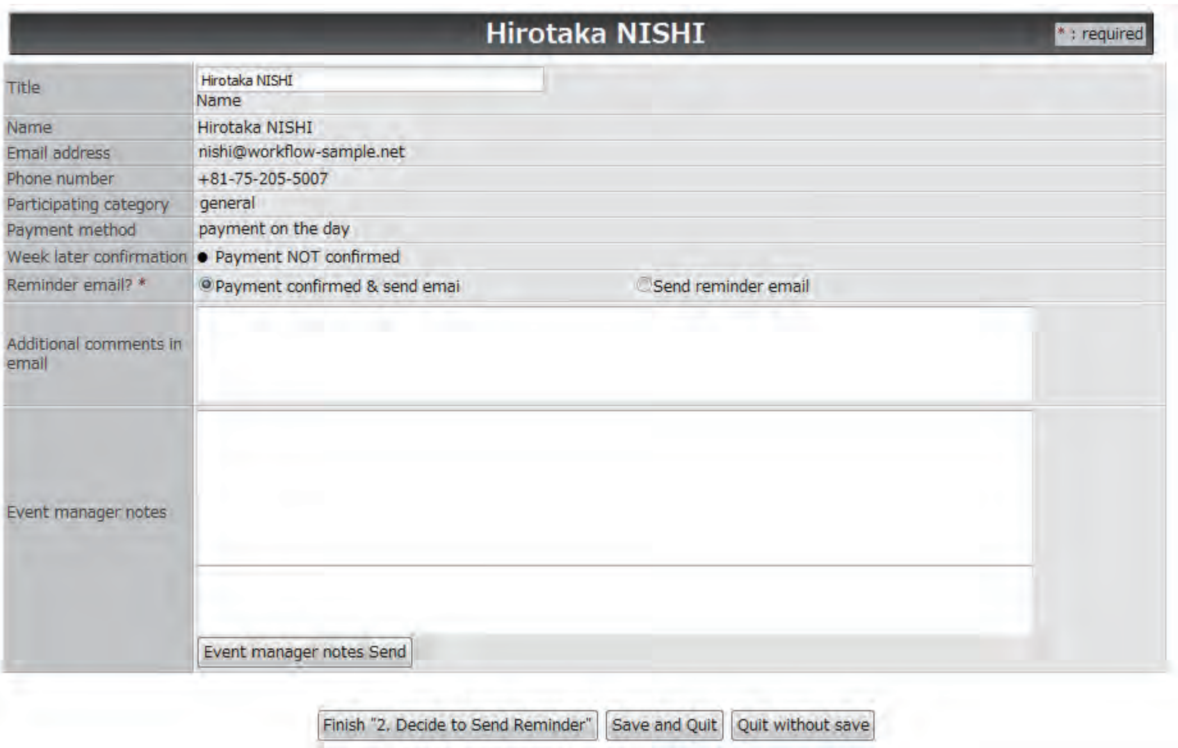
There are two steps to the above confirmation workflow (task 1 and 2). When the list of people in task 2 (Decide to Send Reminder) grows long, the accounting staff will become gloomy.

So, let's separate the task to a different group to lighten the burden.(Special cooperation: Alumni Association of Graduate School of Informatics, Kyoto University)

<Tasks>1. Confirm Payment (1 week), 2. Decide to Send Reminder



Questetra BPM Suite | Confirm Payment <Separate Group>: "2. Decide to Send Reminder" screen

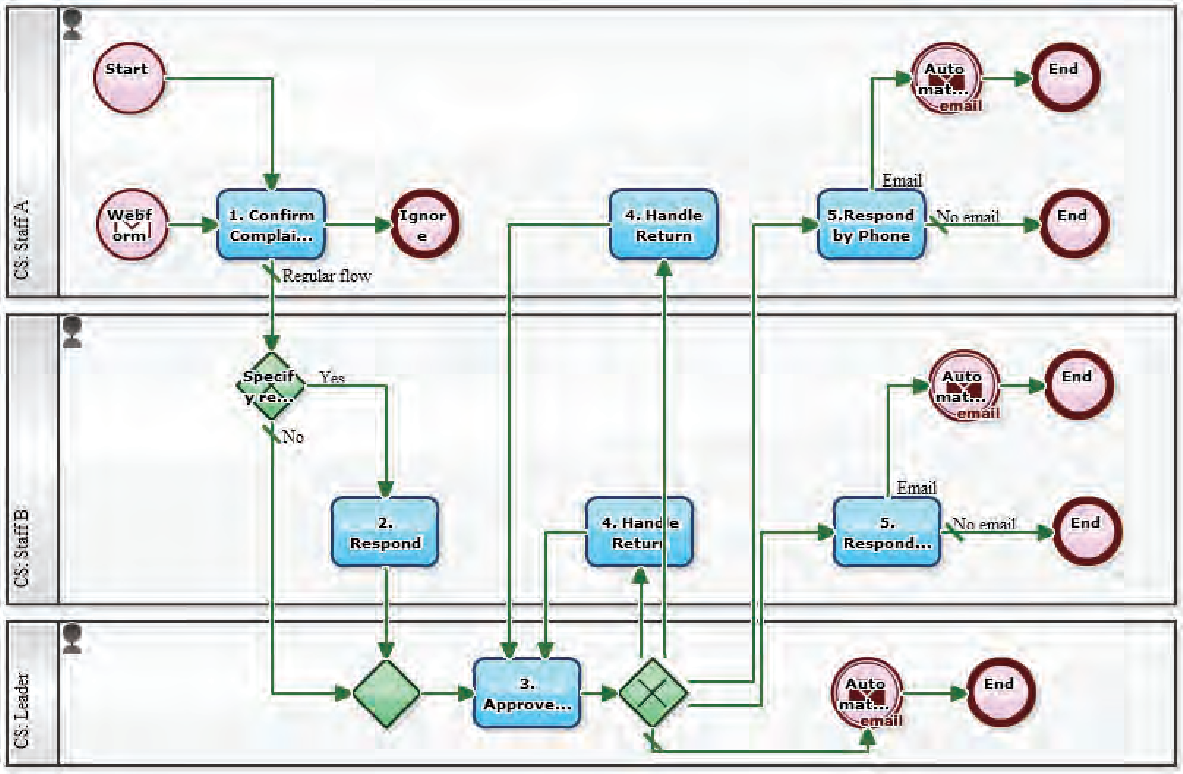


Is Complaint Management Perfect for Training New Employees?

Today is April Fools Day. (It's true!)It's also the day that many Japanese companies accept new employees, just graduated from school. (No, we're not kidding!)

Today let's take our previous workflow from "How to Manage Complaints with Cloud Computing" and consider an example for companies that have new employees practice responding to complaints, as part of the orientation and training program.

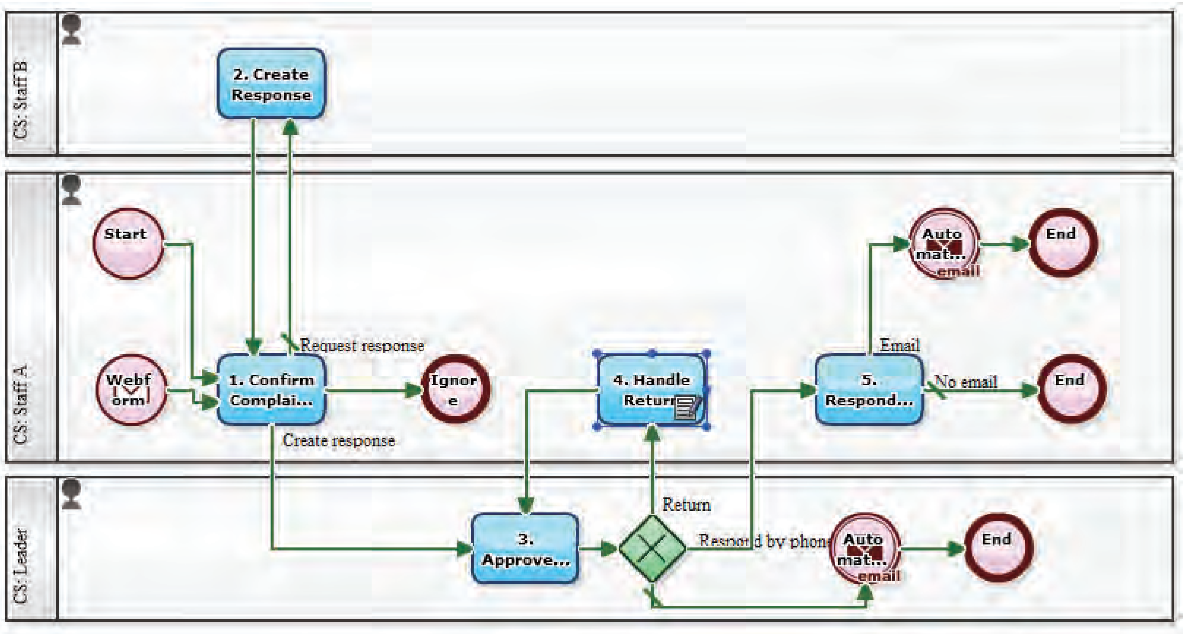
Tasks: 1. Confirm Complaint/Respond/Send On, 2. Respond, 3. Approve/Revise/Return, 4. Handle Return, 5. Respond by Phone



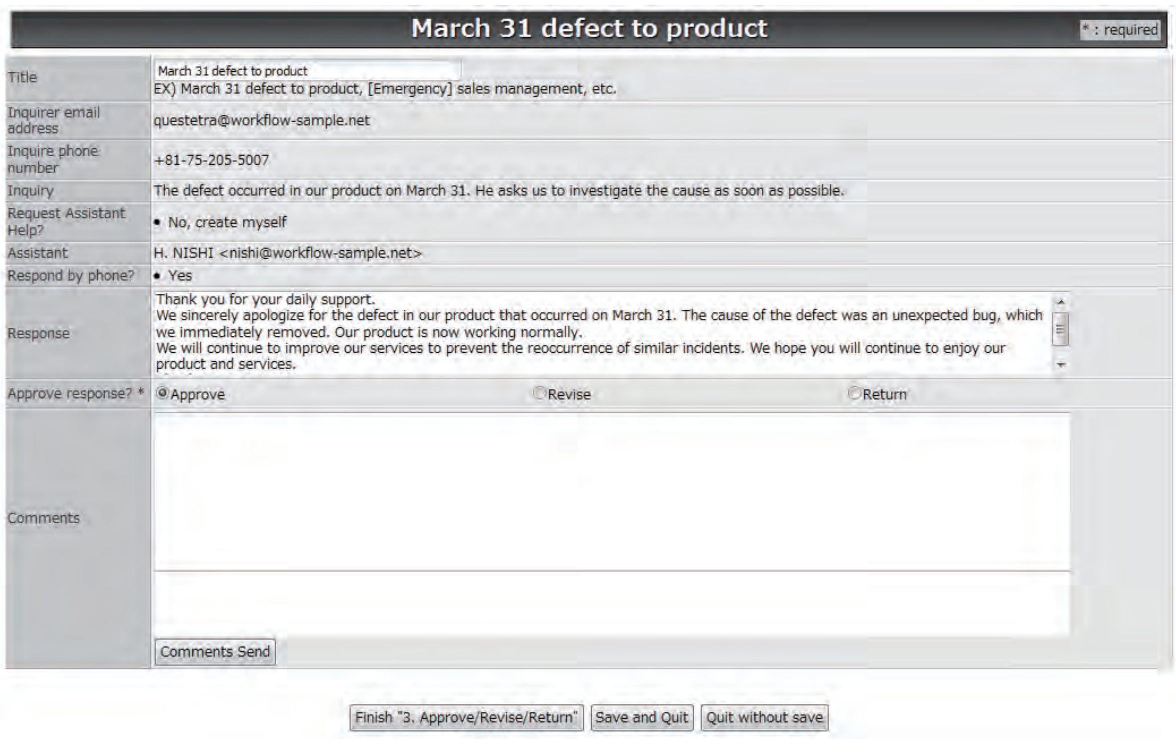
We'll call the task for new employees, "Create Response." The senior employee, who is in charge of task 1 (Confirm Complaint/Respond/Send On), allocates a complaint to the new employee that she is supervising, and marks "yes" in the "Request Assistant Help" field. So if the supervising employee is passionate, the response might go back and forth many times between junior and senior staff.

The new employee will surely enjoy learning how to handle complaints. (Okay, now we're kidding.)

Tasks: 1. Confirm Complaint/Respond/Assign New Employee, 2. Create Response, 3. Approve/Revise/Return, 4. Handle Return, 5. Respond by Phone



Questetra BPM Suite | Complaint Management <Employee Training>: "3. Approve/Revise/Return" screen



March 31 defect to product

* : required

Title	March 31 defect to product EX) March 31 defect to product, [Emergency] sales management, etc.
Inquirer email address	questetra@workflow-sample.net
Inquire phone number	+81-75-205-5007
Inquiry	The defect occurred in our product on March 31. He asks us to investigate the cause as soon as possible.
Request Assistant Help?	• No, create myself
Assistant	H. NISHI <nishi@workflow-sample.net>
Respond by phone?	• Yes
Response	Thank you for your daily support. We sincerely apologize for the defect in our product that occurred on March 31. The cause of the defect was an unexpected bug, which we immediately removed. Our product is now working normally. We will continue to improve our services to prevent the reoccurrence of similar incidents. We hope you will continue to enjoy our product and services.
Approve response? *	Approve / Revise / Return
Comments	Comments Send

Finish "3. Approve/Revise/Return" | Save and Quit | Quit without save

Returning a Prompt Initial Response Is Crucial

When managing complaint management with a Cloud computing workflow system, customer service staff can handle complaints at any time, from anywhere. It becomes relatively easy for global companies to prepare a 24 hour strong system.

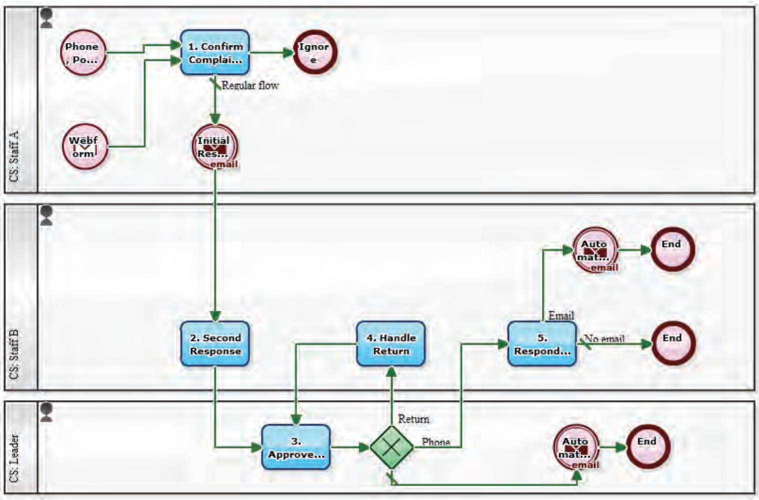
Today's workflow sample allows customer service to return a prompt initial response, then follow it up later with a more detailed and accurate response. The two responses can be handled by separate members or by the same member.

<Related>

・How to Manage Complaints with Cloud Computing

・Is Complaint Management Perfect for Training New Employees?

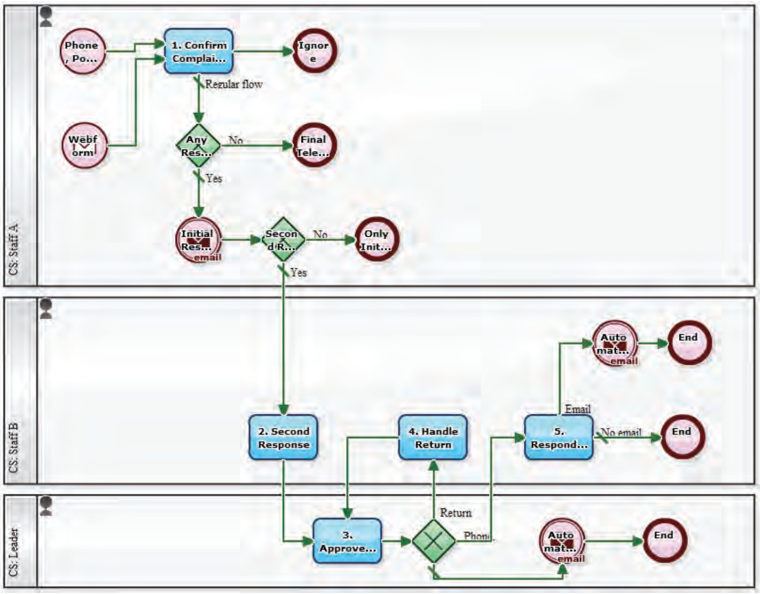
Tasks:
1. Confirm Complaint/Initial Response/Send On, 2. Second Response, 3. Approve/Revise/Return, 4. Handle Return, 5. Respond by Phone



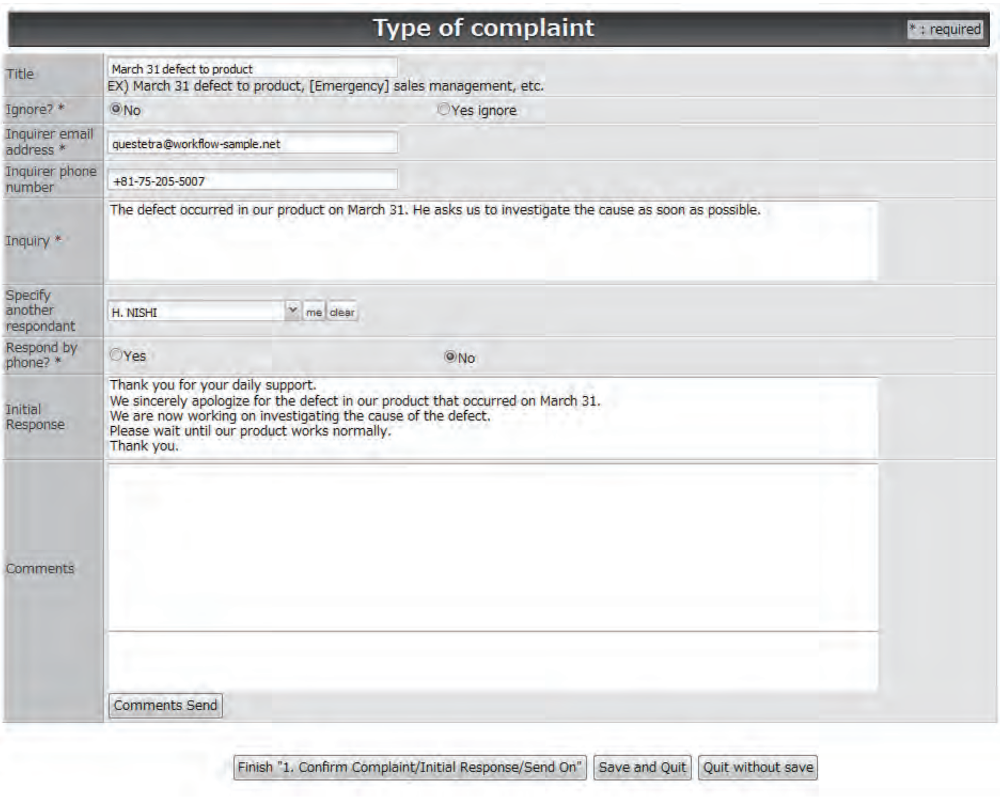
If some of the complaints can be handled with the first simple response, or with the final telephone response, the below workflow may come in handy.

Tasks:

1. Confirm Complaint/Initial Response/Send On, 2. Second Response, 3. Approve/Revise/Return, 4. Handle Return, 5. Respond by Phone



Questetra BPM Suite | Complaint Management <Short-Cut>: "1. Confirm Complaint/Initial Response/Send On" screen



Type of complaint

* : required

Title	March 31 defect to product EX) March 31 defect to product, [Emergency] sales management, etc.
Ignore? *	◉No ○Yes ignore
Inquirer email address *	questetra@workflow-sample.net
Inquirer phone number	+81-75-205-5007
Inquiry *	The defect occurred in our product on March 31. He asks us to investigate the cause as soon as possible.
Specify another respondant	H. NISHI me clear
Respond by phone? *	○Yes ◉No
Initial Response	Thank you for your daily support. We sincerely apologize for the defect in our product that occurred on March 31. We are now working on investigating the cause of the defect. Please wait until our product works normally. Thank you.
Comments	Comments Send

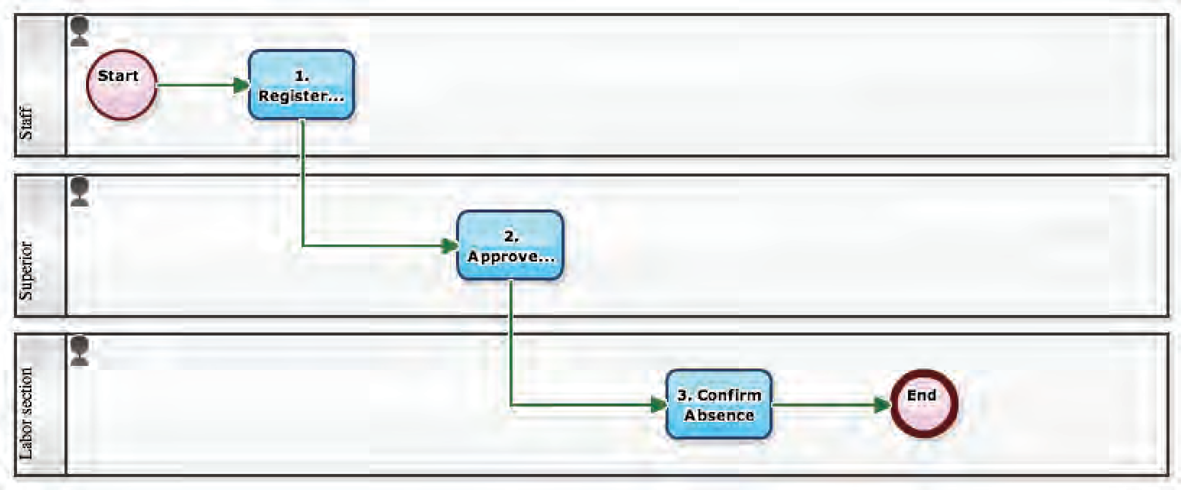
Finish "1. Confirm Complaint/Initial Response/Send On" | Save and Quit | Quit without save

Learning BPM Through a Simple Absence Registering Workflow

Registering absences are best handled on Cloud computing workflow systems (SaaS). When an employee can't leave the house because of illness or a cold, he/she can just click a few buttons of a smartphone and let the company know. The boss can approve the registering from outside the office. It'll automatically go to HR and accounting.

If you think BPM is a difficult theory, we suggest you start with a simple business process, like forms for registering absences. (BPM: Business Process Management)

<Tasks>1. Register Absence, 2. Approve Absence, 3. Confirm Absence

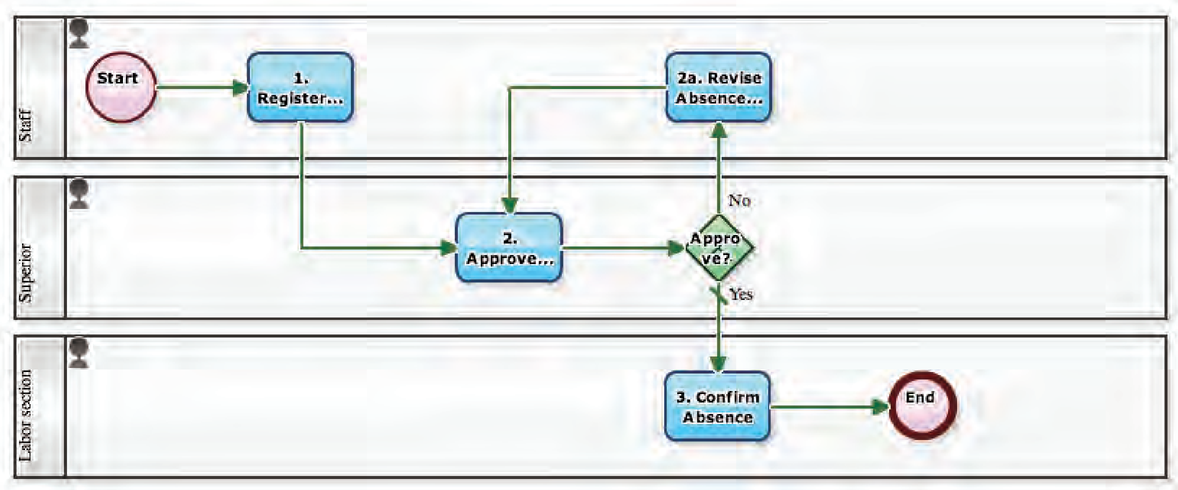


The above workflow may be simplified too much. One problem we can identify is that the supervisor will be hard put if there is an error with the application sent from the employee.

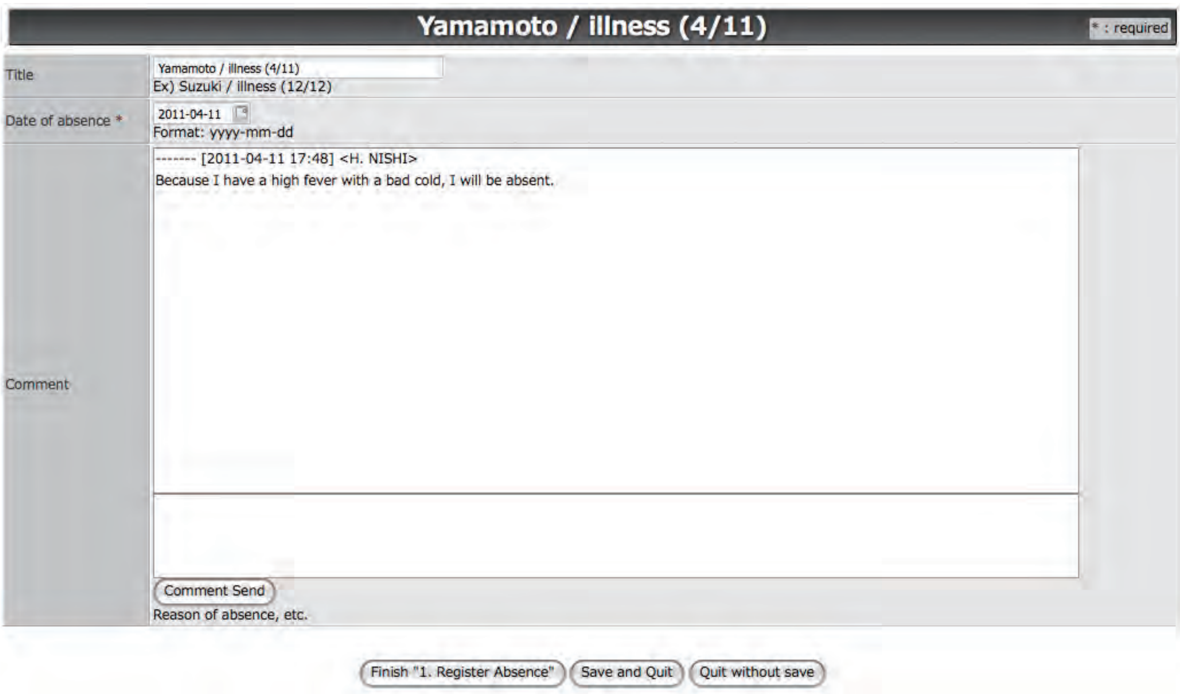
The below workflow allows the supervisor to send the application back to the employee, and request a revision in the content. Simply, if the supervisor checks "Needs revision," the flow goes to 2a (Revise Absence Register).

<Tasks>

1. Register Absence, 2. Approve Absence, 2a. Revise Absence Register, 3. Confirm AbsenceAbsence Register



Questetra BPM Suite Absence Register <Revise> : "2a. Revise Absence Register" screen

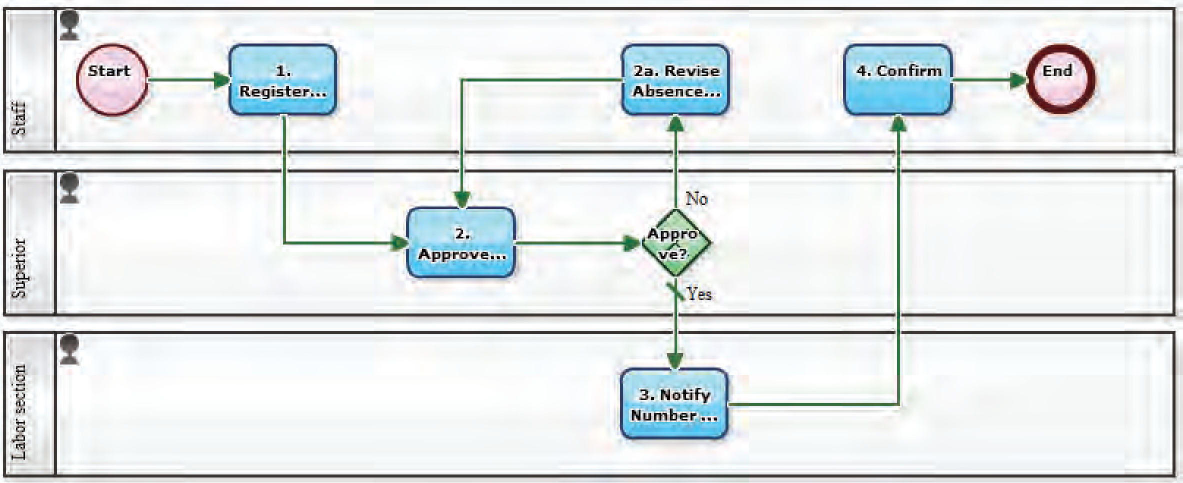


An Absence Registering Workflow Connected to "Number-of-Remaining-Paid-Holidays" Reminders

We're a little worried that we may get complaints saying yesterday's workflow sample ("Learning BPM Through a Simple Absence Registering Workflow") was too simple. We're going to complicate it before we do.

One of the golden rules of business process modeling (*) is defining the deliverable of the process. So, in this case, why are employees required to register their absences?1. Let senior and colleague team members know that you are taking the day off, and entrusting them with work when necessary2. Calculate your work days and off days3. Calculate the number of remaining paid holidaysAha! The final reason is something that all employees would want to be aware of.(*Check out our Golden Rules of Business Process Modeling for more info!)

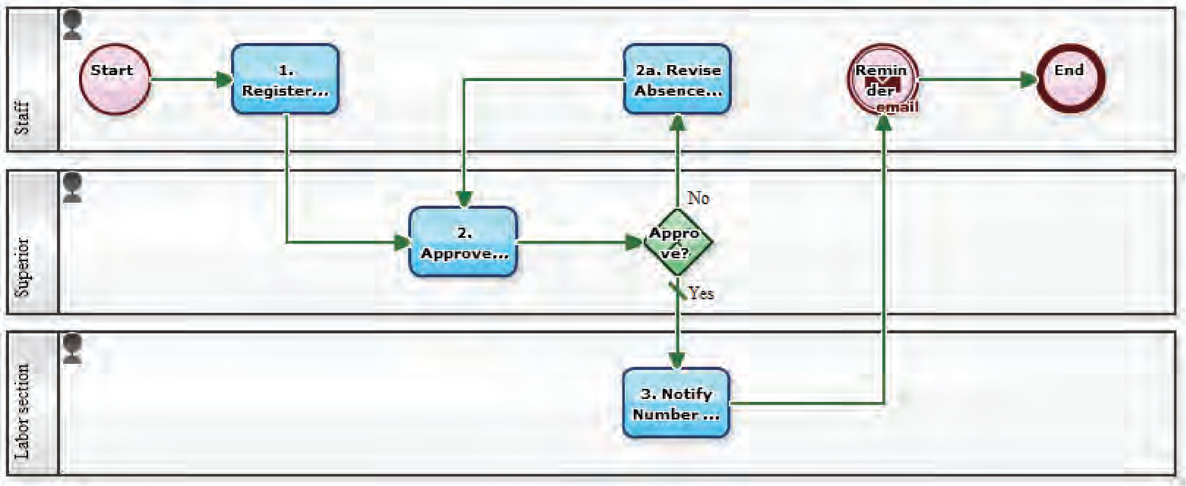
<Tasks>
1. Register Absence, 2. Approve Absence, 2a. Revise Absence Register, 3. Notify Number of Remaining Paid Holidays, 4. Confirm



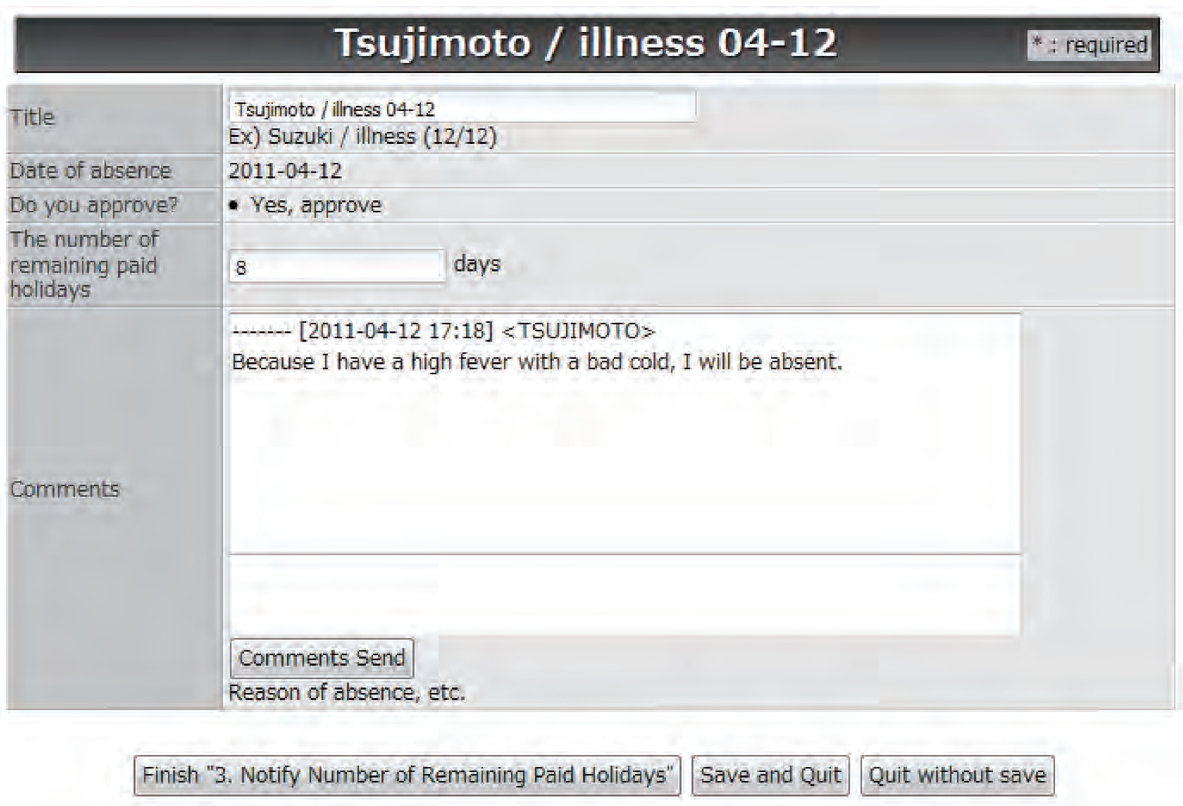
One way is to have employees confirm the number of remaining paid holidays in task 4, but you might want to avoid adding tasks that require no input to the work list. It might suffice to have them check by email.

In the below workflow, the number of remaining paid holidays is notified by email, not through the workflow system.

<Tasks>1. Register Absence, 2. Approve Absence, 2a. Revise Absence Register, 3. Notify Number of Remaining Paid Holidays



Questetra BPM Suite Absence Register <Paid Holidays Email Reminder>: "3. Notify Number of Remaining Paid Holidays" screen



Tsujimoto / illness 04-12 * : required

Title	Tsujimoto / illness 04-12 Ex) Suzuki / illness (12/12)
Date of absence	2011-04-12
Do you approve?	• Yes, approve
The number of remaining paid holidays	8 days
Comments	------- [2011-04-12 17:18] <TSUJIMOTO> Because I have a high fever with a bad cold, I will be absent. Comments Send Reason of absence, etc.

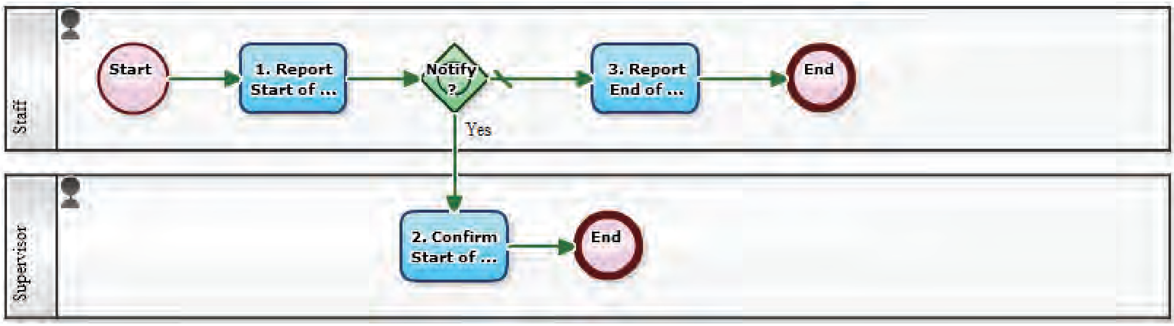
Finish "3. Notify Number of Remaining Paid Holidays" Save and Quit Quit without save

Recording Work Time in Workflows Can Work

It's actually a good idea to report work time (start and completion) in workflow systems (attendance records). For example, when working outside the office it's easy to just send a notice (Work time starting now!) by smartphone.

This type of reporting is often performed in batches of several days. And this means incorrect work time data is accumulated in the company. It's important to have employees get used to reporting each morning and each night, when coming into the office, when going home without returning to the office, when working from home, etc. This is why utilizing the workflow system, which employees access everyday, is a good idea.

<Tasks>
1. Report Start of Work, 2. Confirm Out-of-Office Work, 3. Report End of Work

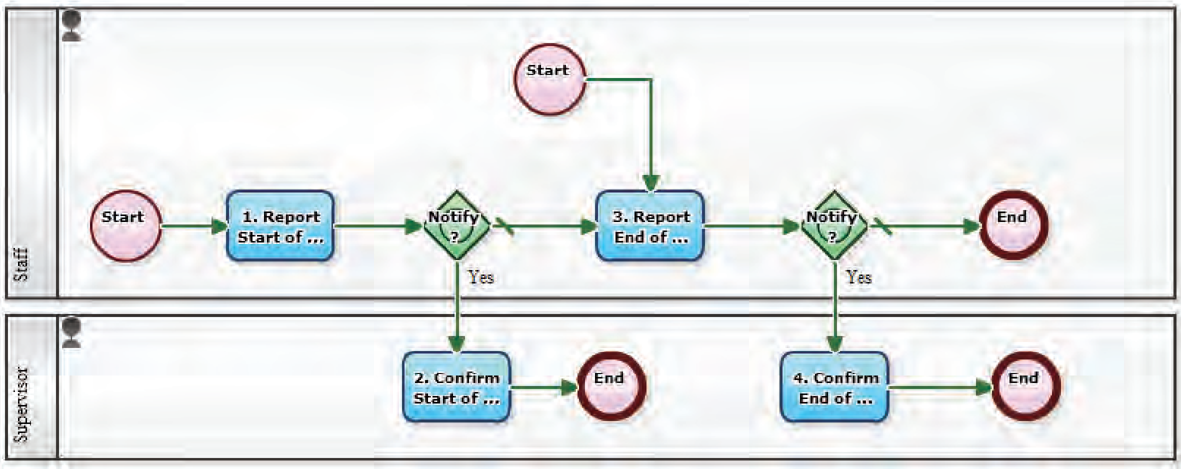


In the above workflow sample, when an employee goes directly to work outside the office, without coming into the office in the morning, he/she can check [yes] in the field, [Notify supervisor of start of work time]. This initiates the second task (Confirm Out-of-Office Work). This is actually convenient when the employee realizes he/she is late, on the way to the office.

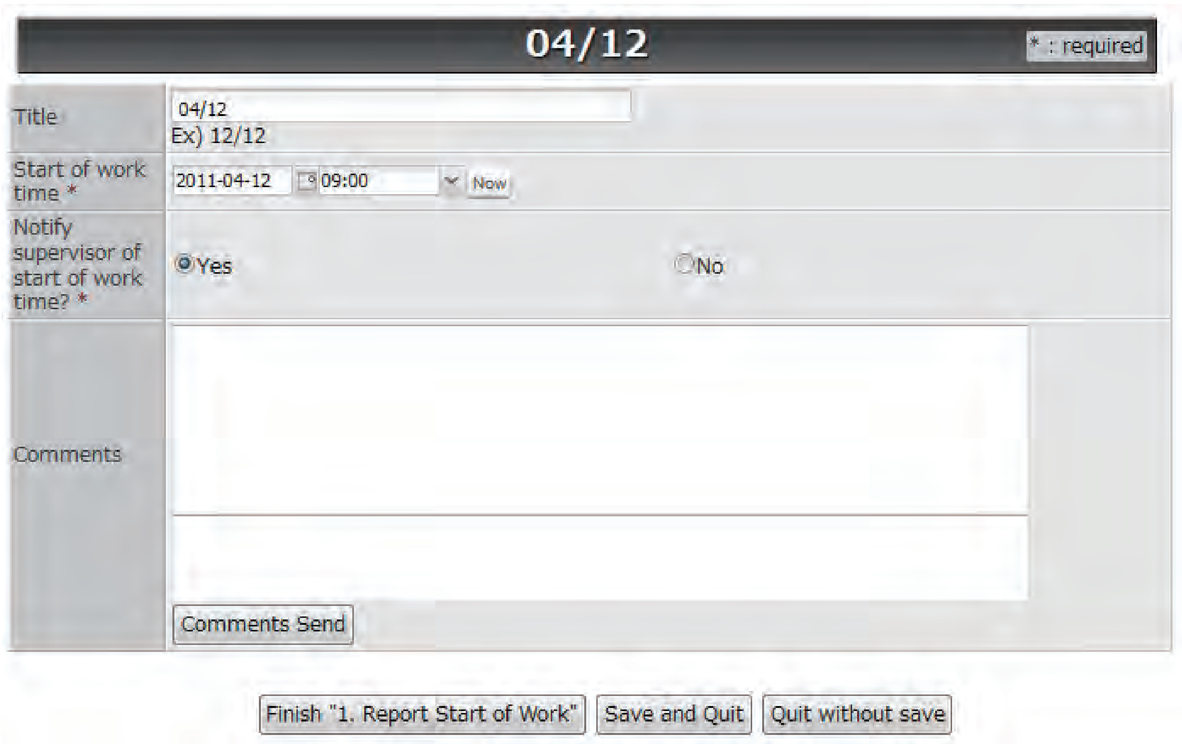
Moreover, the below workflow accommodates cases when the employee wants to go home directly after visiting a client. The employee can simultaneously report both the start and end time.

<Tasks>

1. Report Start of Work, 2. Confirm Start of Work, 3. Report End of Work, 4. Confirm End of Work



Questetra BPM Suite | Work Attendance <Direct Returns>: "1. Report Start of Work" screen

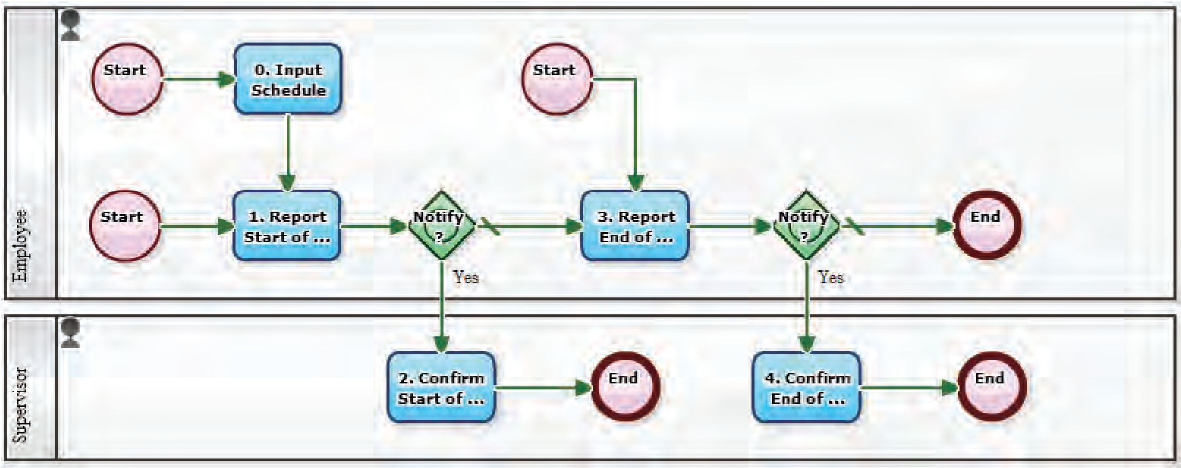


Making Yammer Posts Part of the Routine

Making periodic tasks routine habits every morning and night is helpful not only for recording work time but for other things as well. You can write quick memos regarding each day's news, post new information on Twitter, and much more.

This "habitizing" is important for part-time staff who don't come into the office every day. As an expansion of the workflow introduced in "Recording Work Time in Workflows Can Work," let's add a task that enables workers to input their work days (the days they will be conducting the periodic fixed tasks) into the system. This means part-time workers can register their work schedule whenever their next month's shift comes out, or note their next scheduled day before leaving the office. (They can input the time as well.)

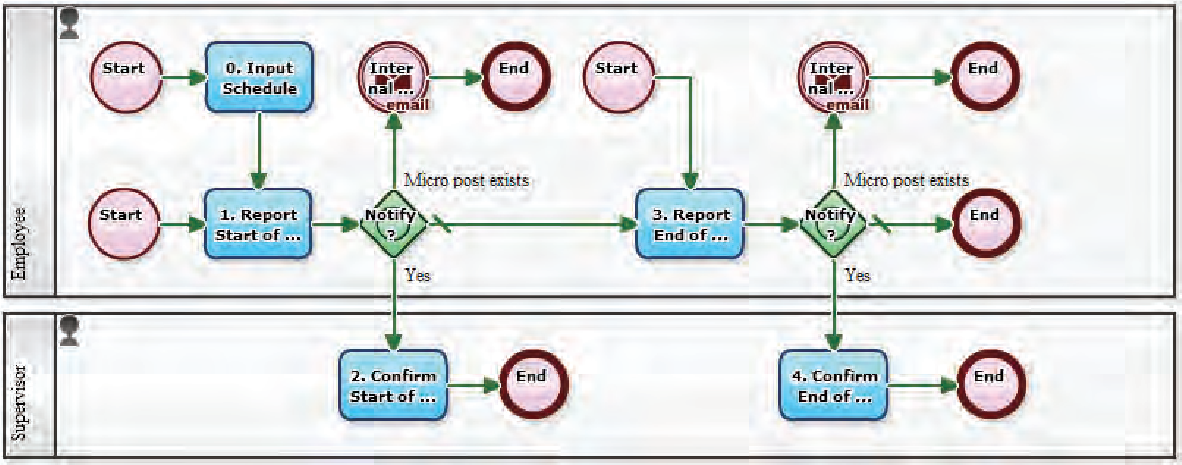
<Tasks>
0. Input Schedule, 1. Report Start of Work, 2. Confirm Start of Work, 3. Report End of Work, 4. Confirm End of Work



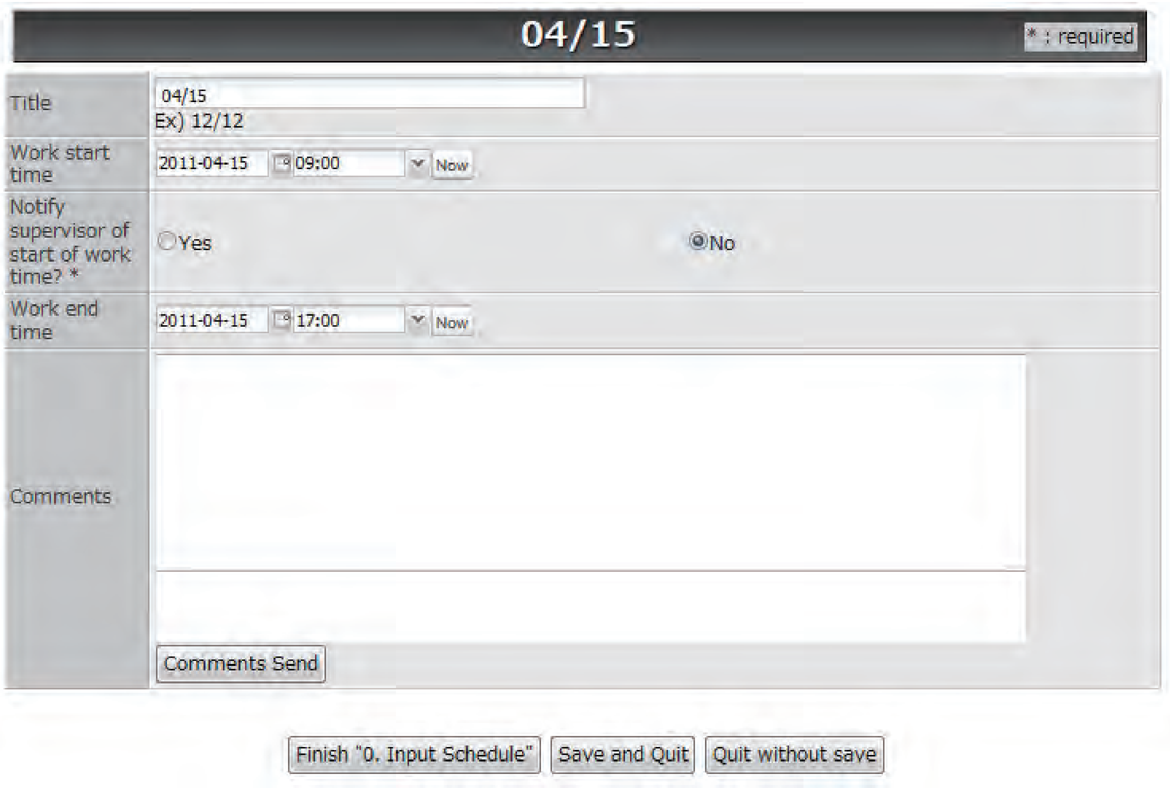
Now, in the below workflow sample, workers can input "internal micro posts" in the same webform. When this field is inputted, the content is automatically posted to microblogging system such as Yammer. There's really nothing to it; it just sends an email.

<Tasks>

0. Input Schedule, 1. Report Start of Work, 2. Confirm Start of Work, 3. Report End of Work, 4. Confirm End of Work



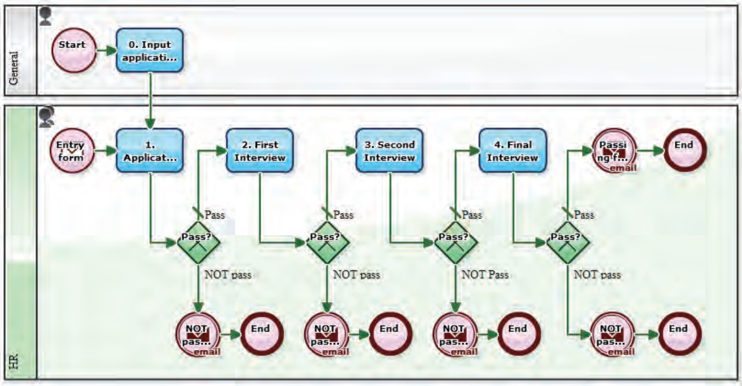
Questetra BPM Suite | Work Attendance <Microblogging Post>: "0. Input Schedule"screen



How to Manage Several Hundred Employment Applications at Once

Many Japanese companies cut off employment applications for April 2012 around this time. That is, they no longer accept applications and proceed to interviews, examinations and the hard task of selecting new employees. (Yes, Japan moves fast.)

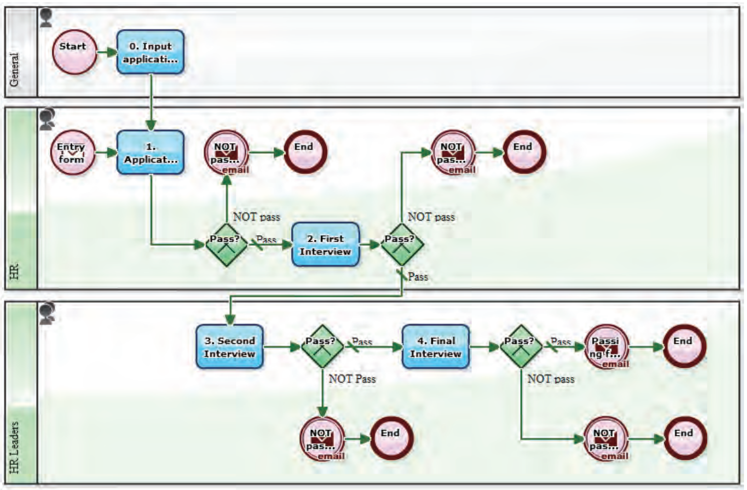
<Tasks>
0. Input application data
1. Application Review
2. First Interview,
3. Second Interview
4. Final Interview



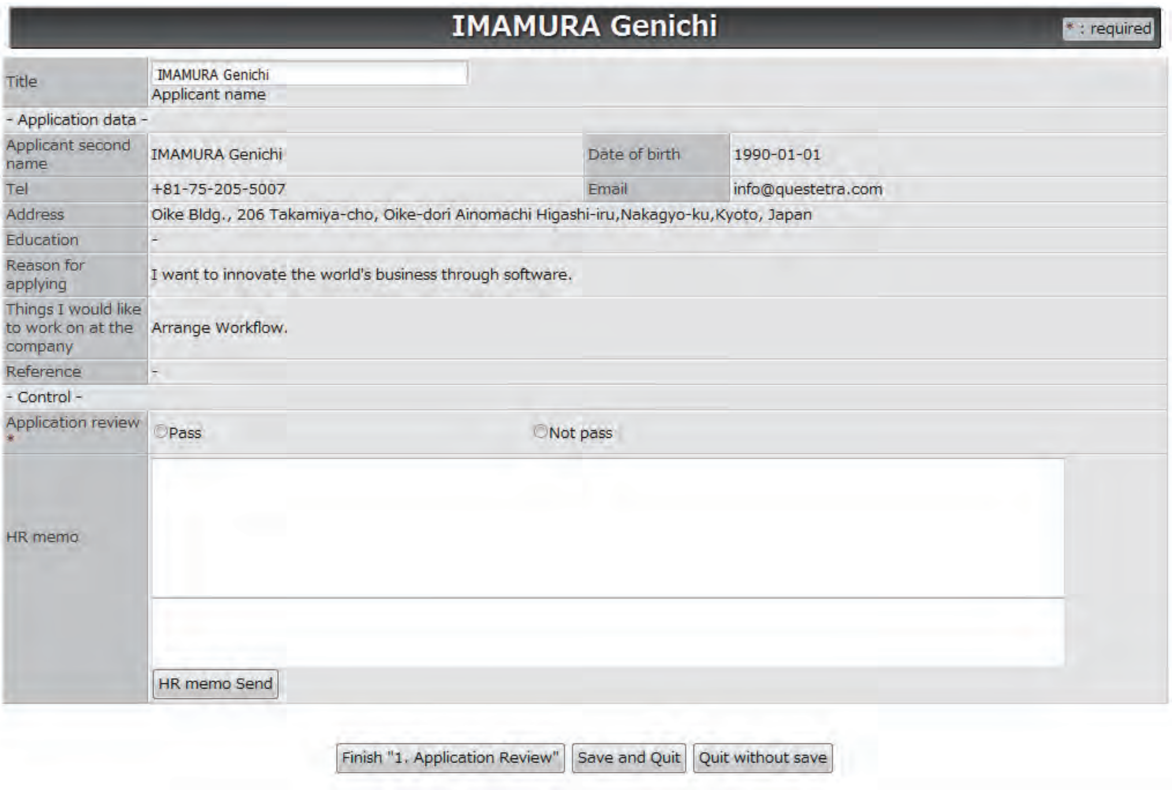
This workflow can be used to monitor how many students are at what point in the selection process. All emails (offer, rejection) are sent automatically. Of course, using this workflow as might result in an overly mechanical. Each company will have different ways of adding human touch, so we recommend you consider it well before implementing.

The below workflow is for companies that have only leaders select candidates at latter stages (second interview and after).

<Tasks>
0. Input application data
1. Application Review
2. First Interview
3. Second Interview
4. Final Interview



Questetra BPM Suite | New Employee <New Graduates Entry>: "1. Application Review" screen



IMAMURA Genichi

* : required

Title	IMAMURA Genichi Applicant name		
- Application data -			
Applicant second name	IMAMURA Genichi	Date of birth	1990-01-01
Tel	+81-75-205-5007	Email	info@questetra.com
Address	Oike Bldg., 206 Takamiya-cho, Oike-dori Ainomachi Higashi-iru,Nakagyo-ku,Kyoto, Japan		
Education	-		
Reason for applying	I want to innovate the world's business through software.		
Things I would like to work on at the company	Arrange Workflow.		
Reference	-		
- Control -			
Application review *	○Pass	○Not pass	
HR memo	HR memo Send		

Finish "1. Application Review" | Save and Quit | Quit without save

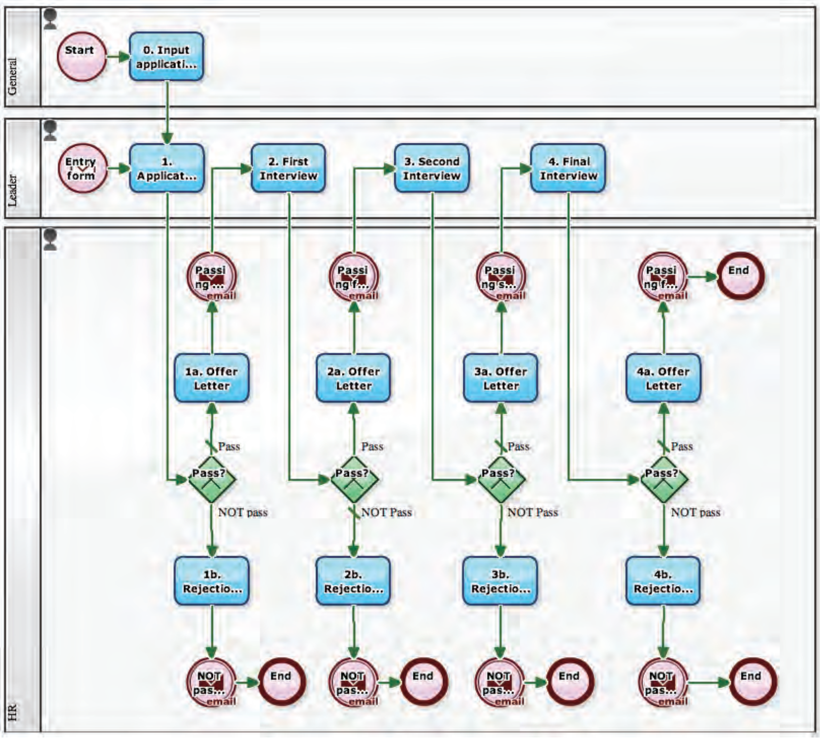
HR Should Send Out Results Emails Speedily

Business flows related to hiring new university graduates can be low-tech. Rejection letters particularly require courteous handling, with respect to the feelings of students looking for their first job, so it is often time-consuming. Yet you also want to hurry with notifications to students you want to hire. This means there is always leeway in improving up internal workflows. (For example, you can always brush up the wording of rejection letters.)

Reference: How to Manage Several Hundred Employment Applications at Once

<Tasks>

0. Input Snail Mail info
1. Application Review
1a. Offer Letter
1b. Rejection Letter
2. First Interview
2a. Offer Letter
2b. Rejection Letter
3. Second Interview
3a. Offer Letter
3b. Rejection Letter
4. Final Interview
4a. Offer Letter
4b. Rejection Letter



Questetra BPM Suite | New Emplyee <Notice Email> : "4b.Rejection" screen

Kato Juro

* : required

Title	Kato Juro Applicant name		
- Application data -			
Applicant second name	-	Date of birth	1988-01-23
Tel	090-xxxx-xxxx	Email	kato@example.com
Address	206 Takamiya-cho Nakagyo-ku, Kyoto		
Education	Harvard University		
Reason for applying	I'd like to challenge with you over the world.		
Things I would like to work on at the company	World marketing		
Reference	-		
- Control -			
Application review	• Pass		
First interview	• Pass		
Second interview	• Pass		
Final interview	• Not pass		
HR memo	HR memo Send		
- Communication with applicant (The applicant's name will automatically be inserted at the top) -			
Application review results email	Notification regarding a first interview Thank you for applying for a job at our company. After reviewing your application, we would like to meet you in person in the form of a first interview. If you cannot attend at the below date, please let us know by phone. Date: Tues, May 10 10:00-11:00 Place: Main office, Meeting Room 3 Please bring: pen and paper HR team, Questsample 075-205-5007		
First interview results email	Notification regarding a second interview Thank you for applying for a job at our company, and taking the time for a first interview at our main office. We were satisfied with the results and would like to schedule a second interview. If you cannot attend at the below date, please let us know by phone. Date: Tues, May 17 10:00-11:00 Place: Main office, Meeting Room 3 Please bring: pen and paper HR team, Questsample 075-205-5007		
Second interview results email	Second interview results email <Notification regarding a final interview Thank you for applying for a job at our company, and taking the time for two interviews at our main office. We were satisfied with the results and would like to schedule a third and final interview. If you cannot attend at the below date, please let us know by phone. Date: Tues, May 24 10:00-11:00 Place: Main office, Meeting Room 3 Please bring: pen and paper HR team, Questsample 075-205-5007		
Final interview results email	Notification regarding a second interview Thank you for applying for a job at our company, and taking the time for several interviews at our main office. After much careful consideration, we regret to say that we cannot offer you a job at this time. Please know that we		

Finish "4b. Rejection Letter" | Save and Quit | Quit without save

Telecommuter Motivation Can Be Found in Performance Records

In Japan, insufficient power due to the earthquake damage is becoming a serious problem. In the Tokyo metropolitan area, it is affecting not only lighting and air conditioning systems, but the transportation system as well. Telecommuting used to be considered an option for employees taking care of family or raising children, but it's time we start considering it as a way to improve each employee's productivity. Telecommuting is already effective in many fields, including data input, translation, designing, programming, drafting, sales promotion, etc., and will probably be used in many more in the future.

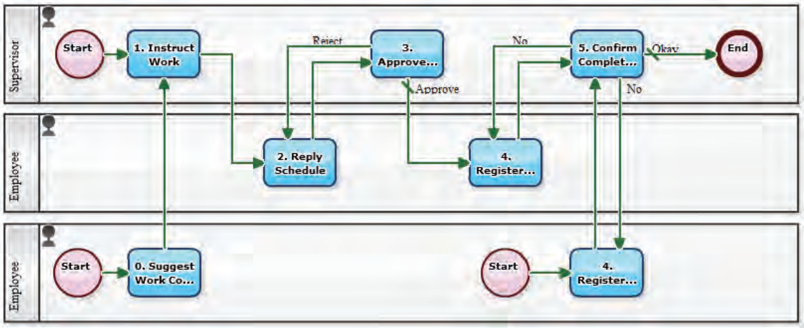
One point when implementing a telecommuting system is to record not only "work time" but also "work output." The below workflow allows teleworkers to predetermine the work output they plan to achieve on a given day, as well as any additional work they are able to finish. Being able to accurately record work output helps in later employee evaluations.

<Reference>

- A Workflow for a Telecommuting System
- Teleworking is One of Today's Needs

<Tasks>

0. Suggest Work Content
1. Instruct Work,
2. Reply Schedule,
3. Approve Schedule
4. Register Output,
5. Confirm Completion

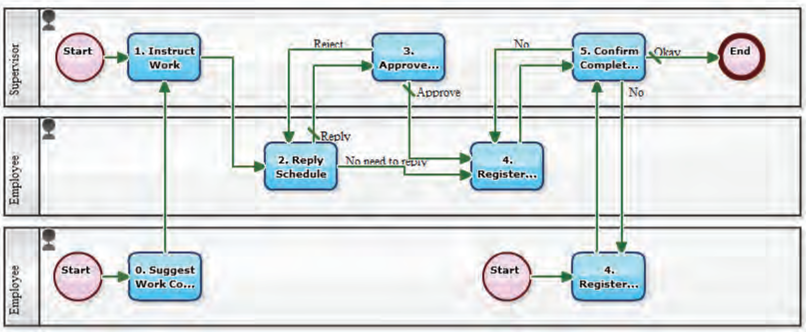


When the supervisor assigns work, the telecommuter adjusts his/her schedule and registers the output by the deadline (Flow 1-5). When the telecommuter decides the work content him/herself, the supervisor is asked to confirm the content, and the output is registered by the deadline (Flow 0-5). Unexpected and additional work output is registered without going through the first few steps (Flow 4-5). This workflow requires a system (BPM/workflow) that can start processes from the middle of the workflow. (Naturally, we recommend Questetra BPM Suite SaaS Edition.)

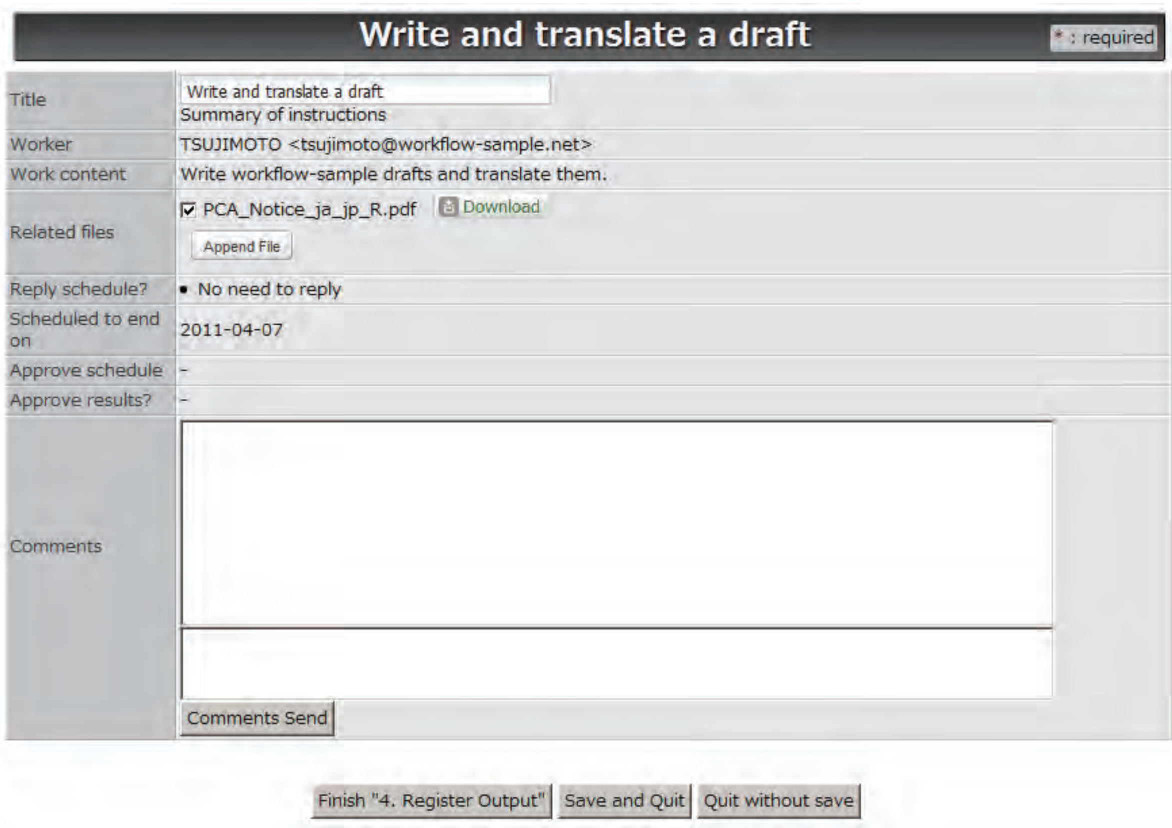
Moreover, the below workflow allows teleworkers to adjust the schedule and register output simultaneously. (For small jobs that can be taken care of without adjusting schedules.)

<Tasks>

0. Suggest Work Content
1. Instruct Work,
2. Reply Schedule
3. Approve Schedule
4. Register Output
5. Confirm Completion



Questetra BPM Suite | Telecommuting <Prompt Delivery>: "4. Register Output" screen



Write and translate a draft

* : required

Title	Write and translate a draft Summary of instructions
Worker	TSUJIMOTO <tsujimoto@workflow-sample.net>
Work content	Write workflow-sample drafts and translate them.
Related files	☑ PCA_Notice_ja_jp_R.pdf Download Append File
Reply schedule?	• No need to reply
Scheduled to end on	2011-04-07
Approve schedule	-
Approve results?	-
Comments	Comments Send

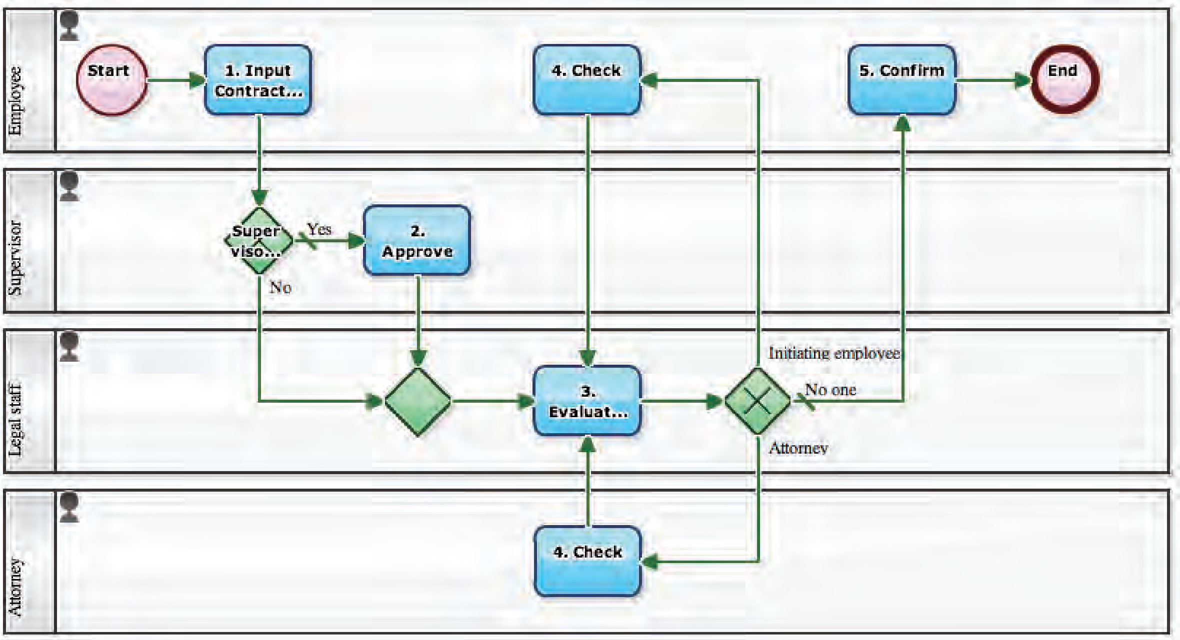
Finish "4. Register Output" | Save and Quit | Quit without save

Legal Advisers Should Be Included in Workflows, Too

Are 90% or 10% of your company's contracts templates? Do you make 10 agreements or 100 agreements yearly? Is your legal man in-house or an external attorney? And in Japan, there is the very important matter of the seal.Workflows for checking contracts differ greatly by company, and this means the ideal state is different.The below legal check workflow assumes the legal staff possesses basic knowledge, but might have to consult an external legal adviser. The external legal adviser logs into the workflow system.

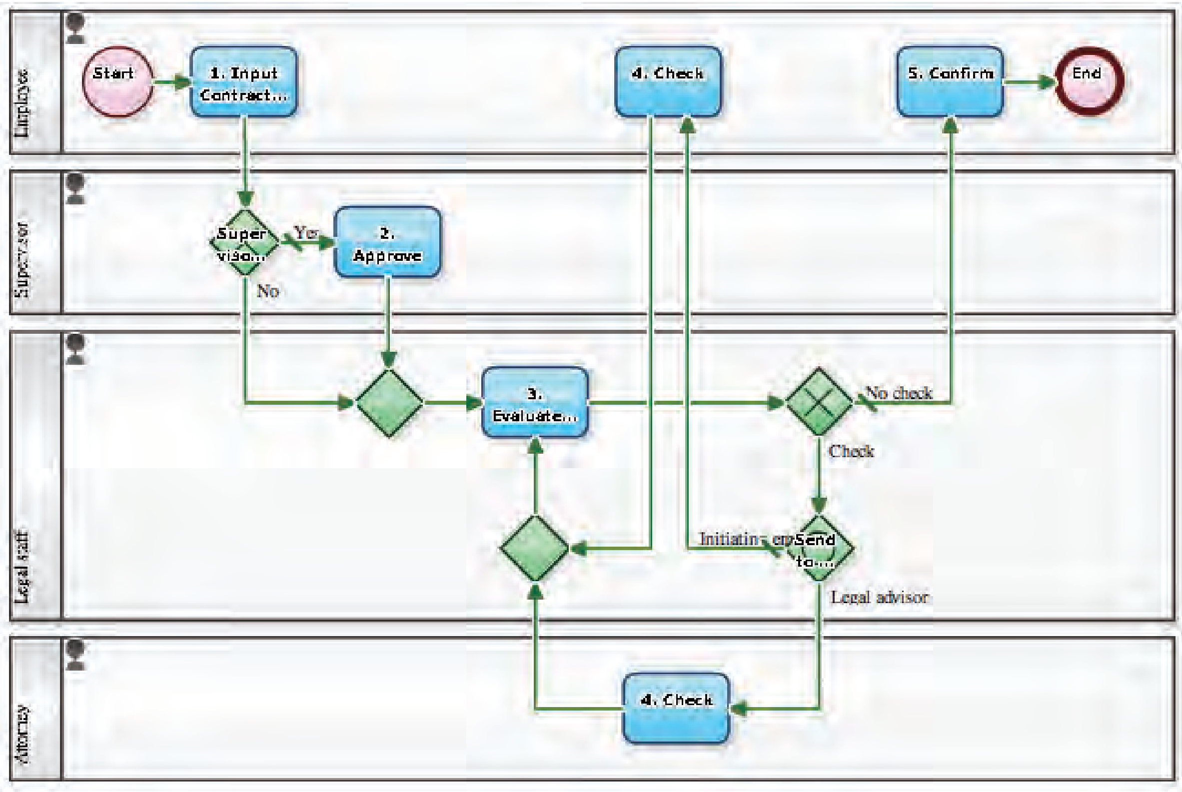
Preparing this kind of workflow means the system will automatically record all decisions by every member made at all times. Accumulating contract drafts will surely lead to optimization of work. This is highly recommendable for internal control.

<Tasks>
1. Input Contract Draft, 2. Approve, 3. Evaluate and Comment, 4. Handle, 5. Confirm

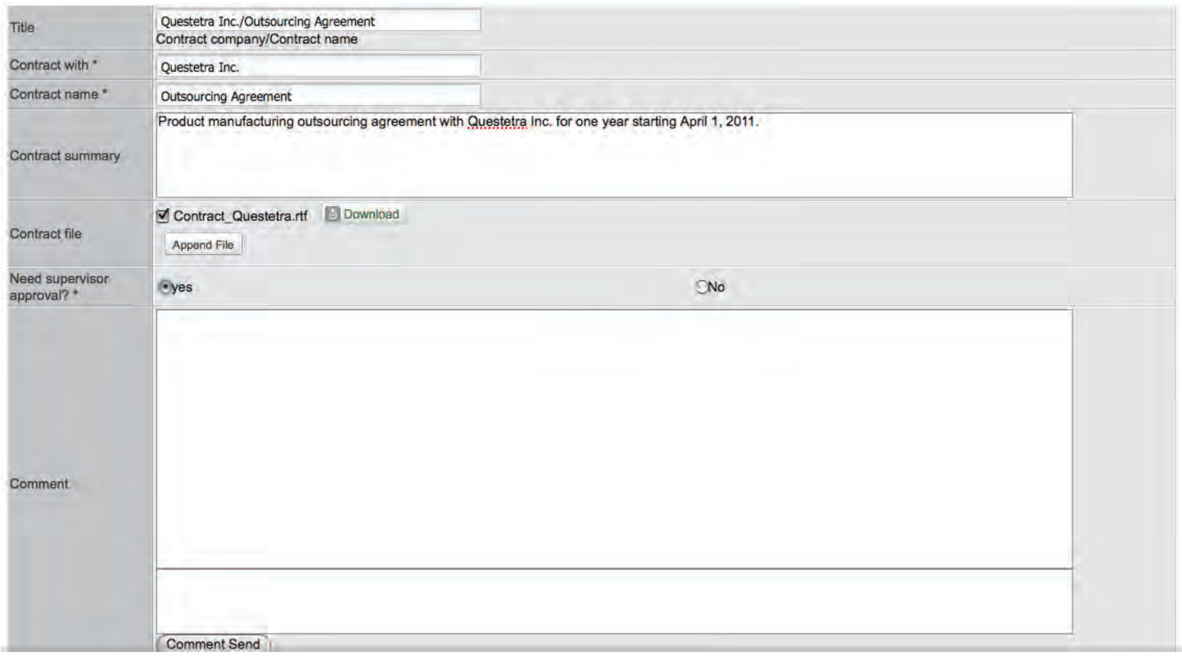


Now, the below workflow looks pretty much the same, but is a little bit move advanced. That is, after task 3 (Evaluate and Comment), the workflow can be sent to both the initiating employee AND legal adviser. It may get complicated, but if it is imperative for your company to reduce time spent on legal checking, it might be worth trying.

<Tasks>1. Input Contract Draft, 2. Approve, 3. Evaluate and Comment, 4. Handle, 5. ConfirmContract Check <Legal Check>Contract Check <Concurrent Request>



Questetra BPM Suite | Contract Check <Concurrent Request> : "2. Approve" screen



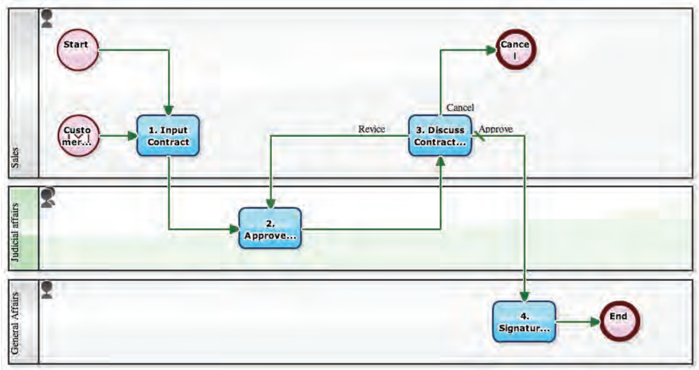
Title	Questetra Inc./Outsourcing Agreement Contract company/Contract name
Contract with *	Questetra Inc.
Contract name *	Outsourcing Agreement
Contract summary	Product manufacturing outsourcing agreement with Questetra Inc. for one year starting April 1, 2011.
Contract file	Contract_Questetra.rtf Download Append File
Need supervisor approval? *	yes No
Comment	Comment Send

Primary Processes With Lots of Kids (Branching Processes)

It's easier to understand SFA systems if you understand daily sales activities to be "continuous maintenance of customer information." This is because sales members are constantly collecting data on customer needs and wants, regardless of whether they are new customers or old.FYR: Building an SFA System INSIDE a BPM System

Using this maintained information in estimate processes, proposal processes, agreement processes, etc., helps to eliminate input. Initiating smaller processes using copied data from the primary process also eliminates careless mistakes and send-backs. When you're not sure whether you will be using all the information, just go ahead and send all the information. The below workflow sample is a contract check workflow.Similar article: Visualizing if estimates have posted properly

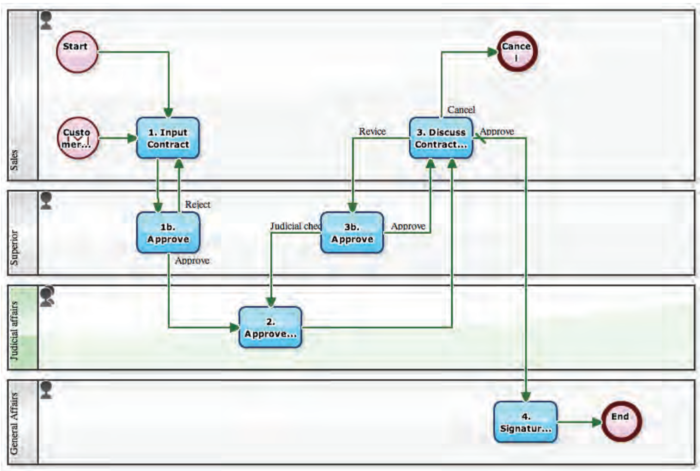
<Tasks>1. Input Contract, 2. Approve Contract, 3. Discuss Contract Content, 4. Signature and Seal



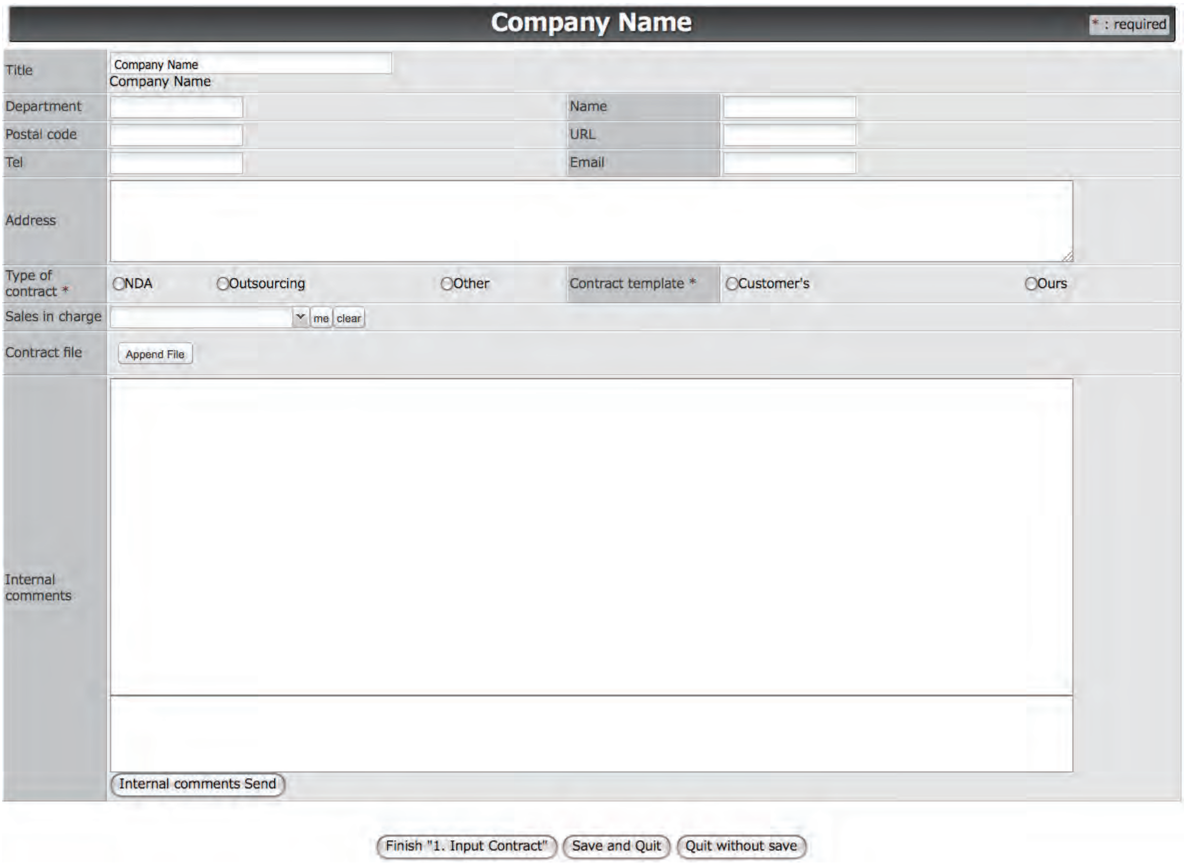
This system would allow companies to always know how many contracts are currently pending, their primary negotiators and their statuses. This is extremely beneficial for companies with many contracts and agreements.The below workflow asks approval from the supervisor before it is sent to the legal team. This is imperative if you want to lighten the burden of the legal team.

<Tasks>1. Input Contract, 1b. Approve, 2. Approve Contract, 3. Discuss Contract Content, 3b. Approve, 4. Signature and Seal

Of course, we recommend the inter-process connectivity of Questetra BPM Suite. (Message Throwing Intermediate Event --> Message Start Event)



Questetra BPM Suite | Contract Check <Supervisor Approval>: "Input Contract" screen

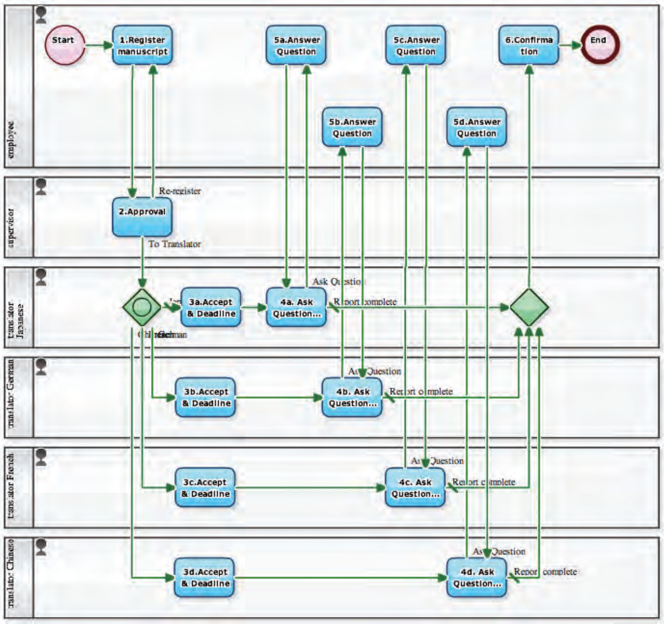


A Workflow for Efficiently Translating Multiple Languages

Similar to "data input" and "design" work, translation is another line of work that is popular for telecommuting. It's great to be able to do work in your own time and at your own pace. Whether the translator is hired by employment contract or outsourcing, the important thing is visualization of progress.

The below workflow definition is for translating one draft into multiple languages.
Similar: Learning How To Design Workflow Diagram With "Translating Workflow"

<Tasks>
1. Register Manuscript
2. Approval
3a-d. Accept & Deadline
4a-d. Question/Complete
5. Answer Question
6. Confirmation



By the way, if, for example, the original document is in Japanese, it's more cost-efficient to translate into German and French AFTER translating into English. But Japanese usually can be translated directly to other Asian languages efficiently. Depending on the number and characteristics of languages, it may be a good idea to arrange the order of the translation steps.

The below workflow goes from English to Japanese and French, and from Japanese to Simplified Chinese and Traditional Chinese.By the way, the internal correspondence during translation is highly useful for those in charge of other languages.

<Tasks>

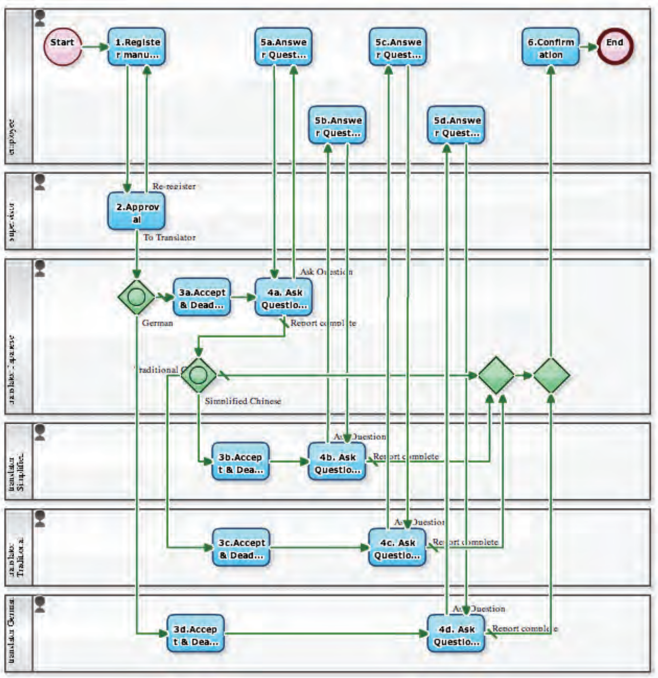
1. Register Manuscript
2. Approval

3a-d. Accept & Deadline

4a-d. Question/Complete,

5a-d. Answer Question

6. Confirmation



Questetra BPM Suite | Translate <Multiple Languages>: "4a. Question/Complete" screen

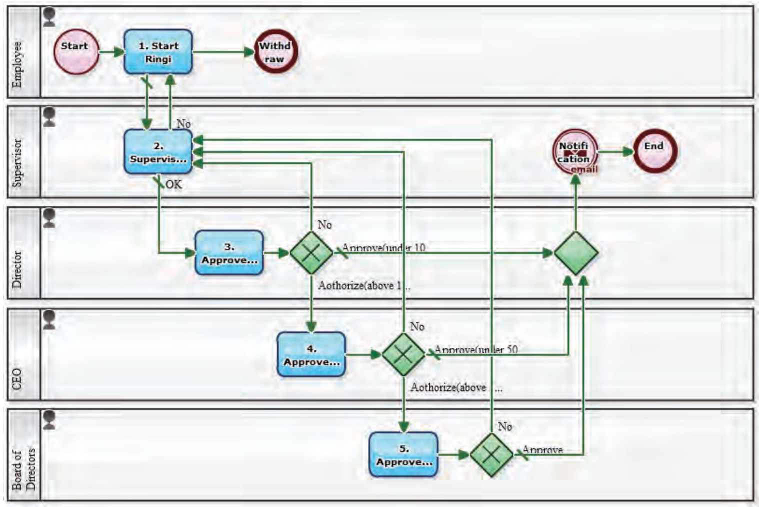
Accelerating Ringi Workflows with Smartphones

1. In Japan, when an employee wants to buy something or hire part-time workers, he makes something similar to a letter and sends it to his boss. This is called a ringisho.
2. In Japan, the beginning of May is full of national holidays, and some people may use paid holidays to fill up the gaps and create a ten-day long break. That's why April 29 to the first week of May is called "Golden Week."
3. In Japan, business negotiations hardly make progress during this time...

Naturally, Golden Week is not a good time for ringisho (decision-making). If, however, you implement a cloud type workfow system, you can work during the holidays! (?)

*Trivia... Because it started out as a movie industry advertisement term, public bodies still do not use "Golden Week" at all. Nevertheless, the Japanese populace has embraced the happy title.

<Tasks>
1. Start Ringi
2. Supervisor Approval
3. Approve/Authorize,
4.Approve/Authorize
5.Approve/Authorize

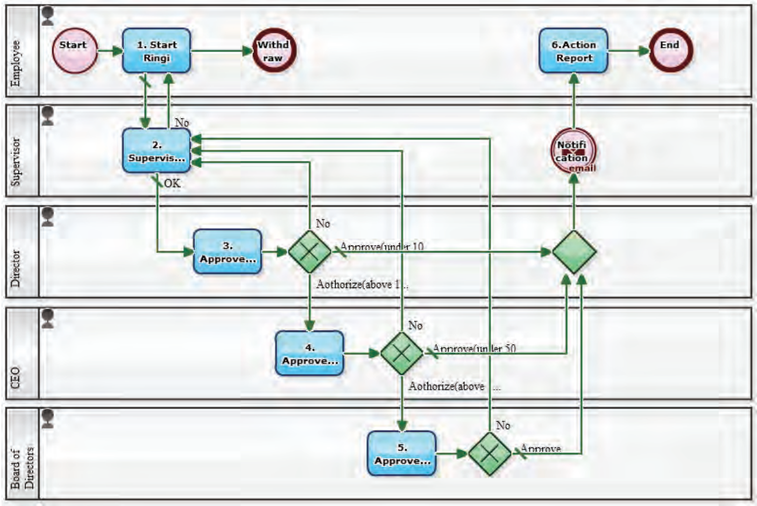


In the above workflow definition, when the ringi involves an amount less than $10,000 it requires approval from the supervisor and director, when between $10,000 and $50,000 it needs an additional approval from the CEO, and when over $50,000 it finally has to go through the board of directors.

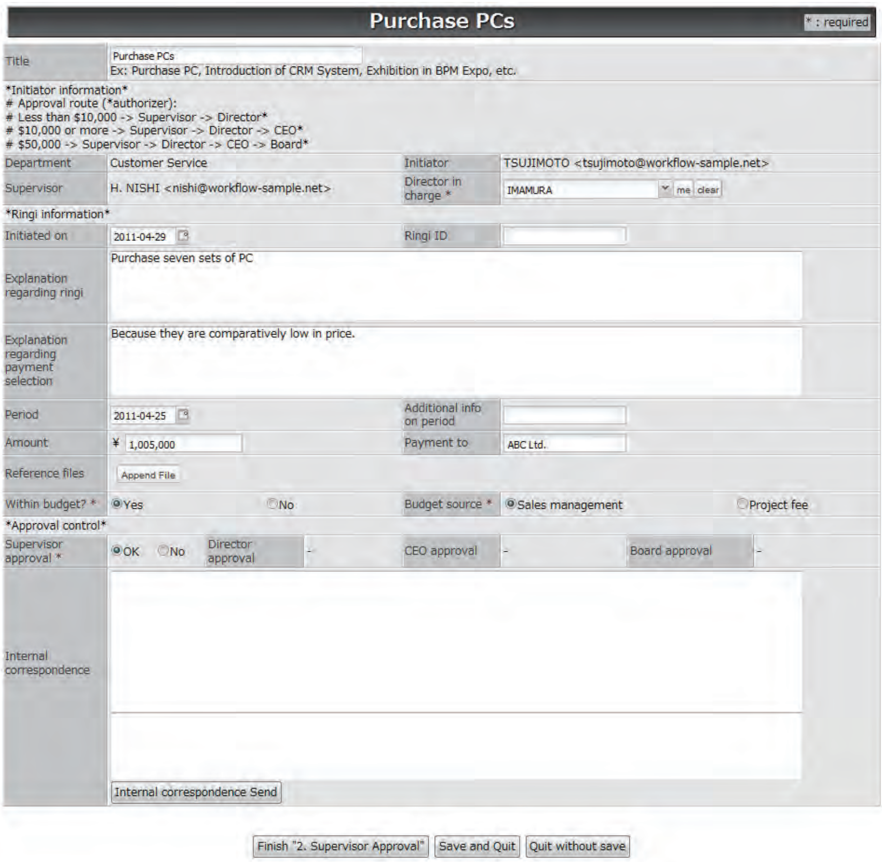
Now, the below workflow adds a task for recording what kind of actions are taken after the ringi is approved.

<Tasks>

1. Start Ringi
2. Supervisor Approval
3. Approve/Authorize,
4. Approve/Authorize
5. Approve/Authorize
6. Action Report



Questetra BPM Suite | Ringi <By Amount>: "Supervisor Approval" screen



Purchase PCs * : required

Title	Purchase PCs Ex: Purchase PC, Introduction of CRM System, Exhibition in BPM Expo, etc.		

Initiator information
Approval route (*authorizer):
Less than $10,000 -> Supervisor -> Director*
$10,000 or more -> Supervisor -> Director -> CEO*
$50,000 -> Supervisor -> Director -> CEO -> Board*

Department	Customer Service	Initiator	TSUJIMOTO <tsujimoto@workflow-sample.net>
Supervisor	H. NISHI <nishi@workflow-sample.net>	Director in charge *	IMAMURA me clear

Ringi information

Initiated on	2011-04-29	Ringi ID	
Explanation regarding ringi	Purchase seven sets of PC		
Explanation regarding payment selection	Because they are comparatively low in price.		
Period	2011-04-25	Additional info on period	
Amount	¥ 1,005,000	Payment to	ABC Ltd.
Reference files	Append File		
Within budget? *	Yes No	Budget source *	Sales management Project fee

Approval control

Supervisor approval *	OK No	Director approval	-	CEO approval	-	Board approval	-

Internal correspondence

Internal correspondence Send

Finish "2. Supervisor Approval" | Save and Quit | Quit without save

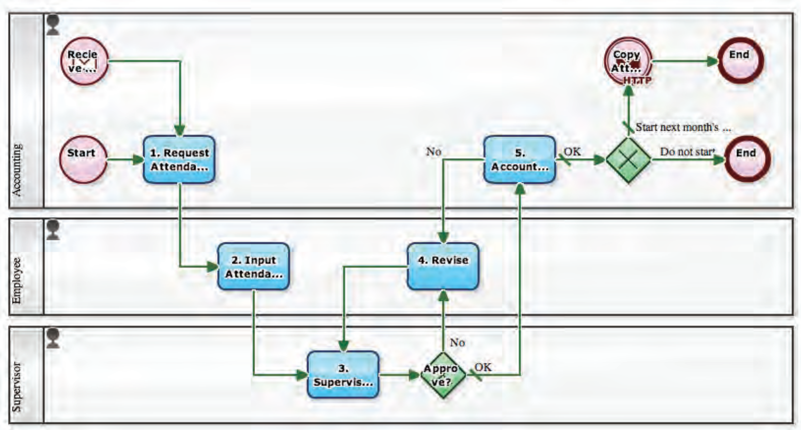
A Workflow for Making Employees Submit Attendance Logs

Processing salaries is an important job. The person in charge of this has to collect each employee's total work time and calculate overtime compensation, compensation for working on holidays, and late night compensation.

Today's workflow sample assumes all employees report their attendance records in their own attendance file (Excel). They have to submit this every month, but they can use the same file over the course of one year, with 12 separate sheets within the file. Basic information (Process Data) can be copied from the previous month.

<Tasks>

1. Request Attendance Log
2. Input Attendance Log
3. Supervisor Confirmation
4. Revise
5. Accounting Confirmation

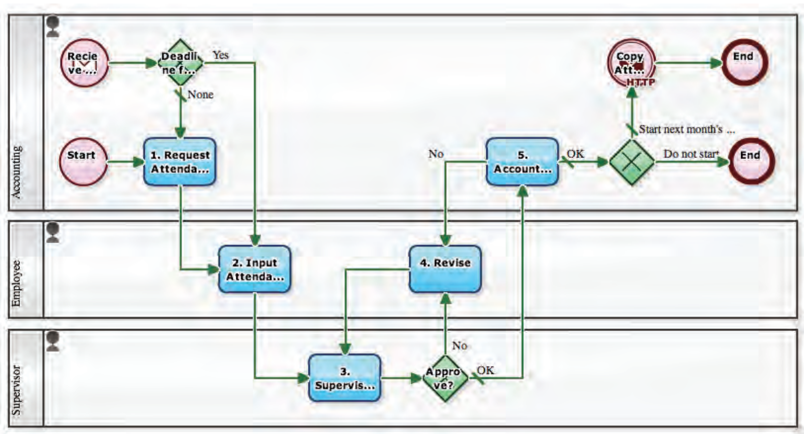


Once accounting completes the last task, the employee only has to select [Copy and start next month's attendance report process]. The attendance file after input will be newly saved as the next month's attendance file before input. With the new fiscal year a new file is used, so the process ends. This is realizable for companies with less than 100 employees.

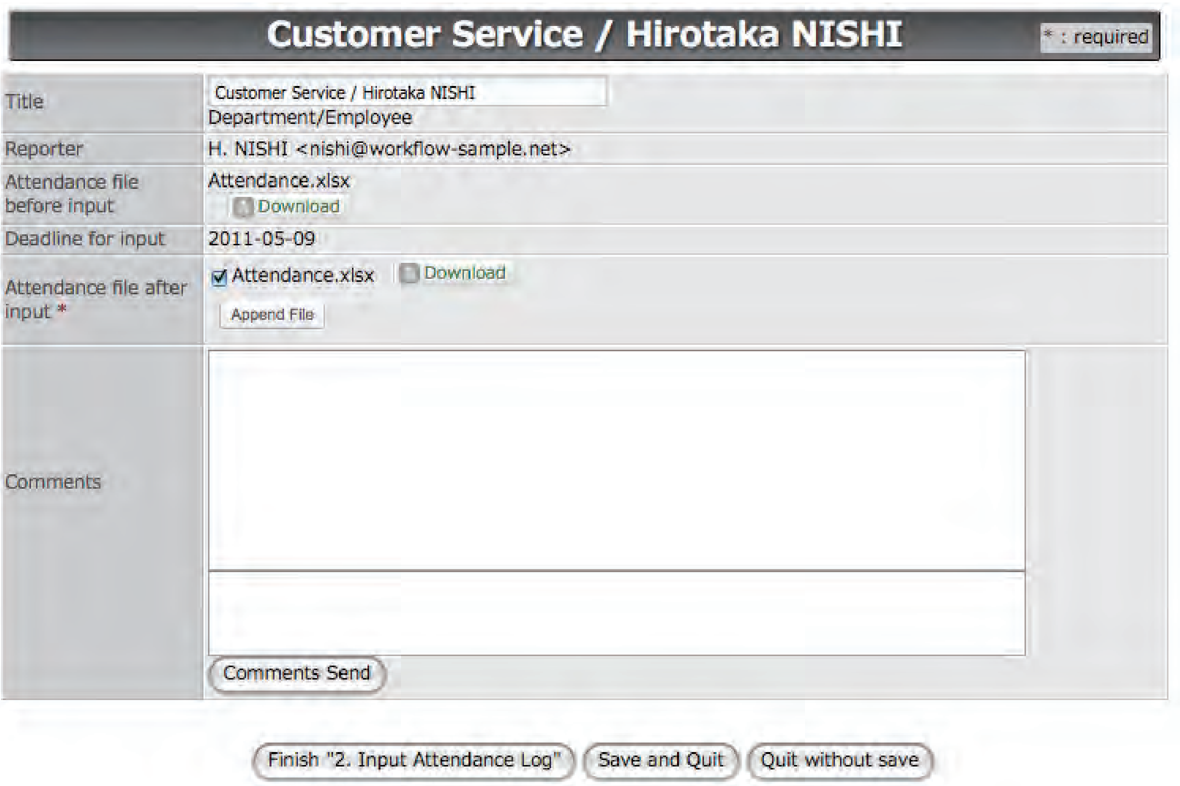
In the below workflow, if the deadline for the next month's attendance log is entered, the first task (Request Attendance Log) is automatically bypassed and goes to task 2 (Input Attendance Log).

<Tasks>

1. Request Attendance Log
2. Input Attendance Log
3. Supervisor Confirmation
4. Revise
5. Accounting Confirmation



Questetra BPM Suite | Attendance Report <Bypass Input>: "2. Input Attendance Log" screen



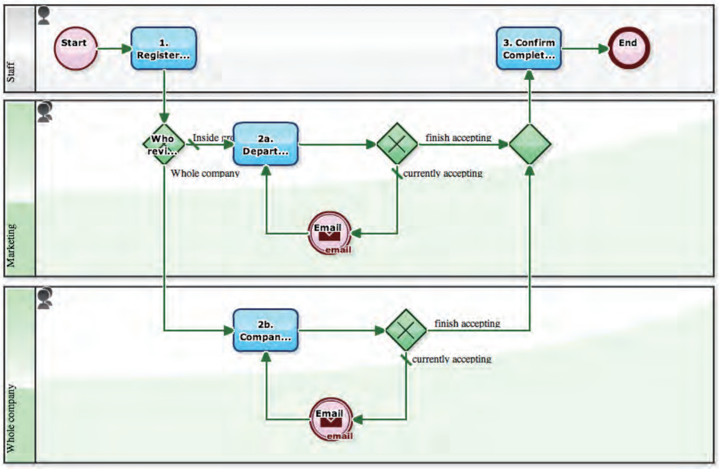
Mini-Blogging with General Review Workflow!

Document reviewing is often the perfect theme to start business process designing with. In particular, a general review process is a great way to get used to BPM and workflows, for the designer as well as employees. It's just simple.

After you run the business process for a while, you will end up with a pile of past reviewed documents (know-how). And you will also learn about processes that need to be revised.

<Reference>Review by Team or Department? - That is the Question

<Tasks>
1. Register Document
2a. Departmental Review
2b. Company Review
3. Confirm Completion



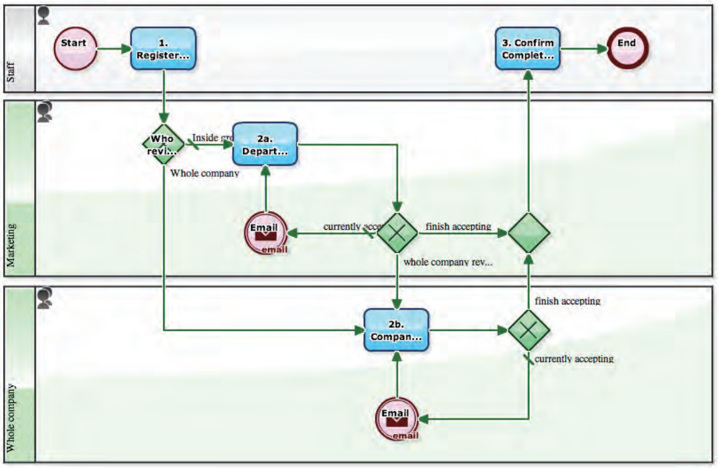
If your going to have one, why not have a document review process that can handle searches? In today's sample the user chooses the type of document from proposal, movie, press release, design, catch copy or other. This option makes it must easier to use past data as reference. (Of course, there are so many other things you can do, too.)

By the way, this workflow sends an automatic email with a Message Throwing Intermediate Event after the review tasks. This could be sent to a general departmental electronic mailing list, or to a company mini-blogging account, like Yammer.

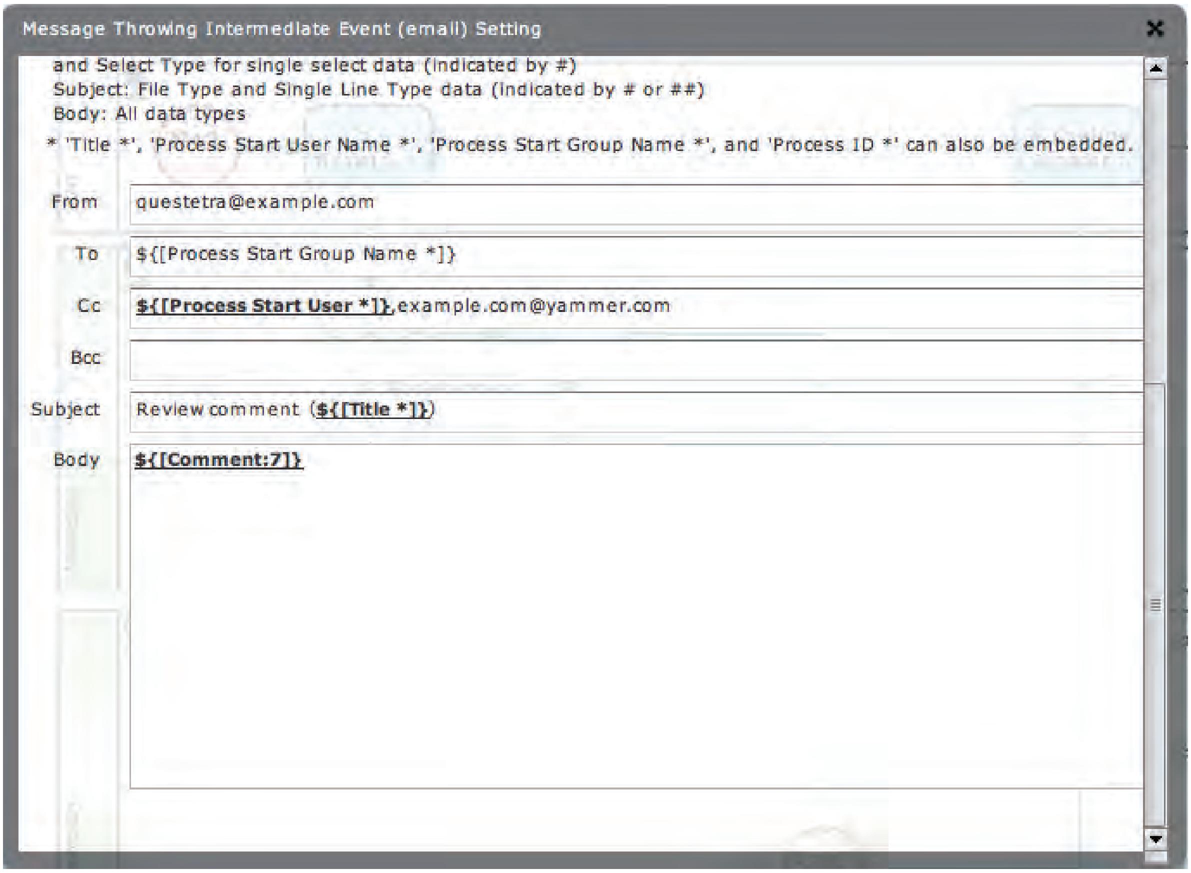
The below workflow makes it easier to move to a company review at any moment, when someone decides the document shouldn't be retained within only the department.

<Tasks>

1. Register Document
2a. Departmental Review
2b. Company Review
3. Confirm Completion



Questetra BPM Suite | Document Review <Change Reviewers> : "Email" setting

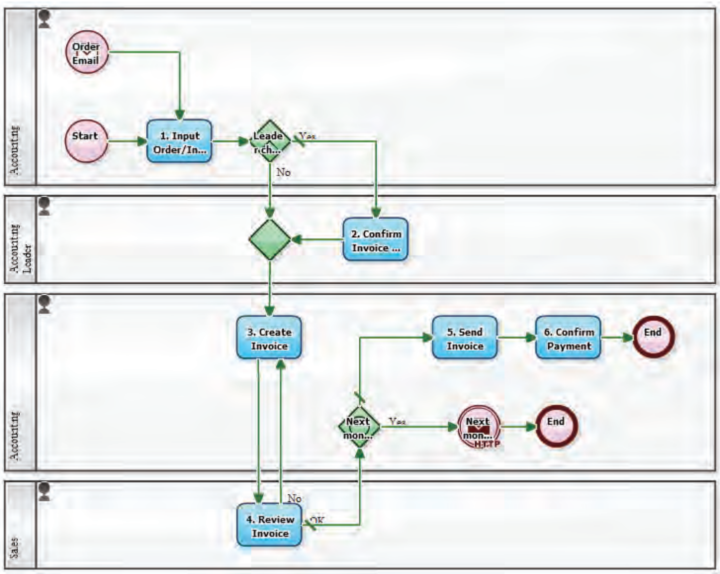


An Accounting Workflow for Handling Many Input Fields

Designing process models involves three elements: flow, organization and data. While it's true that designing the flow requires brainpower, setting the data is another thing that demands a different kind of ability. In particular, workflows that influence accounting systems usually have a lot of input fields and can be a pain.

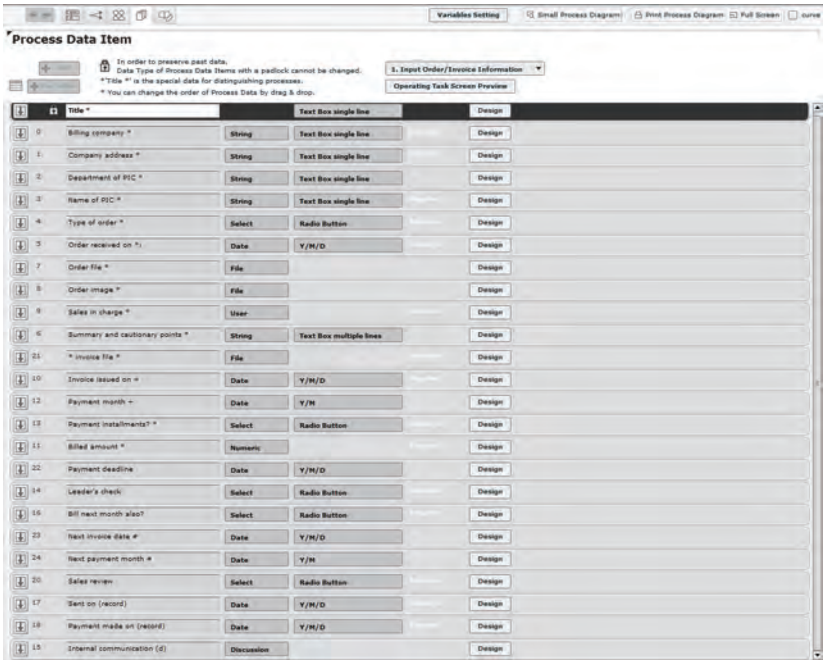
For today's sample we're going to use the process data items from our article, "Should Sales Staff Check Sent Invoices?" We must add, though, that before implementing the sample workflow in your own company you should spend adequate time contemplating whether or not these items are appropriate for your organization.

<Tasks>
1. Input Order/Invoice Information
2. Confirm Invoice Data
3. Create Invoice
4. Review Invoice
5. Send Invoice
6. Confirm Payment



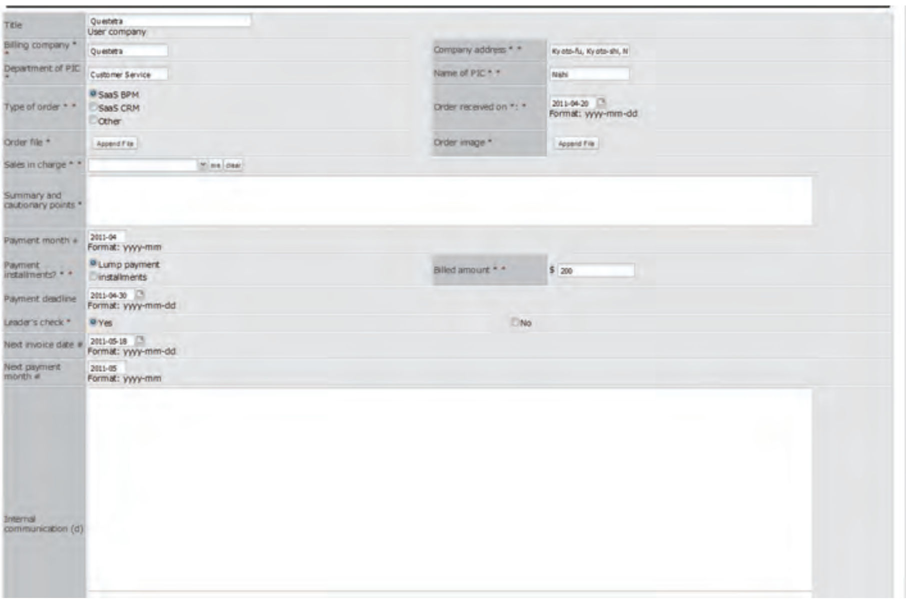
When accounting is involved, the number of process data items can easily reach 20 or 30. Don't say your company doesn't have an Excel file that's unbelievably long to the right. Today's workflow sample is particularly long because it allows users to add information for the following month's invoice. We suggest using marks and symbols (*, +, #, etc.).

[Invoice Issuance <Next Month>: "Process Data Item" screen]



Questetra BPM Suite

Invoice Issuance <Next Month>: "1. Input Order/Invoice Information" screen



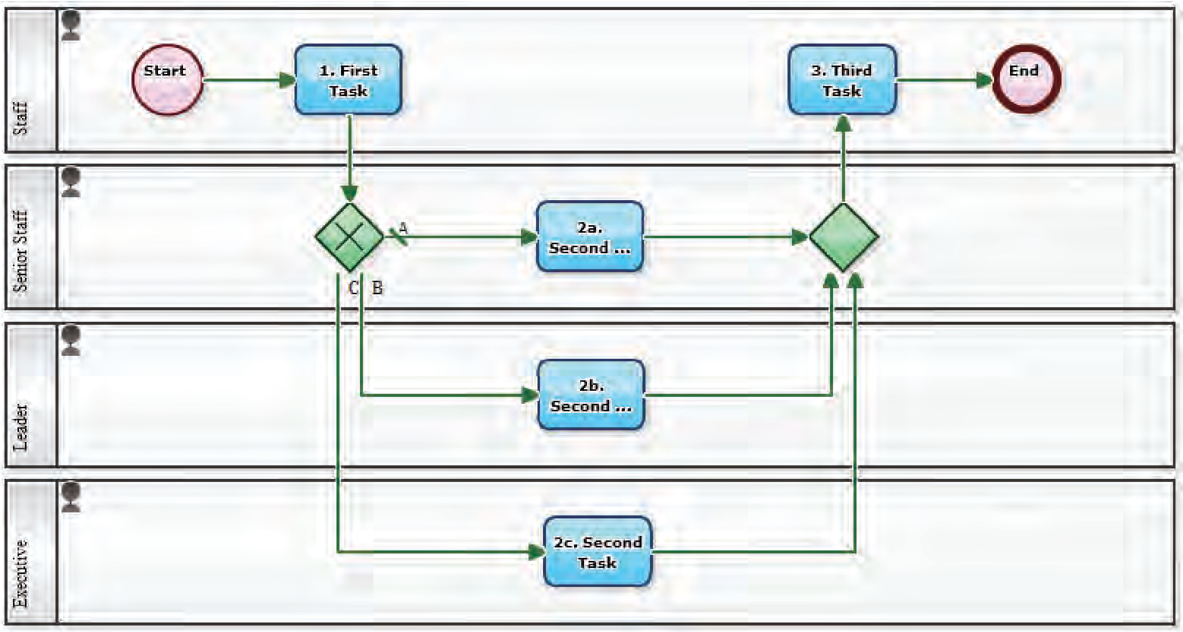
Split Conditions are a Basic Concept in BPMN

We post workflow sample articles on Sundays, too, which is easier said than done.This Sunday we'll do something different and use it for a BPMN lecture.BPMN (Business Process Model and Notation) is a "Model" and a "Notation."

The word "Model" may remind you of "organizational models" or "model estimates." Simply put, a model is a simplified version of something. So they don't have to be overly detailed.

How detailed business process models should be defined depends on the workflow system or BPM system that is being used. Most process models include three types of data: flow information, person-in-charge information, and the data set. Today let's look at two types of "split conditions," which are a basic flow information.

Tasks: 1. First Task, 2abc. Second Task, 3. Third Task



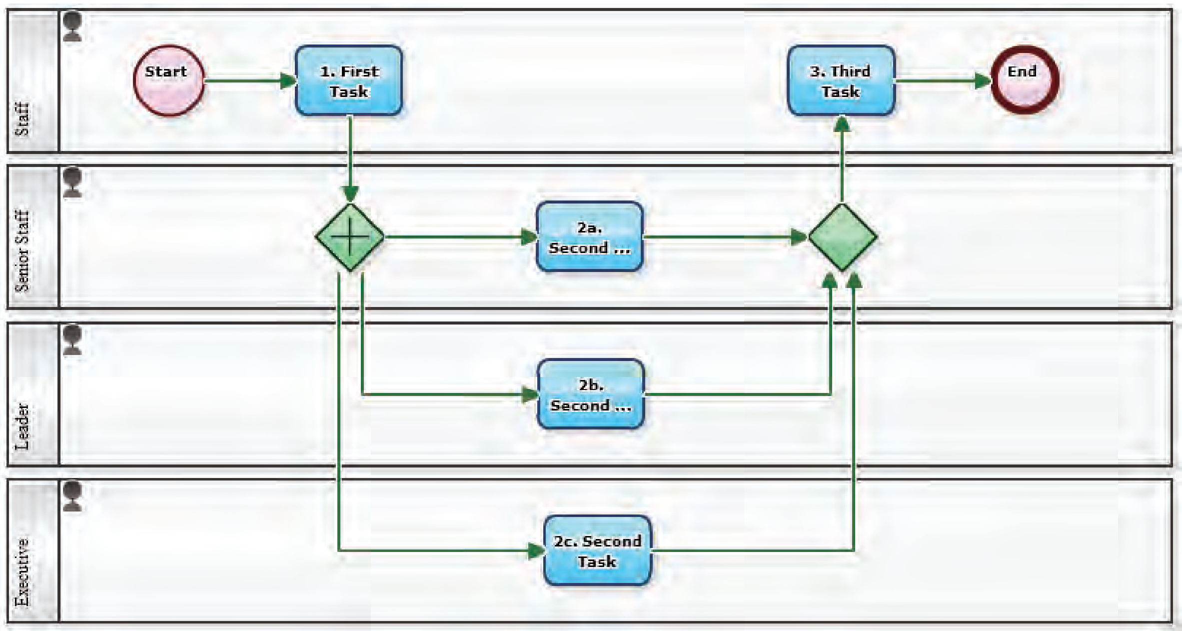
You may be able to understand the above workflow intuitively. The diamond-shaped icon on the left represents the split condition. Notice the "X" mark inside the icon; this "X" indicates only one of the flows are followed. In other words, after the first task, the flow goes to either 2a, 2b or 2c. This is called an "XOR split." It might be easy to understand it as a train that hits a fork in the track and follows only one route.

In the below workflow, however, there is a "+" mark within the diamond-shaped icon. This means all flows are followed. In other words, after the first task is completed, the "senior staff," "leader" and "executive" are all allocated their tasks, which are executed concurrently. With the train analogy, this means the train splits into separate cars and follows all possible routes. This type of split is called an "AND split," "parallel split," "parallel routing," etc.

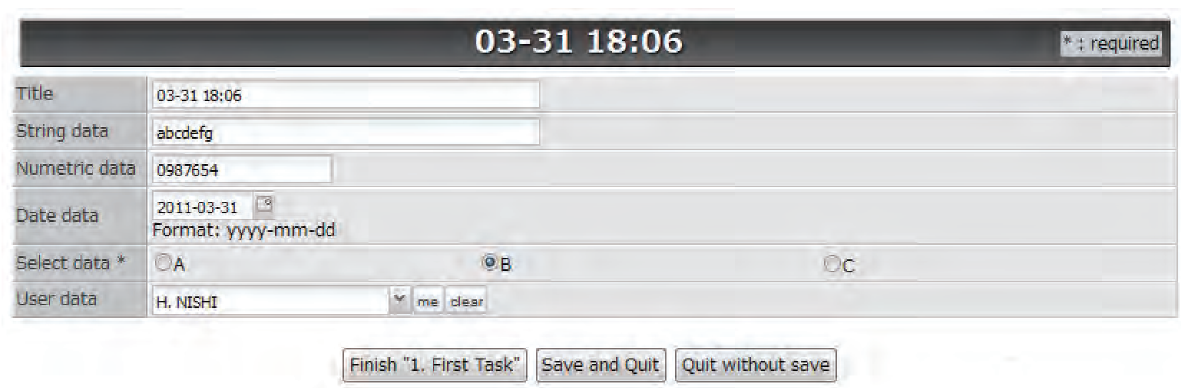
By the way, in reality the AND split is rarely ever used. It causes a headache when one of the routes needs to loop back to the previous task. So, you'll probably be okay as long as you remember just the XOR split.

Brush up your Process!!

Tasks: First Task, 2abc. Second Task, 3. Third Task



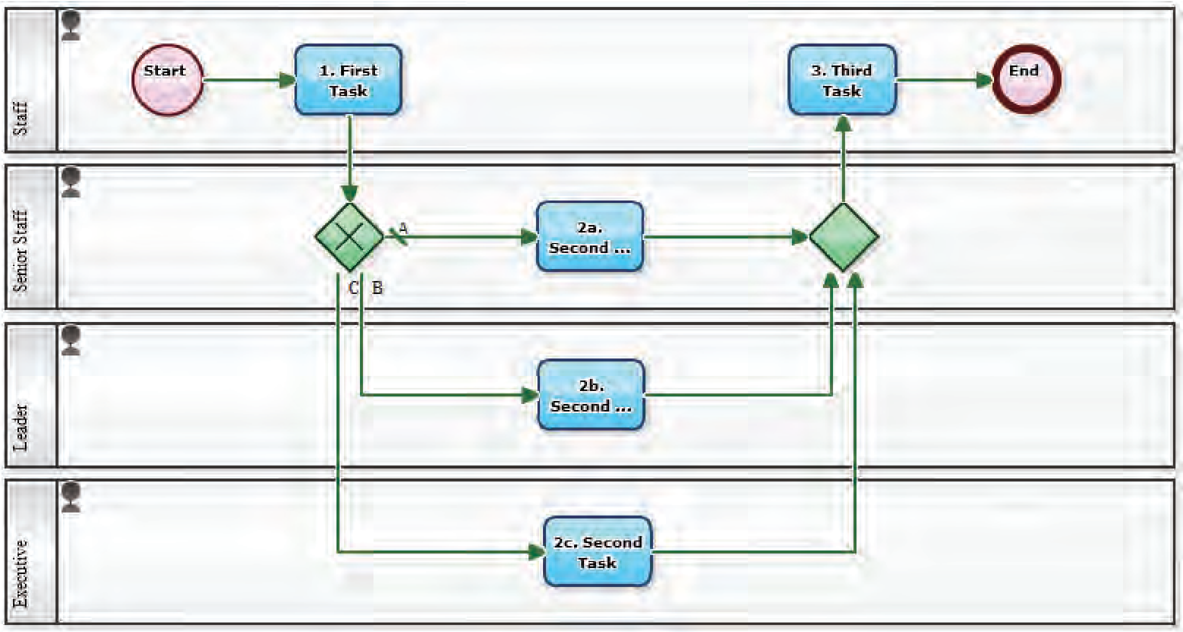
Questetra BPM Suite BPMN Sample <AND Split>: "1. First Task" screen



BPMN Splits for flexible flow conditions

In last week's "BPMN Lecture" we talked about the "X" and "+" mark split conditions in the lecture titled, "Split Conditions are a Basic Concept in BPMN." Today let's look at the "O" mark. "X" mark [XOR split]: One of the flows"+" mark [AND split]: All of the flows"O" mark [OR split]: Some of the flowsOnce you learn how to utilize these three split conditions, you'll be able to handle all of the splits in business processes. (For now, we're going to ignore those voices that say these aren't the only ones. *)

<Tasks>1. Task, 2abc. Tasks, 3. Task[BPMN Sample <OR Split> : "1. Task" screen]



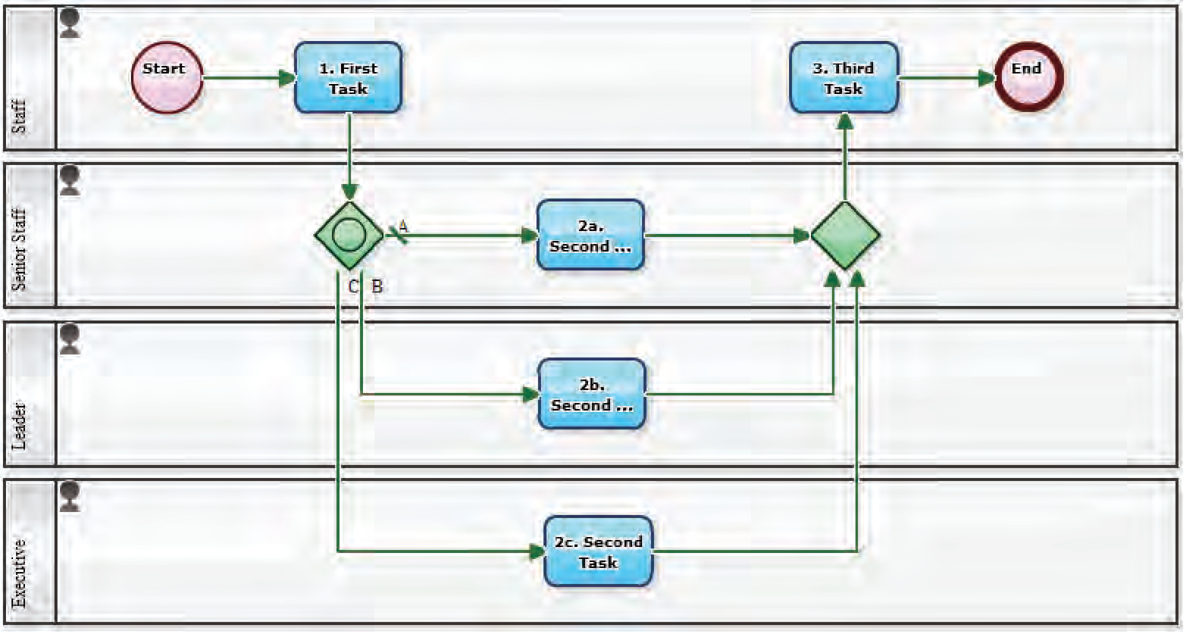
The above workflow is the one introduced last week. In this workflow, only one of the second tasks are processed. For example, the flow may be, 1-2a-3.

Contrarily, in the below workflow, any number of the second tasks may be executed; it could be just one, or two out of the three, or even all three. In Questetra BPM Suite, each flow (1-2a, 1-2b, and 1-2c) has independent conditions within the OR split property screen. For example, once task 1 is completes, if the conditions of 1-2a and 1-2b are true, while 1-2c is false, the flow will go to only the former two tasks. Also, task 3 will only be allocated after both 2a and 2b are completed.

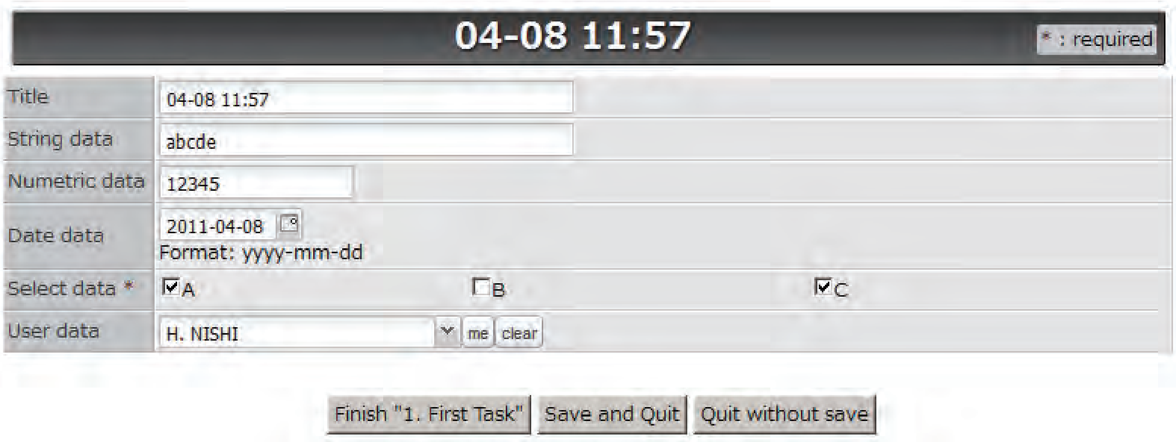
Brush up your Process!!

P.S.If you really want to learn about BPMN, we recommend you read the BPMN 2.0 specifications (Jan 3, 2011). Splits are addressed in chapter 10, section 5. This is a PDF file with 538 pages.Or, if you just want to learn the basics, check out "BPMN Introduction" (4 page PDF).

<Tasks>1. Task, 2abc. Tasks, 3. Task



Questetra BPM Suite | Execution Screen



Automatically Sending Template Emails in the Middle of a Workflow

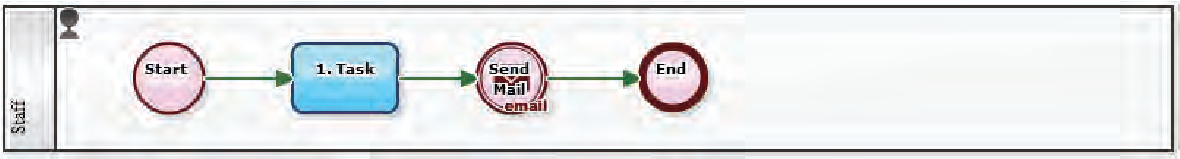
So we looked at splits, and you already know what tasks are. So, the next step in our BPMN lecture series is "events."

- Split Conditions are a Basic Concept in BPMN
- BPMN Splits for flexible flow conditions

"Events" are steps in a workflow that are not tasks (work) or splits (business rule). This definition probably ruined your intention of reading the rest of the article, so let's try some different definitions.

Here are some representative events:A human is going to start the process (Normal Start Event)The clock is going to start the process (Timer Start Event)We'll start once we get a letter (Message Start Event)And some more: We're going to send a letter (Message Throwing Intermediate Event) We're ending here (Normal End Event) Everything is finished here, even if there are some incomplete stuff (Terminate End Event)There are over 60 registered events in the standard BPMN 2.0, but only a few are usually used in BPM systems. Some people may want to utilize all sorts of available events, but that probably won't be the best thing for those trying to read and understand the workflow diagram. The best thing about BPMN is that many people can intuitively understand it, so we're going to be strict and say the above six events are adequate for everyday use.

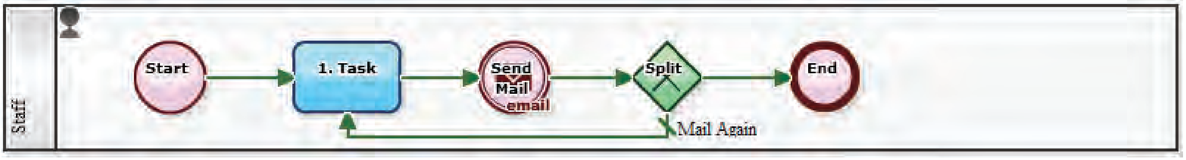
<Tasks>1. Task



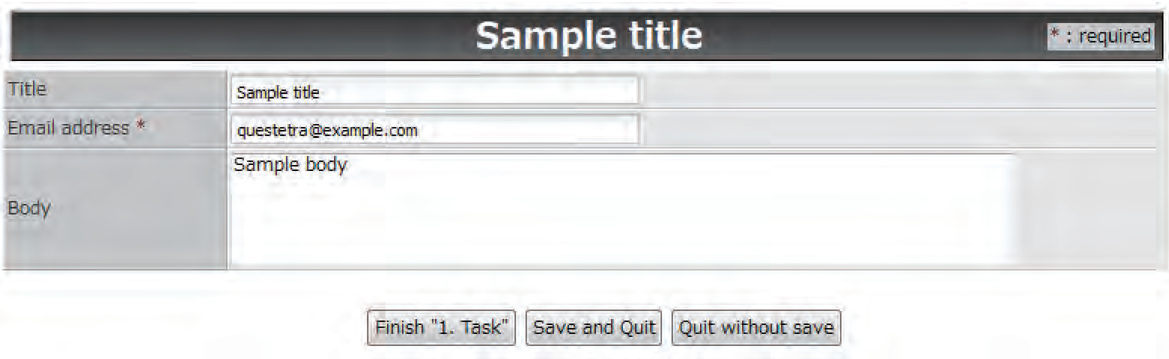
The above workflow sample uses the fourth event, "We're going to send a letter (Message Throwing Intermediate Event)." There is only one task, which might be called the "Write an email task." Of course, there are two other events in the workflow (Normal Start Event and Normal End Event). This is not meant to be a practical workflow sample, but it may come in handy when Gmail and Facebook and Yahoo! are all down, but for some reason only your BPMS is alive. (??)

Now, in the below workflow the flow always loops back to the first task. In other words, every time the user write an email, the Message Throwing Intermediate Event is sent, and so forth. (It never ends.)This may be useful if you're the type of person to keep sending the same template email to your boss and team members. (But, just to let you know, it's not to be used for sending repeated love letters to someone.)

<Tasks>1. Task



Questetra BPM Suite — BPMN Sample <Message Throwing Never-Ending> : "1. Task" screen



How to Design Primary Workflows With Many Baby Workflows

Our fourth installment in the BPMN lecture series.After spending two or three months in business process management activities, you will probably start to want to connect processes in a "primary-secondary" relationship.In other words, process a1 (model A) can:

- Start process b1 (model B) [e.g. order acceptance -> production]
- Start processes b1 and b2 (model B) [e.g. order -> shipping]
- Start process a2 (model A) [e.g. this month's invoice -> next month's invoice]

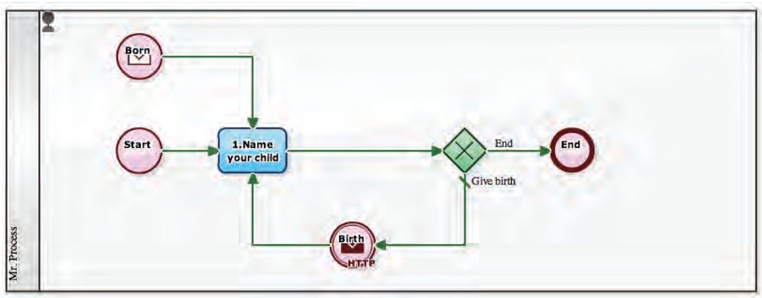
The settings depend on what BPMS system you are using; naturally, we'll explain with the functions of Questetra BPM Suite.

Previous BPMN Lecture articles:

- Split Conditions are a Basic Concept in BPMN
- BPMN Splits for flexible flow conditions
- Automatically Sending Template Emails in the Middle of a Workflow

<Tasks>

1. Name your child



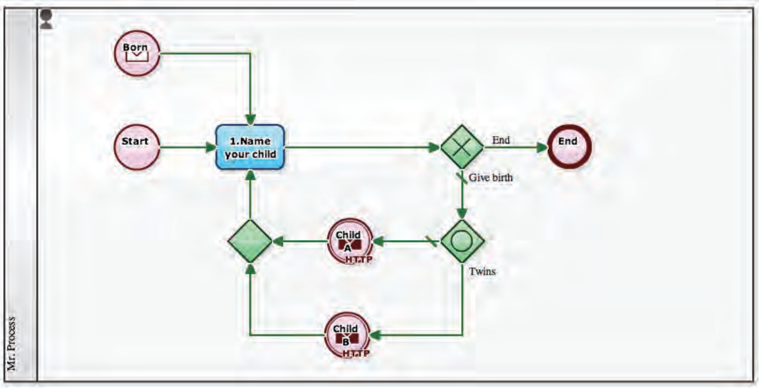
In this sample, the "primary" workflow can generate "secondary" workflows as many times as it wants. In Questetra BPM Suite, all you have to do is set the parameters in the property of the Message Throwing Intermediate Event.

- My name -> (my child's) Parent's name (data[1].input)
- My date of birth -> (my child's) Parent's date of birth (data[2].input)
- My child's name -> (my child's) my name (title)
- My child's date of birth -> (my child's) my date of birth (data[0].input)

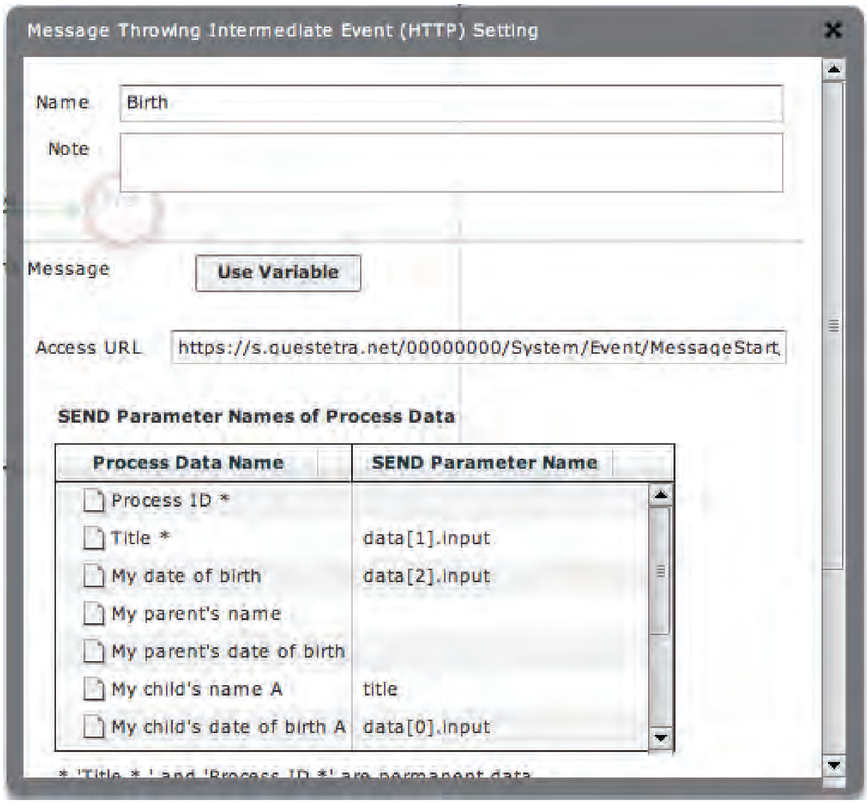
The settings are generally inputted in the format, "data[$ID].input" but this differs for file type and select type process data, so be careful. See here for details.The below workflow is even cooler-it can give birth to twins!

<Tasks>

1. Name your child



Questetra BPM Suite | BPMN Sample <Generate Child> : "Birth" setting screen

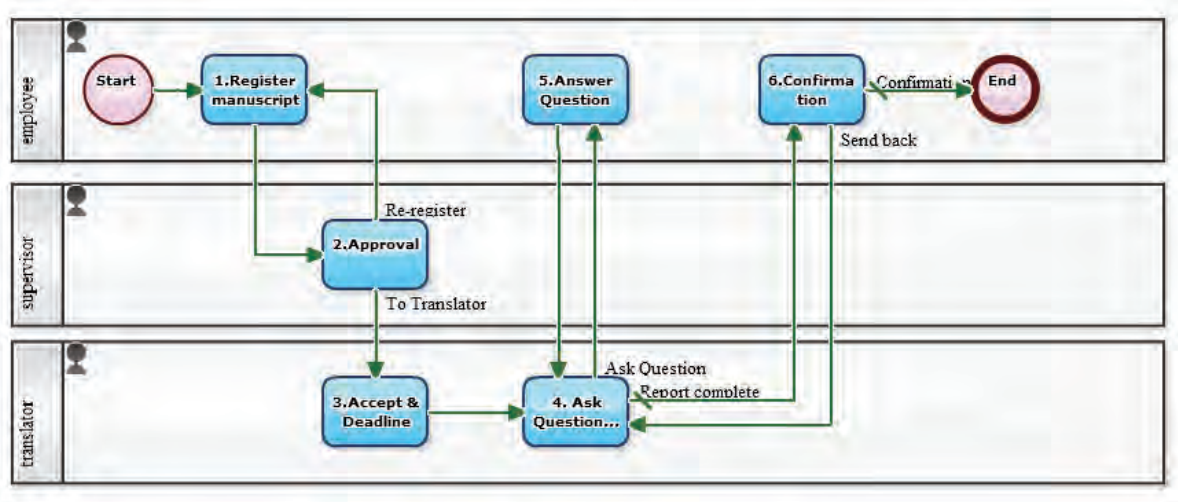


Learning How To Design Workflow Diagram With "Translating Workflow"

Translate duties are suitable for telecommuting.
Duties given(Inputs) and done (Outputs) are clear, and easy to count Outputs.

Indeed, "Translation workflow" is taken as a theme of BPM activity in early days.Start with simple workflow model, then improve it gradually into what it should be.

<Tasks>
1.Register manuscript 2.Approval 3.Accept & Deadline 4. Ask Question / Complete 5.Answer Question 6.Confirmation



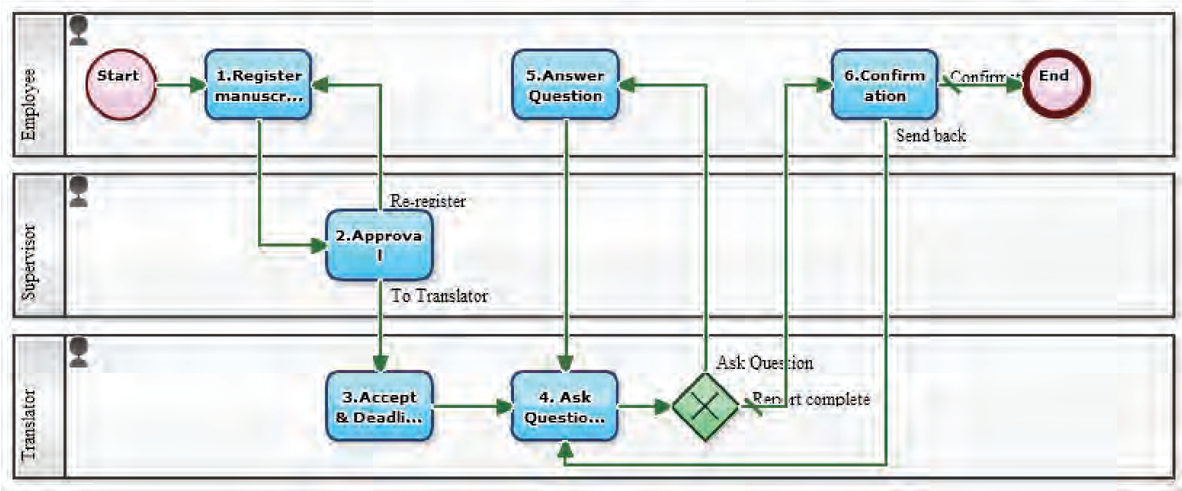
In this workflow process, segmenting task "5.Answer Question" and "6.Confirmation" is not necessary for the structure of workflow.

So exactly the same thing goes in practical work without "5.Answer Question." Yet, these segmenting provides advantages of

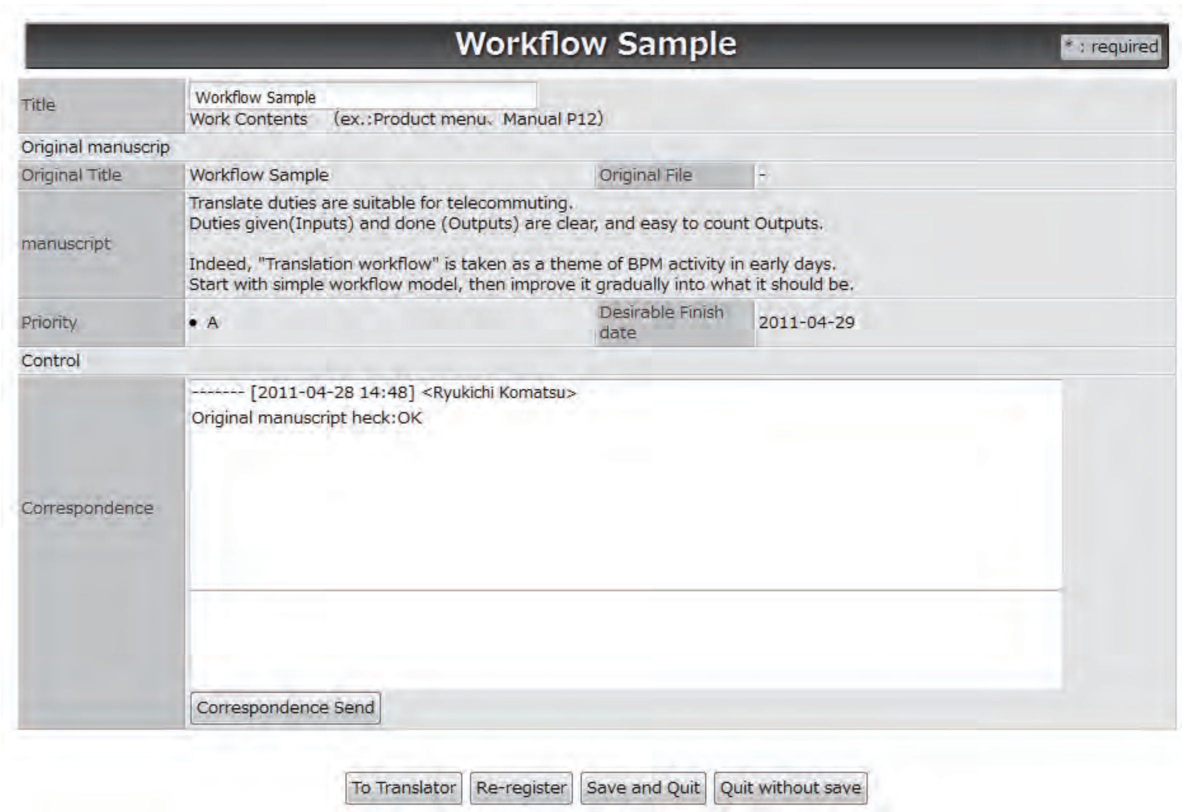
・Clear notification of questioning for offerer of the translation.
・Clear notification of under operation from translator to the offerer.

By the way, even though the Process Diagram below looks different from one above, they are the same process.

<Tasks>1.Register manuscript 2.Approval 3.Accept & Deadline 4. Ask Question / Complete 5.Answer Question 6.Confirmation



Questetra BPM Suite | Translate-Answering Question-Task split:"4.Questioning/Complete" screen



Workflow Sample

* : required

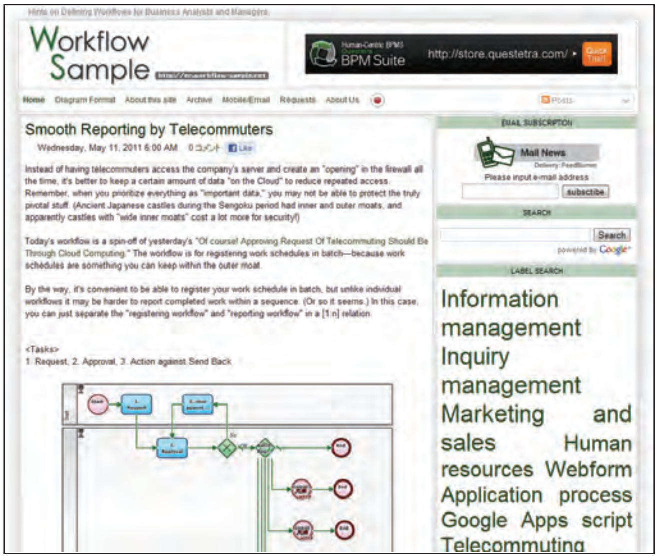
Title	Workflow Sample Work Contents (ex.:Product menu、Manual P12)		
Original manuscrip			
Original Title	Workflow Sample	Original File	-
manuscript	Translate duties are suitable for telecommuting. Duties given(Inputs) and done (Outputs) are clear, and easy to count Outputs. Indeed, "Translation workflow" is taken as a theme of BPM activity in early days. Start with simple workflow model, then improve it gradually into what it should be.		
Priority	• A	Desirable Finish date	2011-04-29
Control			
Correspondence	------- [2011-04-28 14:48] <Ryukichi Komatsu> Original manuscript heck:OK Correspondence Send		

To Translator | Re-register | Save and Quit | Quit without save

Reference

Workflow Sample

Hints on Defining Workflows for Business Analysts and Managers.



These contents are edited to each affair of "Workflow Sample", opened to the public in Feb.2011.

We offer how to design business process and samples, and research Flow Model (how should each task be organized) and Organization Model (who should be in charge of those tasks)

Shall we BPM; Business Process Management?

http://en.workflow-sample.net/

Questetra