

Getting started with business processes

How do we dance to the beat of our customers' business processes?



Getting started with business processes

At Cegeka, we're convinced of **the importance of thinking in business processes**. That's why we're using a business process modeling tool to document all our processes. We leverage **Mavim** as a platform to **structure all our business processes** in different layers up until a visual representation of each business process.

Why are we doing this?

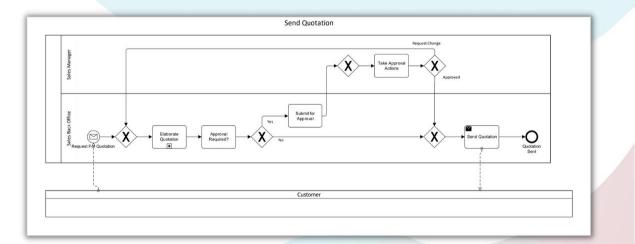
Because we're convinced that an image says more than words. Don't you agree?



You can explain a process like this...

"The customer sends a request for quotation and sales back office elaborates the quotation. In certain cases, prior to sending the quotation to the customer, an approval by sales manager is required. If no such approval is required, sales back office sends the quotation to the customer. In case an approval is required, sales back office submits the elaborated quotation for approval to the sales manager. The sales manager takes the required approval actions, this can result in a request for change. In that case sales back office makes the required changes to the quotation and re-submits the quotation for approval to the sales manager. In case the sales manager agrees with the guotation, the sales manager approves. After this approval by management, sales back office sends the quotation to the customer..."

...or draw it like this!





There are 2 angles to look at processes

On the one hand, processes can be categorized in **process areas** such as Manufacturing, Sales & Marketing or Planning. On the other hand, individual processes overarching multiple process areas can be structured logically to form **end-to-end processes**, think about Order-to-Cash or Procure-to-Pay.

The two angles to look at processes add value in different ways. The **process areas** help understand processes **on a department level**, whereas the **end-to-end processes** help aligning the processes **across departments**, connecting them in one connected company.

For example: we can navigate to a process within the process area *Sales & Marketing*, or we can look at the end-to-end process *Order to Cash* and zoom to that process from here.

 \rightarrow In the next pages, you can drill down to the process 'Invoice or Credit Sales Order' from those 2 angles.





Breakdown within process area



III	< > ☆ 🖶	ß		×
*	Your Enterp			
-1	Published on Thursday, Se	ptember 30, 2021 in ve	ersion Cegeka Enterprise Model Demo 10/2021	
Q	Description Chart	s Matrices Re	eports	
.	Chart: Page Mavim		▶ + - + 1 ⊙	
i		¥	Enterprise Control Model (ECM)	
	-	Process Framework	Process Library 🏾 🍆	
	Mode	: Fram	End-to-End Scenarios	
	orise I	ocess	Solution Requirements	
	Your Enterprise Model	Ā	Topics	
	our El	ork	Solution Architecture	
	>	Solution Framework	Applications	
		- S - S - S - S - S - S - S - S - S - S	Developments (RICED)	

* ≡ Ш

mav:m

< > ☆ ₽	Ø		2 =		1		Version ces	2eka cilieronse wouer benio 10/2021	2
Your Enterpr			•[Descript	tion Cha	rts Matrices	Reports	å	
Published on Thursday, Sept Description Charts		on Cegeka Enterprise Model Demo 10/2021		Chart: P	age Mavim		~	● 1 ~ 1	
Chart: Page Mavim		+ - → 1 ②							
	×	Enterprise Control Model (ECM)				nent reas		Under Construction	
	Framework	Process Library				Managerr Process A			
lode	Fram	End-to-End Scenarios			Ireas		Sales and Marketing		
Your Enterprise Model	Process	Solution Requirements		ise Model	Process Library	Process Areas		Logistics, Warehouse and Distribution Planning	
rpri	Pro	Торісs		Your Enterpri		Operating		Sourcing and Procurement	
Ente		ισριος		Your				Manufacturing Finance Controlling & Reporting	
our	on /ork	Solution Architecture				Process		Indirect Purchase	
>	Solution Framework	Applications				Support Process Areas		Product Life Cycle Management	
	S. Fra	Developments (RICED)						Quality Management	

< > ☆	e (2)		~ =	< >	ปี น้		Ø			
Description Cha	September 30, 20		•[s	Sales and Marketing Published on Thursday, September 30, 2021 In version Cegeka Enterprise Model Demo 10/2021 Description Charts Matrices Reports						
Chart: Page Mavim	1	+ - + 0		Chart: Pag	ge Mavim		↓ − ↓ ↓			
							Sales and Marketing Related Master Data			
							N/A New Product Sales			
	ment Areas	Under Construction					Customer Management			
	Managem Process Ai						Commercial Terms Sales			
	ΞĚ				sas	b0	Commercial Terms Sales			
	reas	Sales and Marketing		Σ.	s An	etin	N/A Sales Force, Partnerships and Incentive Compensation			
V lodel	ess A	Logistics, Warehouse and Distribution		Libra	Seco	lark	Category and Assortment Management			
Libra	Proc	Planning		ess	g Pro	N Pu	Sales			
r Enterprise Mo Process Library	Operating Process Areas	Sourcing and Procurement		Proc	Operating Process Areas	Sales and Marketing	Sell Products			
Par	Opei	Manufacturing			Dper	Sal				
~	2	Finance Controlling & Reporting					Customer Non Conformances			
	Support Process Areas	Indirect Purchase					N/A Customer Consignment Stock			
	oddn	Product Life Cycle Management				Periodic Processes Sales				
	S	Quality Management								
							Inquiries Sales			

~ ≡

-[

mav_im

•

64

1										
>	☆ 🗧	• 🕝				< >	℃ ☆	e (× .
Sales and Marketing Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021				•[Sell Products Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021					
Descriptio	on Char	ts Mati	rices Reports			Descriptio	n Charts	Matrices R	eports	
Chart: Pa	ge Mavim		↓ − + 0			Chart: Pag	e Mavim		v +	$- \rightarrow 1 \odot$
			Sales and Marketing Related Master Data							Book and Confirm Sales Order
			N/A New Product Sales							Change Existing Sales Order
			Customer Management				Areas	۵		Follow Up Backorders Sales
~	Areas	ting	Commercial Terms Sales N/A Sales Force, Partnerships and		orary	ess Ai	Marketing	ucts	Take Actions on Sales Related Planning Issues	
s Librar	Operating Process Areas	Sales and Marketing	Incentive Compensation			Process Libra	roc 5	and Ma	Products	
Proces	rating P	les and	Sales Sell Products		Proces		Operating Process	Sales ar	Sell	Fulfill Administrative Delivery Sales
	Opera	Sa	Customer Non Conformances				Ope	Sa		Deliver Services
			N/A Customer Consignment Stock							Register Direct Shipment as Delivered
			Periodic Processes Sales							Invoice or Credit Sales Order 📎
			Inquiries Sales							

II < >	☆ 🔒 🕻	8		2 ≡	
Published or Descripti	on Charts M		ports	rise Model Demo 10/2021 → 1 ①	Invoice or Credit Sales Order Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021 Description Charts Matrices Reports Charts Invoice or Credit Sales Order • + - + 1 •
i di				Book and Confirm Sales Order	Sales Drders
				Change Existing Sales Order	Sales Drders
2	Operating Process Areas	ting	0	Follow Up Backorders Sales	Credit
Process Library	rocess	and Marketing	Sell Products	Take Actions on Sales Related Planning Issues	
rocess	ting P	s and	Sell Pr	Fulfill Administrative Delivery Sales	
•	Opera	Sales		Deliver Services	
				Register Direct Shipment as Delivered	
				Invoice or Credit Sales Order	

2 ≡

•[

Order Invoiced/ Credited

X

nav	' im													
III	<	>	☆	₽	Z		2	= <	: > t	\$	e (
♣	Pu	blished o Descript	n Thursda	y, Septeml	dit Sales er 30, 2021 in ver Matrices Re es Order es Order	sion Cegeka Enterprise Model Demo 10/2021	-••• Profe Involadi Cradiled		Invoice Published on Thu Description Chart: Invoice	rsday, Septemb	ber 30, 2021 in version Ce Matrices Reports	Post Invoice Send In	voice →O	•[



Breakdown End-to-End scenario



• Q 8 **2**26

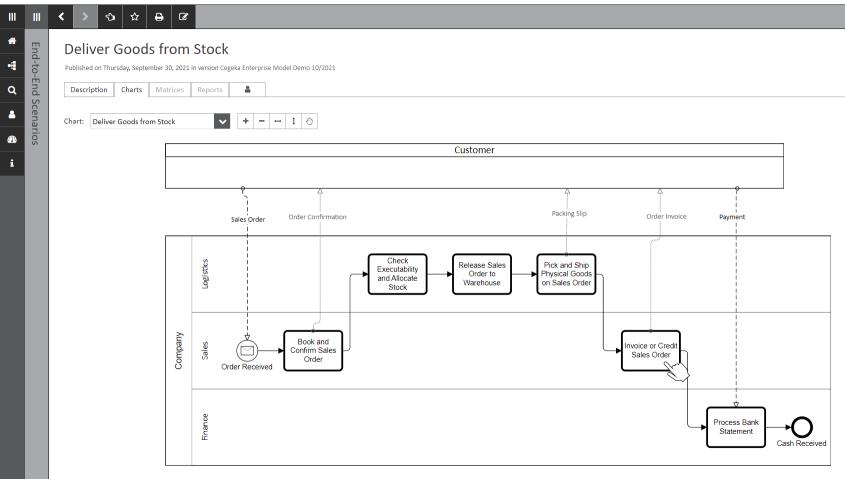
Ш	< > 🔂 🗹	२ 🔒 🕼		en e
Process Library	Your Enterp Published on Thursday, S Description Char Chart: Page Mavim	eptember 30, 2021 in	el version Cegeka Enterprise Model Demo 10/2021 Reports	
		¥	Enterprise Control Model (ECM)	
		Process Framework	Process Library	
	Mode	s Fram	End-to-End Scenarios	
	irise l	rocess	Solution Requirements	
	nterp	Ā	Topics	
	Your Enterprise Model	on /ork	Solution Architecture	
	×	Solution Framework	Applications	
		, т С	Developments (RICED)	

≡

V : I I I					
< > ☆ ₽			₽ =		2
Your Enterp Published on Thursday, Sep Description Charts Chart: Page Mavim	otember 30, 2021 in ve	ersion Cegeka Enterprise Model Demo 10/2021 eports ▼ + - → t ①	•	End-to-End Scenarios Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021 Description Charts Matrices Reports Charts Page Mavim	•
	ıework	Enterprise Control Model (ECM) Process Library			
Your Enterprise Model	Process Framework	End-to-End Scenarios Solution Requirements		Order to Cash	
our Enterp		Topics Solution Architecture		Your Enterprise Model An Antiperiod Scenarios Antiperiod Antiperiod Scenarios Antiperiod Antiperiod Antiperiod Antiperiod Antiper	
Yc	Solution Framework	Applications		Plan to Make	
		Developments (RICED)			

	< > ☆ 🖶 Ø		~ ≡ <	> 🖸 🕯		Ø	<i>₽</i> ≡					
Image: Divide to Cash Image: Divide to Cash	Published on Thursday, September	30, 2021 in version Cegeka Enterprise Model Demo 10/2021	Publis	Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021								
Produce to Order Produce to Order Produce to Pay Produce to Order Plan to Make Plan to Make	Chart: Page Mavim	✓ + - → t ⊙	Chart	Page Mavim								
Order to Cash Procure to Pay Procure to Pay Pain to Make						Deliver Goods from Stock						
Plan to Make Intercompany Sales Purchase - Produce to Order with Direct Delivery	ode l	Order to Cash		si								
Plan to Make Intercompany Sales Purchase - Produce to Order with Direct Delivery	Enterprise Mc	Procure to Pay	Enternrise Mr.	to-End Scena	Order to Cash	Purchase to Order with Direct Delivery						
	Kour	Plan to Make		End	Ū	Intercompany Sales Purchase - Produce to Order with Direct						

< >	☆ 🔒			₽ =	< > 🗘	
Published or Descripti		eptember 30, 2	021 in version Cegeka Enterprise Model Demo 10/2021 s Reports	•	Published on Thursday, Description Cha	ods from Stock
						Sales Order Onter Confirmation Packing Sip Order Invoice Payment
			Deliver Goods from Stock			Stock Physical Goods
			Produce to Order		Company	B Corter Received Corter Rece
e Model	cenarios	Cash	Purchase to Order			Process Bank → Cash Received
our Enterprise Mod	End-to-End Scenarios	Order to C	Purchase to Order with Direct Delivery			
Your B	End-t	0	Intercompany Sales Purchase with Direct Delivery from Stock			
			Intercompany Sales Purchase - Produce to Order with Direct Delivery			
			Outsource to Order with Direct Delivery			



•

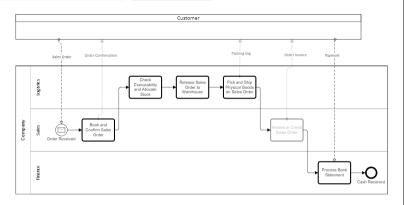
ma	vim																									
	<	>	☆	₽	6									2	=	<	: >	ť	ı		e [@	·				
*		Delive	er G	ood	s from	Stock									ł		Invo	ice	or C	reo	dit Sa	iles Or	dei	r		
•	Ρ	ublished o	n Thursda	ay, Septen	nber 30, 2021	in version Ce	geka Enterpi	rise Mo	del Demo	0 10/202	21				-		Published	l on Thu	rsday, Sej	otemb	oer 30, 202	1 in version C	egeka E	nterprise	Model De	emo 10/20:
Q		Descripti	on (harts	Matrices	Reports	å										Descri	ption	Chart	5 1	Matrices	Reports				

Chart: Deliver Goods from Stock

8

i

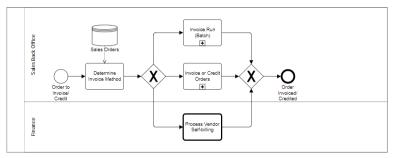
~ + - ↔ 1 🕚



021 8

Chart: Invoice or Credit Sales Order





•

My processes are defined, now what?

Once all processes have been made comprehensible, it's time to **capture information** about those processes. Think about requirements, process owner, FIT or GAP in system, in which system is the process being used, is this requirement a 'must have' or a 'nice to have' by using the MoSCoW method... You could even **link user manuals, procedures or work instructions** to the processes.

A requirement can be linked to one or more processes. When all this information is captured in a tool such as Mavim, it becomes **clear that changes on a requirement in one process can have an impact on the other processes** too.

In brief, you end up with a thoroughly documented overview of your business processes with insights on the links between processes, their requirements and developments necessary for the proposed solution.

 \rightarrow The next couple of pages clearly show which information can be documented for all your processes.





K > 🕸 🖶 🛇 🕼

Invoice or Credit Sales Order

Published on Friday, May 6, 2022 in version Two to tango - test process

Description Charts Matrices Reports

Chart: Invoice or Credit Sales Order

^

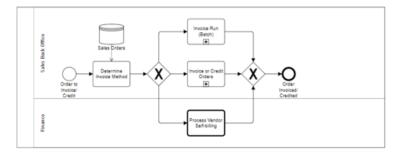
-

Q

٨

*€*26 <u>↑</u>

i



Invoice or Credit Sales Order

Published on Friday, May 6, 2022 in version Two to tango - test process

Description Charts Matrices Reports

Fields

1

Project Fields	
Cegeka Owner	L Piet.Agoras@cegeka.com
Department	👗 Sales
Global BPO - Approver	👗 Peter Peters
Local BPOs	♣ Alain Vandam ♣ M. Van Ranst
Key users	👗 Kees Kaan
IN/OUT Scope	🖧 IN
Lifecycle Status	🖧 40 Validated
Approval Date	3 November 2021
Industry Standards	
Process Fields	
CEM Process ID	
ID of Customer Specific Process	
Workshops	
Workshops	SLS_01
Workshop (relationship)	
Workshop Preparations	
Workshop Preparations	🔁 Workshop Preparation - Invoice or Credit Sales Order
Applications	
Applications	
Requirements	
Requirements	REQ.S&M.001 - Requirement 7 REQ.S&M.002 - Requirement 2 REQ.S&M.003 - Requirement 3

⊘ | ≡

-



☆ 🔒 🔎 𝐼 <

Invoice or Credit Sales Order

Published on Friday, May 6, 2022 in version Enterprise Model External 69016

Description Charts Matrices Reports

Fields

^

-

Q

٨

Î

Project Fields	
Cegeka Owner	▲ Piet.Agoras@cegeka.com
Department	👗 Sales
Global BPO - Approver	🙏 Peter Peters
Local BPOs	🗼 Alain Vandam 👗 M. Van Ranst
Key users	🙏 Kees Kaan
IN/OUT Scope	& IN
Lifecycle Status	🚜 40 Validated
Approval Date	3 November 2021
Industry Standards	
Process Fields	
CEM Process ID	
ID of Customer Specific Process	
Workshops	
Workshops	SLS_01
Workshop (relationship)	
Workshop Preparations	
Workshop Preparations	🞲 Workshop Preparation - Invoice or Credit Sales Orde
Applications	
Applications	
Requirements	
Requirements	REQ.S&M.001 - Requirement 1 REQ.S&M.002 - Requirement 2 REQ.S&M.003 - Requirement 3

එ ☆ ⊕ 오 ♂

REQ.S&M.001 - Requirement 1

Published on Friday, May 6, 2022 in version Enterprise Model External 69016

Description Charts Matrices Reports

Description of requirement

Fields

1

ReqOrigin	🖧 Pre-Sales
Fit/gap/topic	🚜 GAP
MoSCoW	,О Must
Lifecycle Status	🔒 20 Under Review
Approval Date	6 May 2022
Global BPO - Approver	👗 Peter Peters
Applications	
Applications	
Developments RICED	
Developments RICED	🗩 Development 1
Change way of working	
Change current way of working	



REQ.S&M.001 - Requirement 1

Published on Friday, May 6, 2022 in version Enterprise Model External 69016

Description Charts Matrices Reports

Description of requirement

Fields

^

-8

Q

٨

≘ ش

Requirement Fields	
ReqOrigin	🖧 Pre-Sales
Fit/gap/topic	🚜 GAP
MoSCoW	, P Must
Lifecycle Status	Გ 20 Under Review
Approval Date	6 May 2022
Global BPO - Approver	🗼 Peter Peters
Applications	
Applications	
Developments RICED	
Developments RICED	📁 Development 1
Change way of working	
Change current way of working	ş

Z ≡ < > も ☆ 母 反 ♂

Development 1

Published on Friday, May 6, 2022 in version Enterprise Model External 69016

Description Charts Matrices Reports

Description of report

Fields

1

Project Fields	
Cegeka Owner	▲ Piet.Agoras@cegeka.com
Department	👗 Sales
Global BPO - Approver	A Peter Peters
Local BPOs	👗 M. Van Ranst
Key users	
IN/OUT Scope	🖧 IN
Lifecycle Status	🖧 20 Under Review
Approval Date	
Industry Standards	
Developments RICED Fi	elds
Description	TEST
Complexity	ஃ L
Main Process Area	Sales and Marketing
Applications	
Applications	
Report fields	
REP - Goal	KPI on sales performance
REP - Aging of Data	📄 Updated twice a day
REP - Data Sources	
REP - Frequency	👕 Daily
REP - Type	📄 Dashboard / KPI's
REP - Data Entity	
REP - CBI Module	0 2C
REP - Solution	🛢 СВІ
REP - D365 Source Info	
REP - Comments	



Thanks for reading!

0

lin

https://www.cegeka.com/en/be/solutions/dynamics365/contact

https://www.linkedin.com/showcase/cegeka-business-solutions

https://www.youtube.com/c/CegekaBusinessSolutions

