2.7   Running Example

Throughout this thesis, several concepts and mechanisms are explained. To improve their understandability, a running example process is introduced in the following, with which these concepts are illustrated.
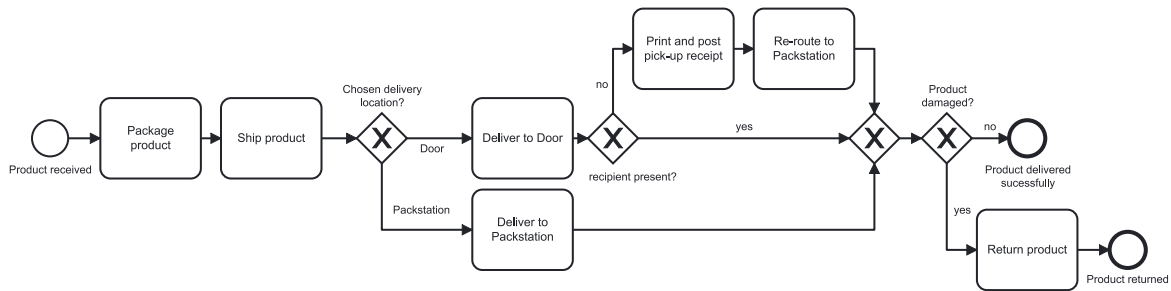

Figure 2.6: BPMN diagram displaying a logistics and delivery process, used subsequently as a running example

The process, displayed in Fig. 2.6 as a BPMN diagram, represents a logistics process of an intermediary supplier, using various means of delivering a product, with the option of returning the shipment after delivery. The process starts once the product to be delivered is received. It is packaged and shipped. Depending on the selected delivery option, it can either be delivered directly to a packstation, where it is deposited for the recipient to be collected later on, or delivered to the recipient itself. Should the recipient not be present during delivery, a pick-up receipt is printed and posted to their letterbox. Afterwards, the parcel is re-routed to a packstation. Should the recipient detect that the product is damaged, a return shipment can be initiated. Otherwise, the product has been delivered successfully. It has been modelled to provide comprehensible options for process re-design (e.g., through packaging material or transport modalities) and to be configurable w.r.t its behaviour in a realistic manner.