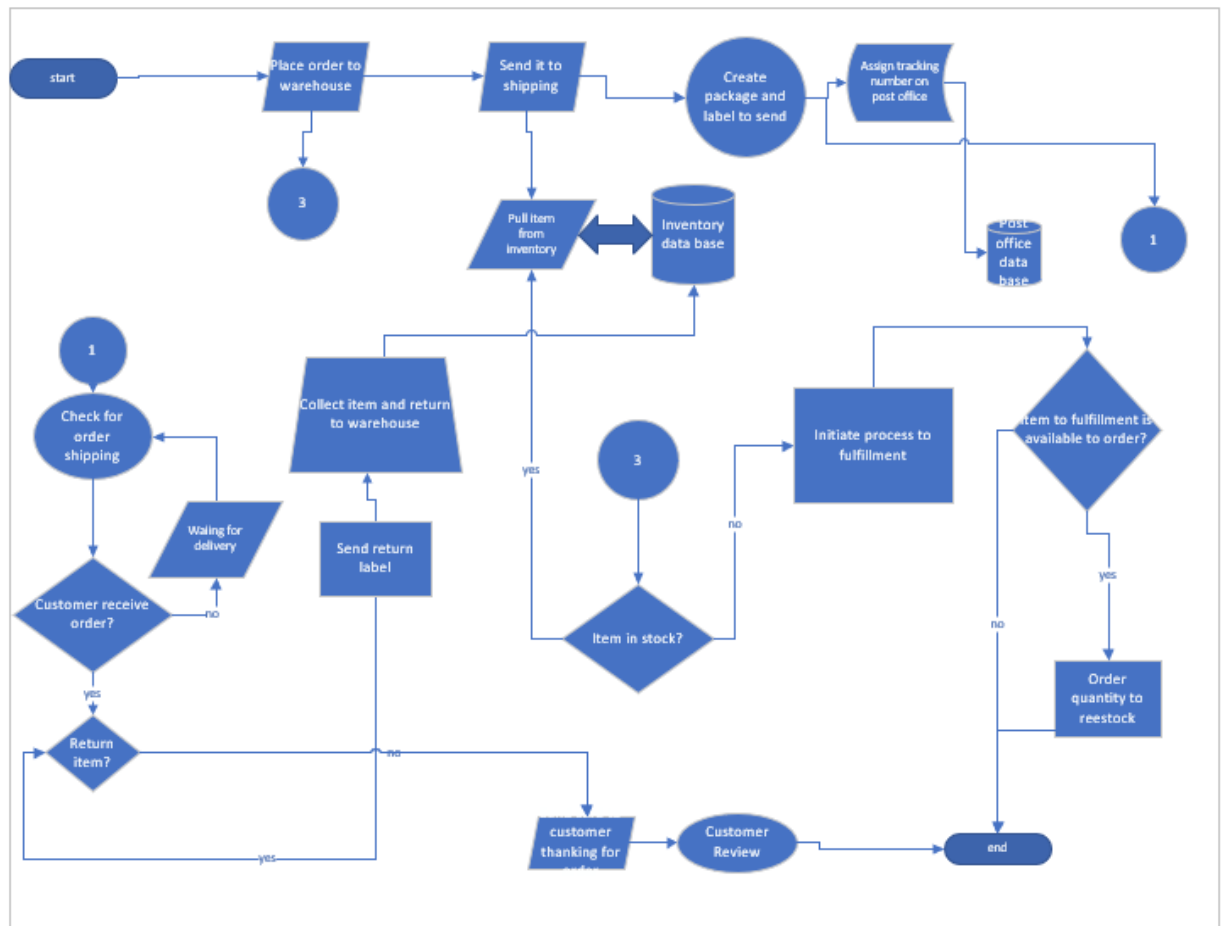

Systems Thinking Project

1) Define the following systems-thinking concepts in your own words:

- **Systems thinking:**
It's a tool used for diagnostic problems before taking final action to solve issues. It's possible a development of group brainstorm to set the parameters to reach. Can be design in different ways even electronically in some software to help create the perfect situation.
- **Collection:**
Is the phase of system thinking were looking for specific data to control the problem. Data can be places, resources, or data storage around the system to design. All connections can have related each other participating on the program to flow the system.
- **Feedback loop:**
Is the response for application of one or more steps of diagnosis and return results for evaluation. Can be performed by some departments like customer services or review sections on the system to prioritize the good function of the system.
- **Stock and flow diagram:**
They are blocks of dynamic models organized in different levels to improve the system and get results. With the loop connections included in the system, the flow diagram supplies more details specific for each situation.
- **Causal loop diagram:**
That refer to system variables used to diagnostic the problem and represent the nouns or verbs to demonstrate actions necessary to solve the problem in basic or complex manner.

2) Lost Pines Outfitters (LPO) Online, basic system map.



3-4) Description of the system working:

Starting when the customer places an order online, the first data collection is checking the availability to ship this item. Using the data inventory system online is possible to define if the item is on stock, and if this stock is low, order new items to supply the demand. Once the item is available on the warehouse, send this to shipping process department which will create the package, contact the post office, and access the data system to create the shipping label. At this point, another process starting by checking the delivery for the customer order. This subsystem analyzes and collect data from the post office to see if the delivery is on time and the customer receive the order. In this case, check if the customer is satisfied with the product or need return it to warehouse, providing a return label and send the message to client for use it to return the order for stock and update the database. Other process at this point is initiated by the customer services to analyze the review and send the thanking card for customer in recognizing the good faith to buy products in this online store.