Workshop: Modelling Pharmaceutical Sample Process

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- Modelling "Pharmaceutical" Sample Process
    - Business Process "Serving Coffee (Order-to-Cash) in a Restaurant"
    - Product Mix:
        1. Espresso (small cup, small water volume)
        2. Cappuccino (big cup, small water volume + milk foam)
        3. American Coffee (big cup, big water volume, double coffee volume)
    - Required Systems
        - Machine for Milling Coffee Beans
        - Coffee Machine
        - Fridge for storing Milk
    - Material: Coffee, Milk, Water, Cups, …

- Specification / Critical Quality Attributes (CQA) for
  1. Product Espresso (small cup, small water volume)
  2. Product Cappuccino (big cup, small water volume + milk foam)
  3. Product American Coffee (big cup, big water volume, double coffee volume)

1. Correct Product
2. Taste
3. Smell
4. Cleanliness Cup & Plate
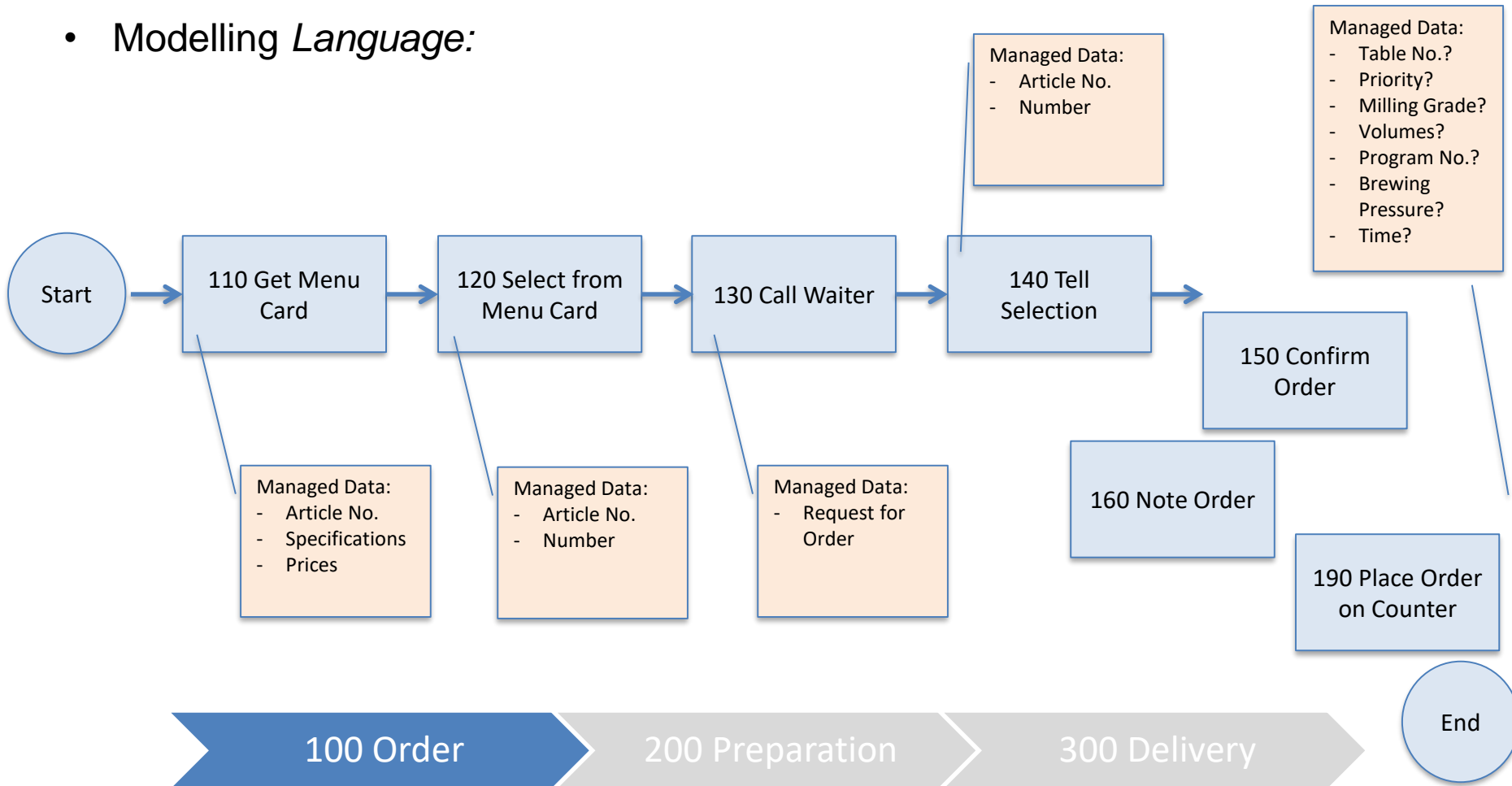5. Temperature
6. Volume
7. Creaminess Foam

Heated Cups & Plates

Coffee Beans

Coffee Machine

Manual Foam Generator (Steam) needs cold milk (fridge!)

Different Programs

Milling Machine

Operation and Error Indicators

Operating and Maintanance Mode

Adjustment of milling grade and milling volume

Liquid and Solid Waste

Water and Power Supply, Fridge with Milk

- Modelling "Pharmaceutical Sample Process"
  - Business Process "Serving Coffee Order-to-Cash in a Restaurant" in three phases:

| Order | Preparation | Delivery |

- Order:
  Selection from Menu => Order => Placing Order at **Counter**

- Preparation:
  Receiving Order => Preparation of Order => Placing Coffee at **Counter**

- Delivery:
  Receiving Coffee => delivery => Feedback => Payment

- Workshop Objectives
  - Please do model the sample process in three phases
    - Order
    - Preparation
    - Delivery
  - Please discuss and model in small groups
  - Documentation acc. to presented Modelling Language
  - **Time Objective: 90 min**
  - Discussion and Comparison of Results: 30 min