

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?

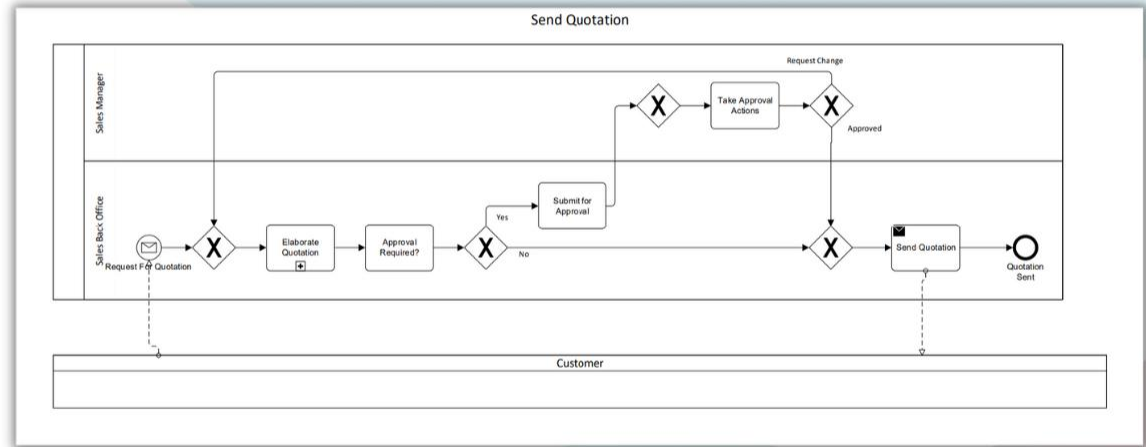
Because we're convinced that an image says more than words. **Don't you agree?**



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 quotation, 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.

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



Breakdown within process area



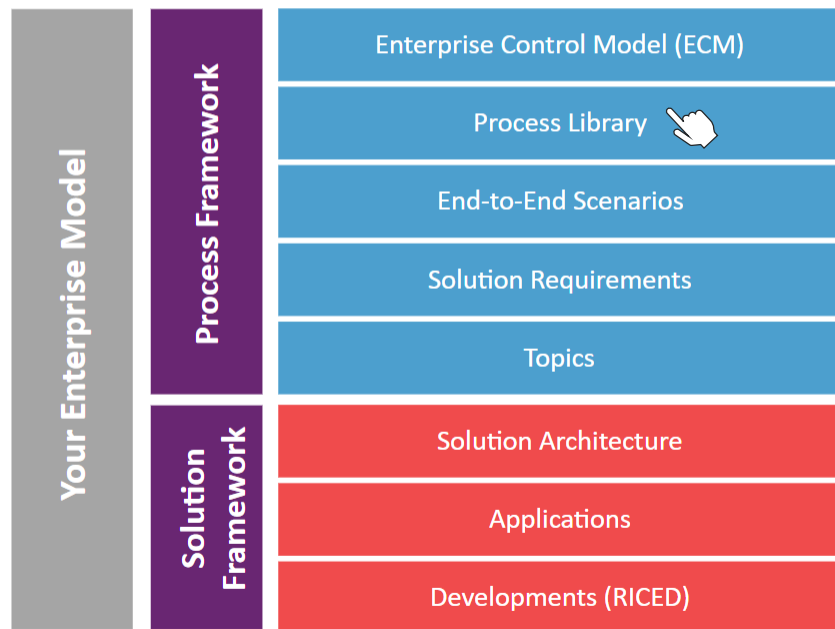
Your Enterprise Model



Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021

Description Charts Matrices Reports

Chart: Page Mavim

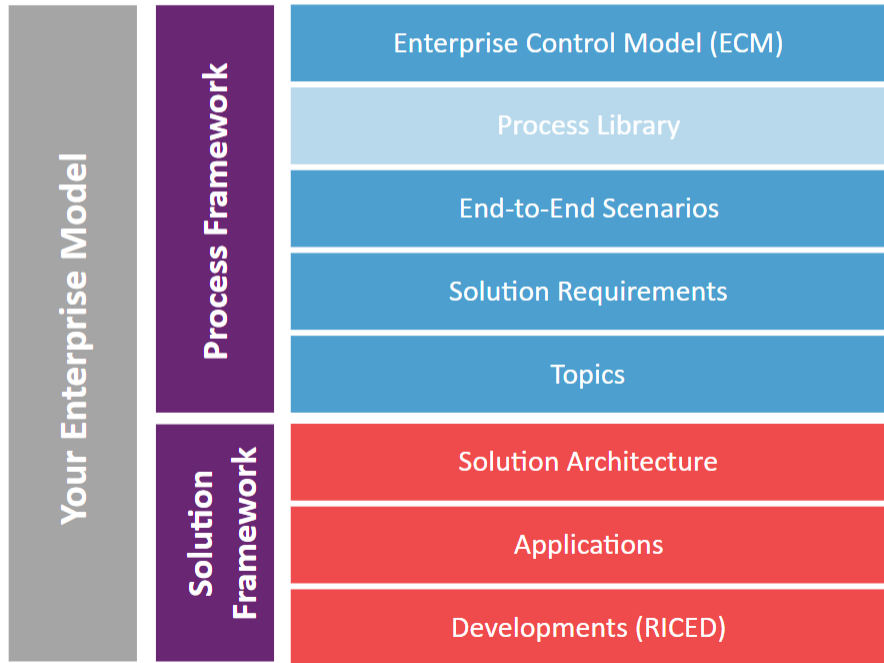


Your Enterprise Model

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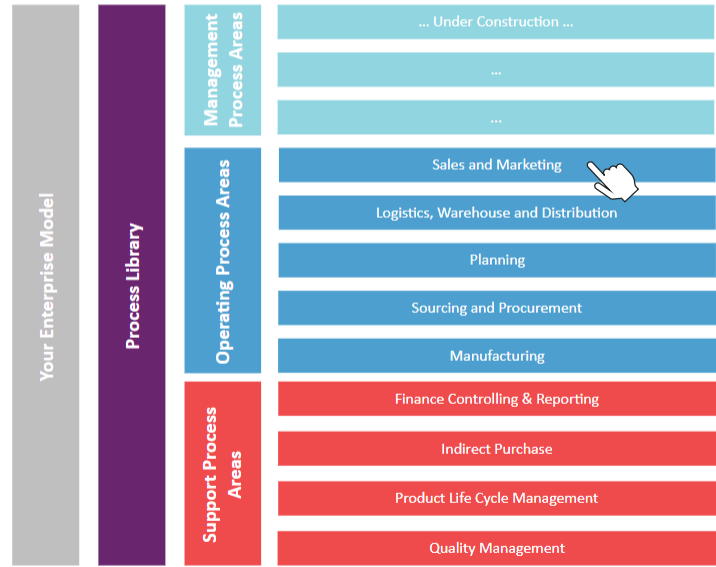
Description Charts Matrices Reports

Chart: Page Mavim



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Chart: Page Mavim

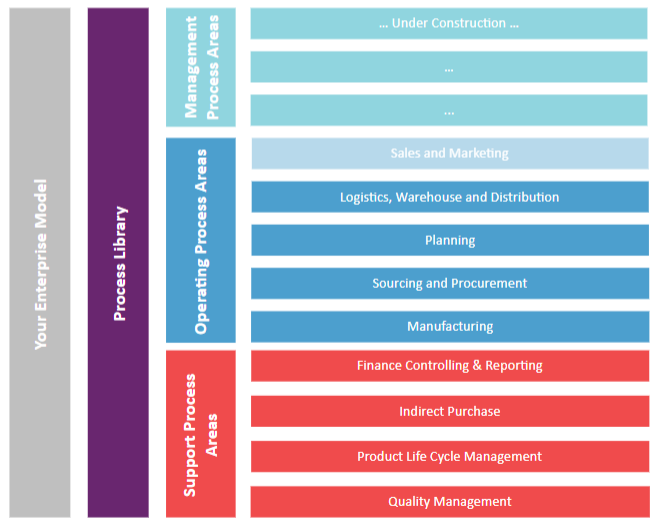


Process Library

Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021

Description Charts Matrices Reports

Chart: Page Mavim

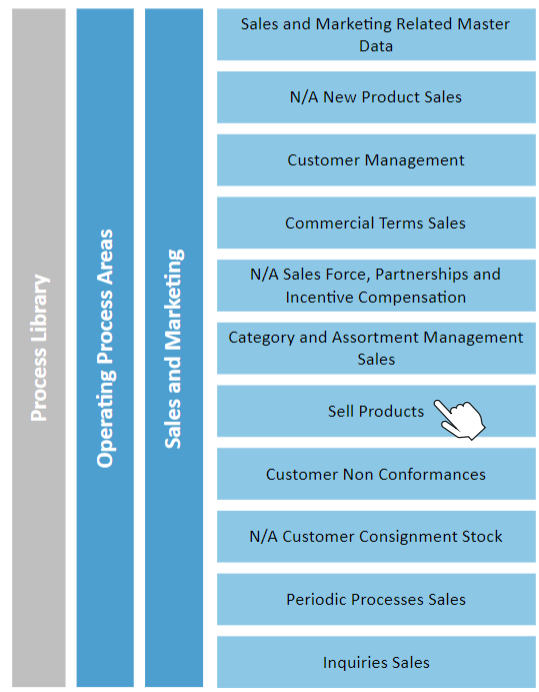


Sales and Marketing

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Description Charts Matrices Reports

Chart: Page Mavim



Sales and Marketing

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Description Charts Matrices Reports

Chart: Page Mavim [dropdown] [+] [-] [←] [↑] [refresh]

Process Library	Operating Process Areas	Sales and Marketing	Sales and Marketing Related Master Data
			N/A New Product Sales
			Customer Management
			Commercial Terms Sales
			N/A Sales Force, Partnerships and Incentive Compensation
			Category and Assortment Management Sales
			Sell Products
			Customer Non Conformances
			N/A Customer Consignment Stock
			Periodic Processes Sales
			Inquiries Sales

Sell Products

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Description Charts Matrices Reports

Chart: Page Mavim [dropdown] [+] [-] [←] [↑] [refresh]

Process Library	Operating Process Areas	Sales and Marketing	Sell Products	Book and Confirm Sales Order
				Change Existing Sales Order
				Follow Up Backorders Sales
				Take Actions on Sales Related Planning Issues
				Fulfill Administrative Delivery Sales
				Deliver Services
				Register Direct Shipment as Delivered
				Invoice or Credit Sales Order

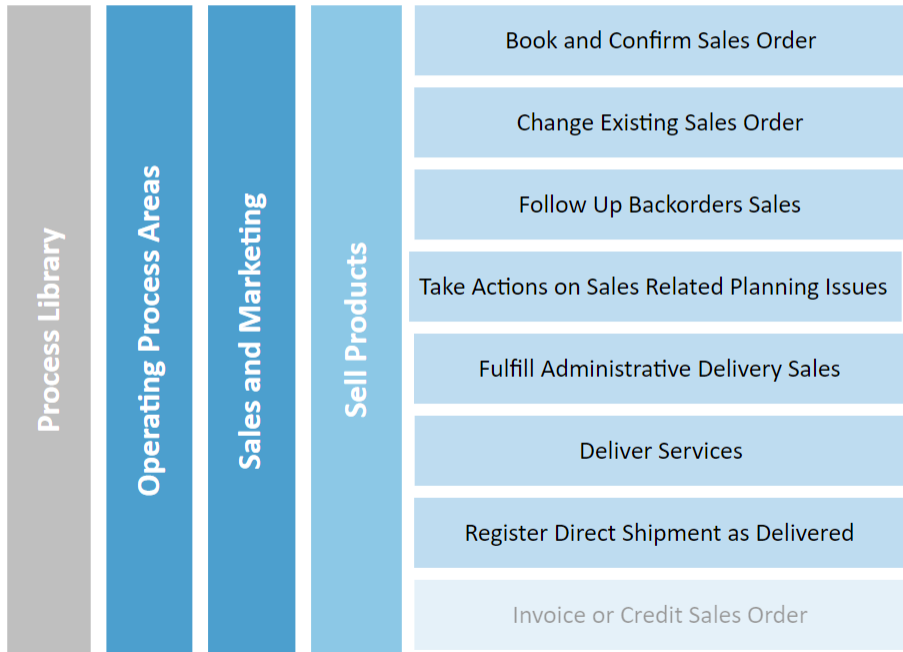


Sell Products

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Description Charts Matrices Reports

Chart: Page Mavim

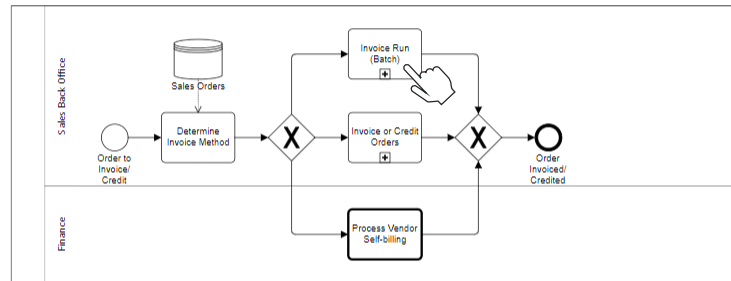


Invoice or Credit Sales Order

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Description Charts Matrices Reports

Chart: Invoice or Credit Sales Order

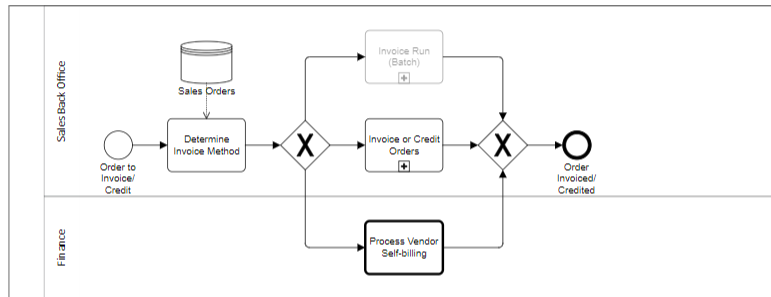


Invoice or Credit Sales Order

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Description Charts Matrices Reports

Chart: Invoice or Credit Sales Order

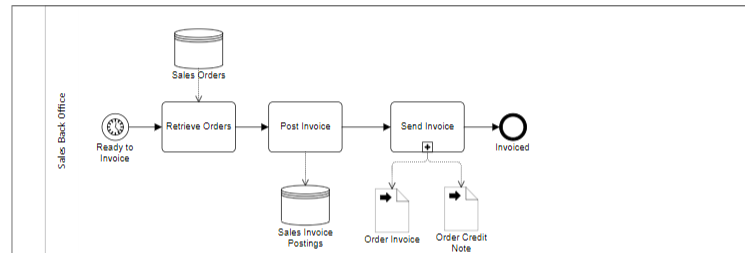


Invoice Run (Batch)

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Description Charts Matrices Reports

Chart: Invoice Run (Batch)



Breakdown End-to-End scenario

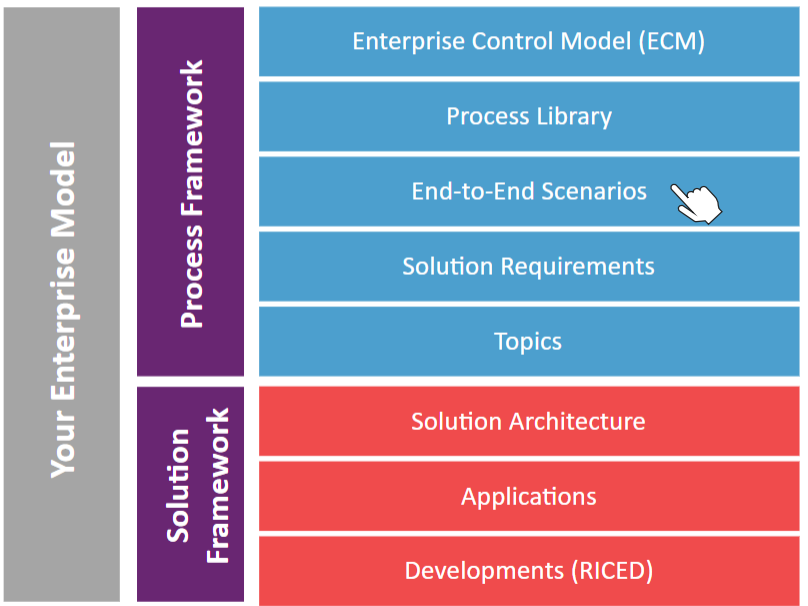


Your Enterprise Model

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Description | Charts | Matrices | Reports

Chart: Page Mavim [dropdown] [zoom controls]



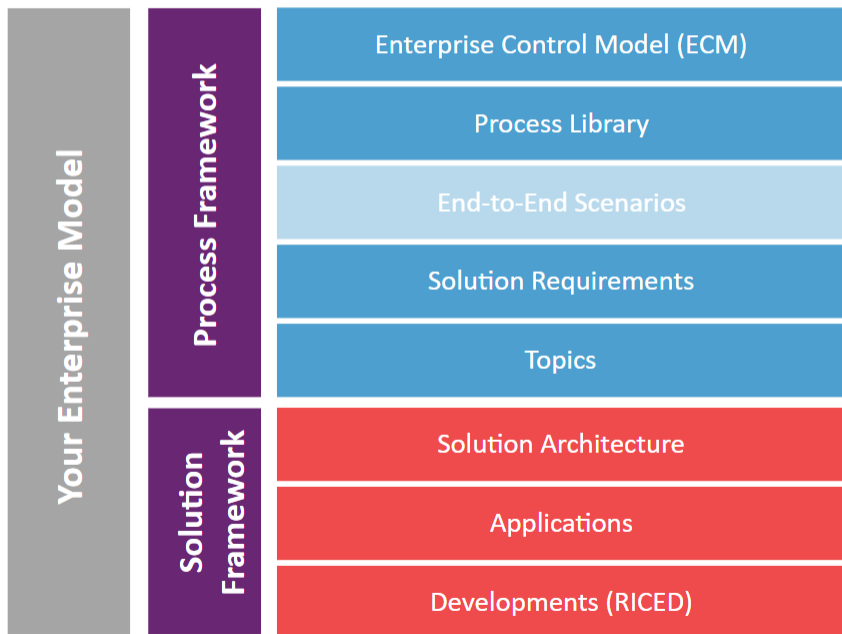
Your Enterprise Model

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Chart: Page Mavim



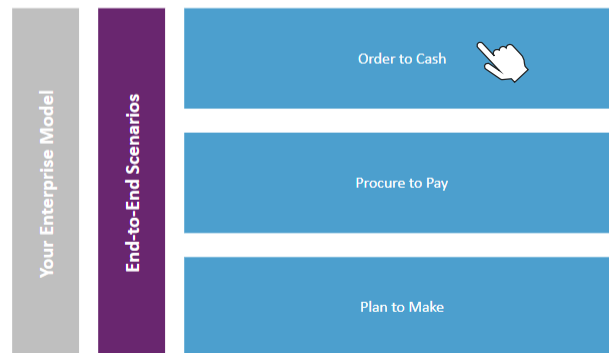
End-to-End Scenarios

Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021



Description Charts Matrices Reports

Chart: Page Mavim

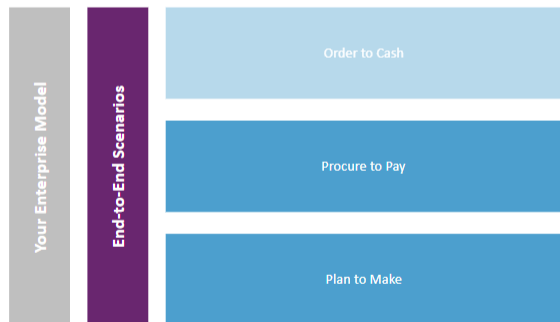


End-to-End Scenarios

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Description Charts Matrices Reports

Chart: Page Mavim

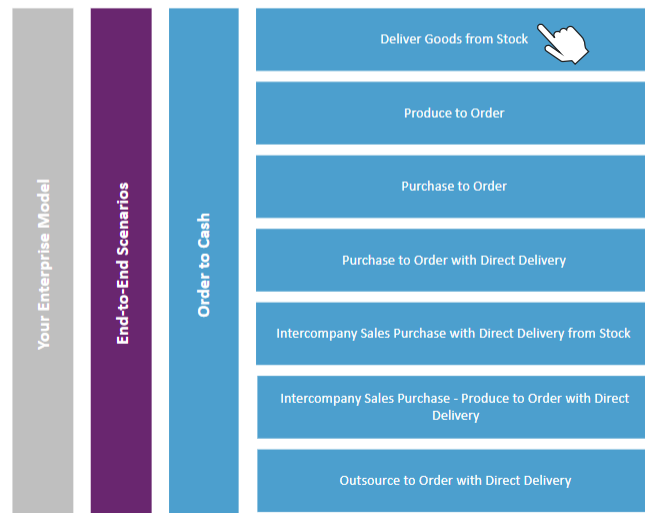


Order to Cash

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Chart: Page Mavim

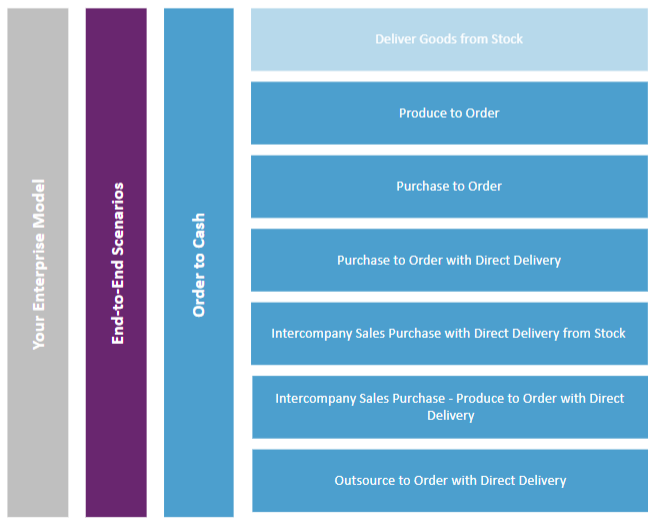


Order to Cash

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Description Charts Matrices Reports

Chart: Page Mavim [Dropdown] [Icons]

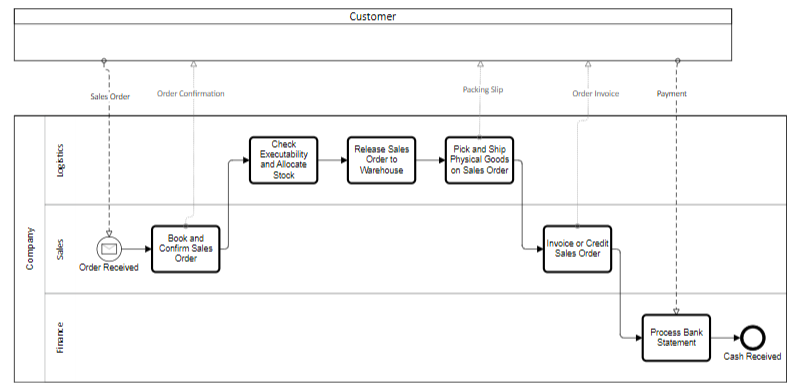


Deliver Goods from Stock

Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021

Description Charts Matrices Reports [User Icon]

Chart: Deliver Goods from Stock [Dropdown] [Icons]

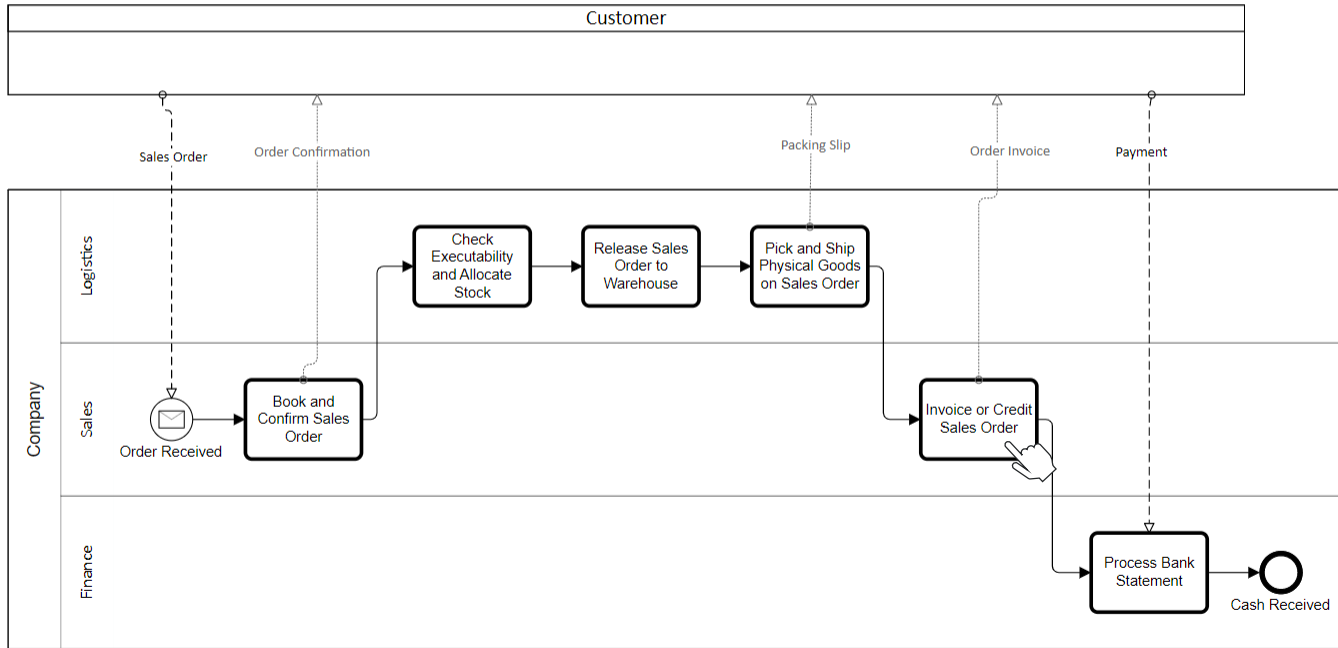


Deliver Goods from Stock

Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021

Description Charts Matrices Reports

Chart: Deliver Goods from Stock

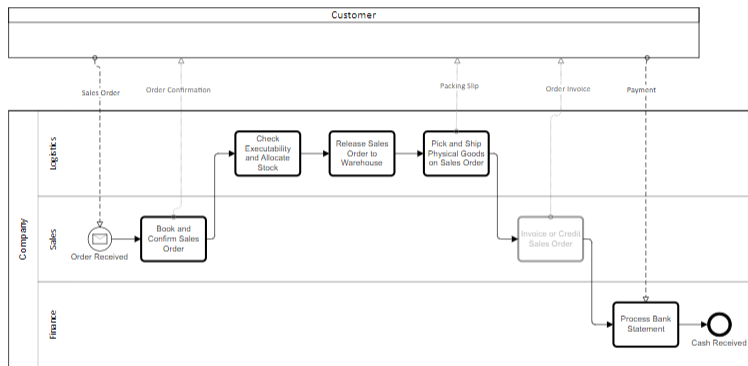


Deliver Goods from Stock

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Description Charts Matrices Reports

Chart: Deliver Goods from Stock

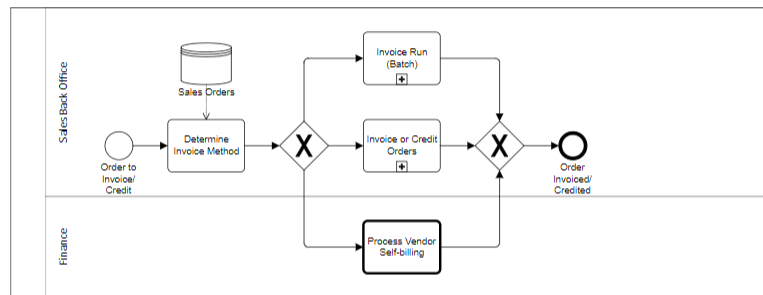


Invoice or Credit Sales Order

Published on Thursday, September 30, 2021 in version Cegeka Enterprise Model Demo 10/2021

Description Charts Matrices Reports

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.

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

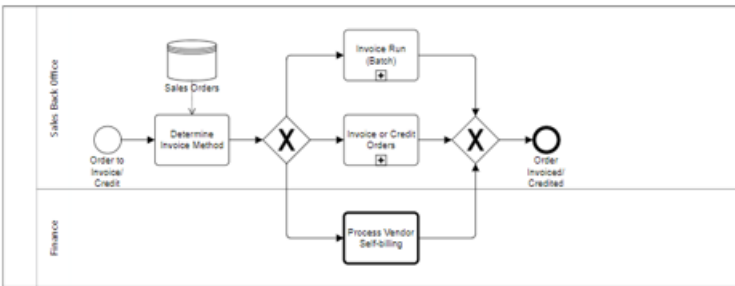


Invoice or Credit Sales Order

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

Description | Charts | Matrices | Reports

Chart: Invoice or Credit Sales Order



Invoice or Credit Sales Order

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

Description | Charts | Matrices | Reports

Fields

Project Fields	
Geeka 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 Order
Applications	
Applications	
Requirements	
Requirements	<ul style="list-style-type: none"> REQ.S&M.001 - Requirement 1 REQ.S&M.002 - Requirement 2 REQ.S&M.003 - Requirement 3

Invoice or Credit Sales Order

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

- Description
- Charts
- Matrices
- Reports

Fields

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 Order
Applications	
Applications	
Requirements	
Requirements	REQ.S&M.001 - Requirement 1 REQ.S&M.002 - Requirement 2 REQ.S&M.003 - Requirement 3



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

Requirement Fields	
ReqOrigin	Pre-Sales
Fit/gap/topic	GAP
MoSCoW	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

Requirement Fields	
ReqOrigin	Pre-Sales
Fit/gap/topic	GAP
MoSCoW	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	



Development 1

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- Description
- Charts
- Matrices
- Reports

Description of report

Fields

Project Fields	
Cegeka Owner	Piet.Agoras@cegeka.com
Department	Sales
Global BPO - Approver	Peter Peters
Local BPOs	M. Van Ranst
Key users	
IN/OUT Scope	IN
Lifecycle Status	20 Under Review
Approval Date	
Industry Standards	
Developments RICED Fields	
Description	TEST
Complexity	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	O2C
REP - Solution	CBI
REP - D365 Source Info	
REP - Comments	



Thanks for reading!



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



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



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



TWO TO TANGO