



Business Process Mapping Going Out to Dinner

Process Overview:

To streamline the process of choosing a restaurant. To describe the process of dining in various types of restaurants.

Attachments		
Change Log		
Legend		
Process Activity	Process Comments	? Process Questions
External Process	Risk Areas	Potential Opportunities for Improvement
On-Page Connector	Off-Page Connector	Decision Point
		Forms and Reports used for Input and Output

Process Mapping Team:
Karen Davis

Interview Date: 1/27/03
Participants:
Karen Davis

Interview Date: 2/04/03
Participants:
Karen Davis

Review Date: 2/06/03 & 2/12/03 & 2/19/03
Reviewed By:
Karen Davis

Review Date: 2/17/03
Reviewed By:
Karen Davis

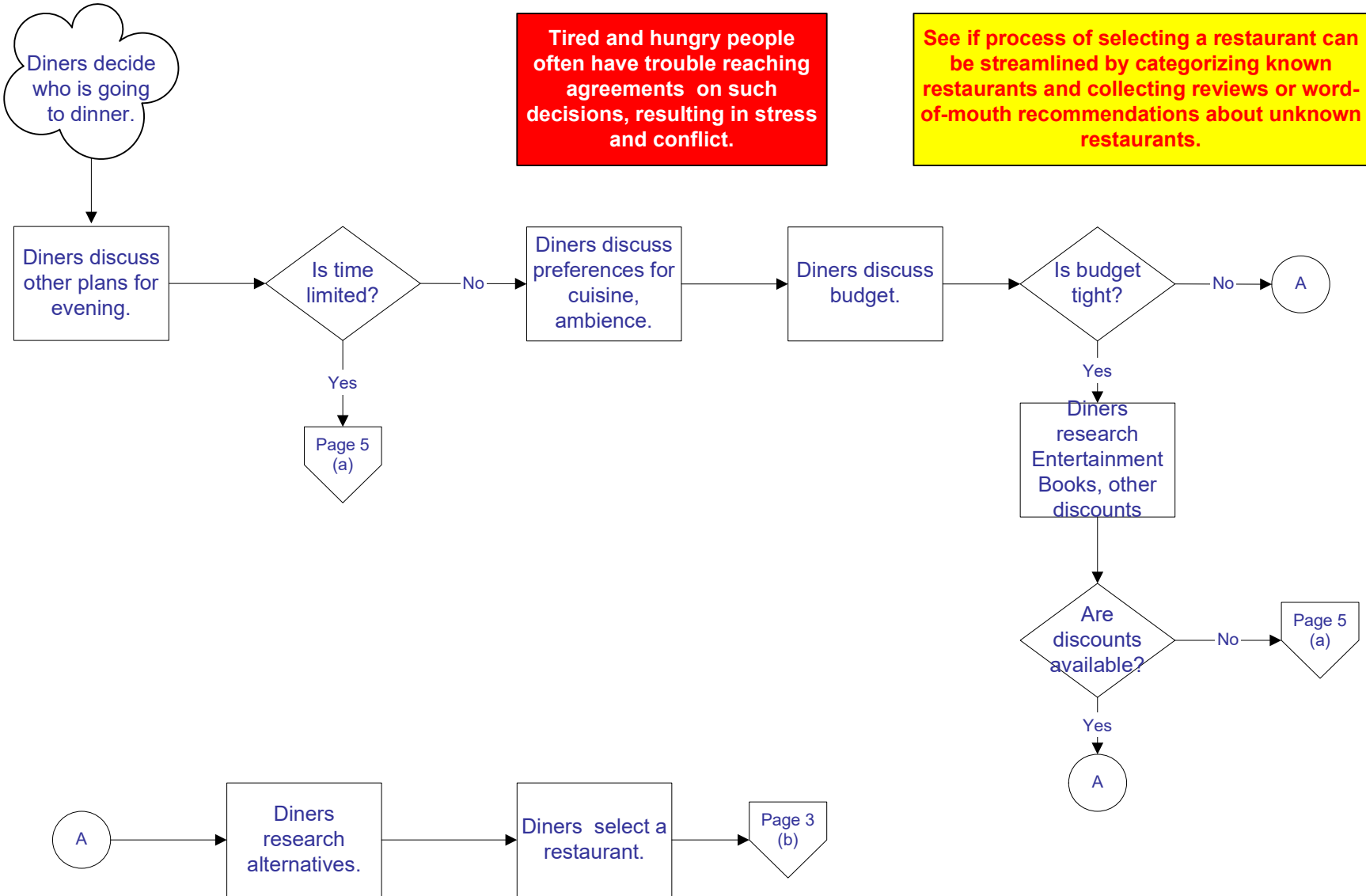
Final Approval:

Signature: _____
Karen Davis

Date: _____

Document Interface Key	
BPM - Business Process Mappings	
A	Targeting Primary Sales Forces
B	Ad-hoc Requests
C	Data Mgt. - Data Definition, Acquisition and Load
D	Data Mgt. - Nucleus Pharma Customer Maintenance
E	Data Mgt. - Budget Assessment, Allocation & Reconciliation
F	Alerts & Broadcasts
G	Align Professionals & Accounts to Territories
H	Market Definition
I	Early View Call File
J	Master Call File
K	Quotas & Incentives Interface
L	Shipped Samples
M	Sample Management & Sample Compliance
N	Managed Health Care
O	Sales Reporting Data Feed And Report Auditing
P	Territory ID Maintenance - Keystone
Q	Sales Force User Maintenance & Administration
R	SOLAR Security & Employee Administration
S	Signature Audit Process
T	Field Report Investigation
U	Sales Reporting Requirements Gathering
EZ	Going Out to Dinner
DFD - Data Flow Diagrams	
A	Targeting
B	Align Professionals & Accounts to Territories
C	Data Management
D	User Administration
E	Sample Management
F	

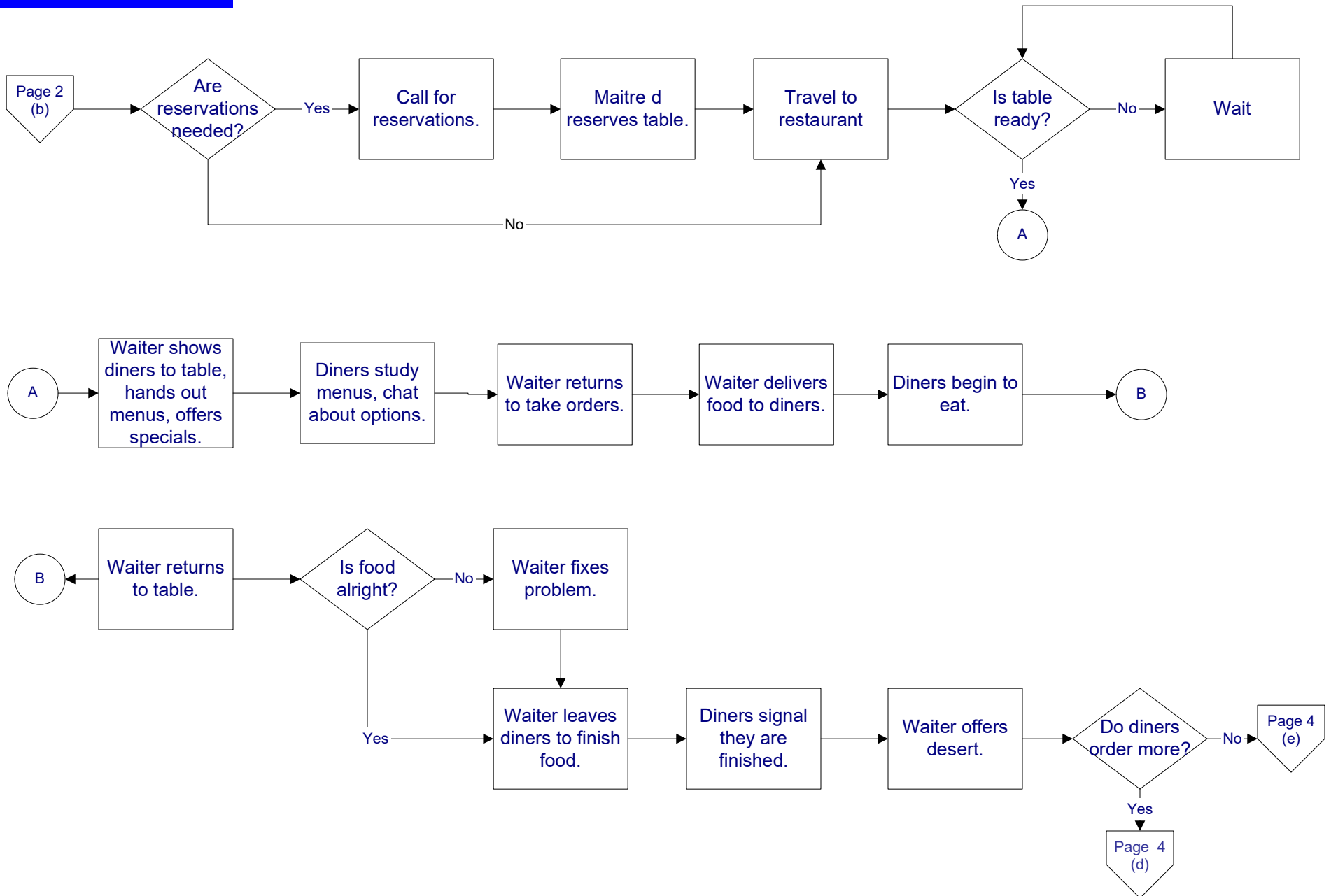
Select a restaurant.



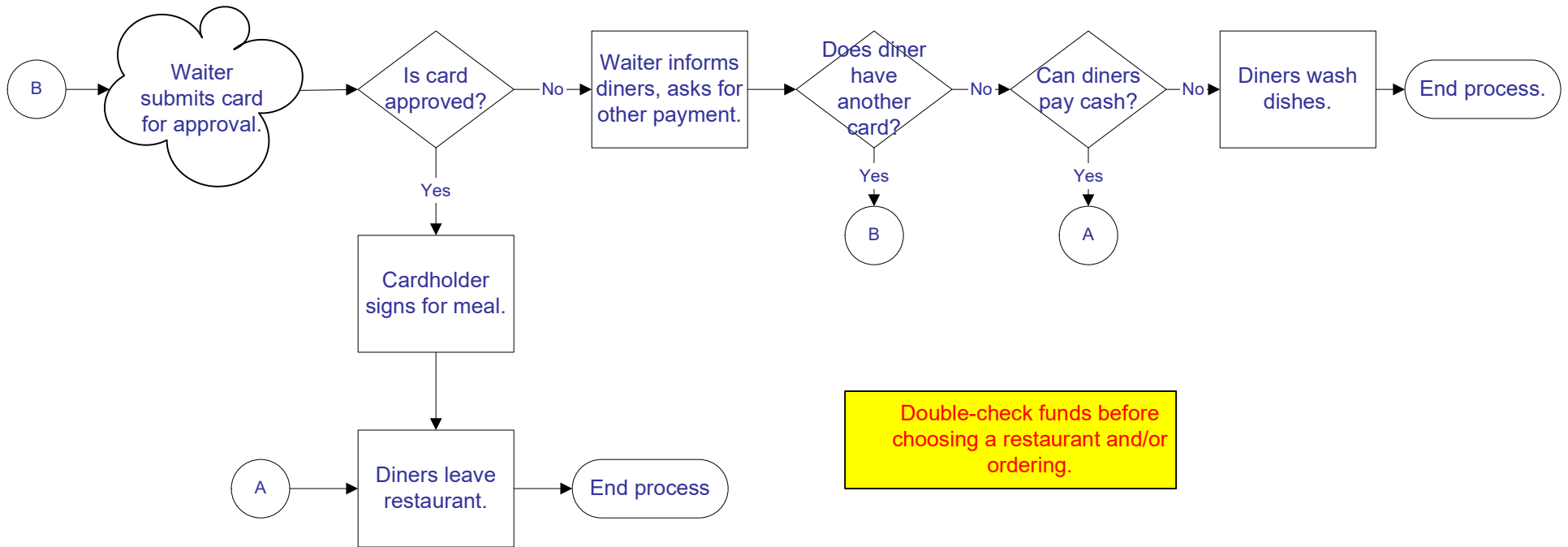
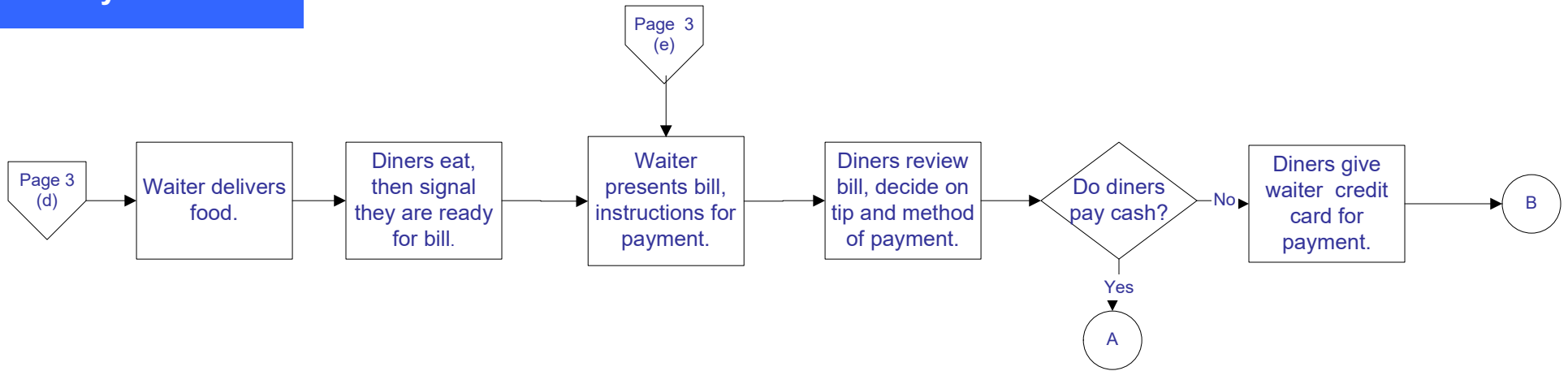
Tired and hungry people often have trouble reaching agreements on such decisions, resulting in stress and conflict.

See if process of selecting a restaurant can be streamlined by categorizing known restaurants and collecting reviews or word-of-mouth recommendations about unknown restaurants.

Enjoy the meal.



Pay the bill.



Fast-Food Option



Fast food options include drive-ins, delis, cafeterias, and buffets, generally without a wait staff that delivers food to tables.

Payment options are generally limited to cash but may include credit cards.

