

Free diagram business process exercise essay example

[Business](#), [Customers](#)



Business

Information System in Organization

RFID refers to radio frequency identification. It is a modern technological advancement in the retail business today, which promotes speed, accuracy, and convenience for business owners, workers, and customers. It uses electromagnetic fields as medium of transferring data meant for the automatic identification and tracking of information on object tags. These tags contain information stored electronically and it includes details such as item name, price, brand, and quantity. RFIDs have a wide range of application that extends to the grocery business. Based on the clientele and pressing needs that the business, they can implement and apply the technology in a manner that they prefer. Modifications can be made to suit the specific needs in terms of the customer and commodity inflow and outflow.

The RFID for a grocery business has to merge all the activities into a single motion that can be monitored. In order to do this, it is important to develop a systematic order in which the customer does things while shopping. In this manner, it will be possible to develop a business diagram that is usable as a guideline to show the relevant party what steps to take in case of a problem. The following is the list of steps in order prior to the implementation of the RFID.

Enter Store to shop

Collect items to purchase

Proceed to check out and put items on conveyor

Abandon shopping cart

Scan, tabulate, and bag Items

Provide debit or credit Card

Request payment

Authorize payment

Refuse all payment attempts

Print receipt

Give receipt

Leave store

The following diagram is an illustration of the events as they happen in sequence at the grocery store. The activities involve the cashier dealing with the payment and the customer making the purchase. The following is an illustration of the business activities using a diagram (as is process).

The implementation and installation of the RFID will lead to a shift in the manner in which the business activities will be done. These are the “ to be” activities, defining the business process that take place after the implementation of the new technology. Business activities refer to a set of activities directed at certain goals. The activities occur in the following order:

Enter Store to shop

Collect items to Purchase

Proceed to walk through check-out

Scan RFID item tags and payment ID in check-out area

Respond to scanner with identity

Authorize payment

Decline payment

Approach Shopper to resolve payment Issue

Pay with alternative method

Print receipt

Give receipt

Leave Store

Diagrammatic Representation of “ to be” Process

The diagrammatic representation of the “ to be process” shows more actors as additional personnel have to intervene to help the customer resolve the payment issues. The “ as is” process does not have such steps that offer an alternative form of payment, which is an indication of the manner in which the business has improved its processes.