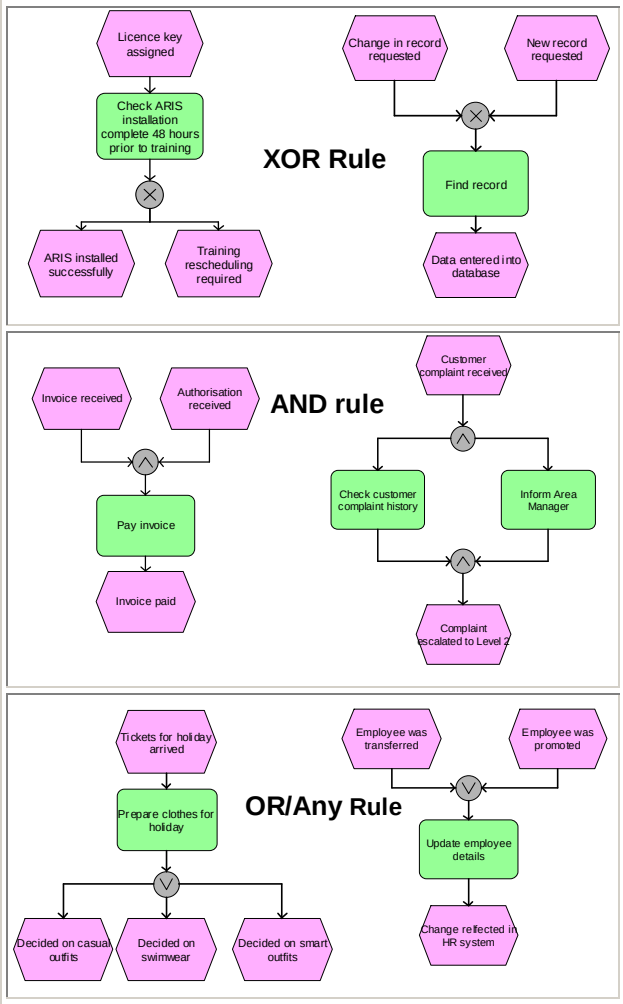
The Golden Rules for EPCs

1. Process must **start** and **end** with at least **one Event**
2. Sequential flow is **Event, Function, Event**
3. A Function or an Event may have only **ONE incoming** flow connection and **ONE outgoing** flow connection (introduce AND, XOR or OR operator as appropriate)
4. A **single Event** must not be followed by an **XOR** or an **OR** operator that splits the flow, as Events cannot take decisions
5. If you split **a path** using one operator (an XOR, AND or an OR), the **same** operator must be used to join the paths
6. When looping back in the process flow, the **XOR** operator should **ALWAYS** be used to **join** the process

Logic Operators

AND **All branches** are true at any one tme	XOR **One branch only** is true at any one time	OR **At least one branch** is true at any one time

Examples of Use of Rules



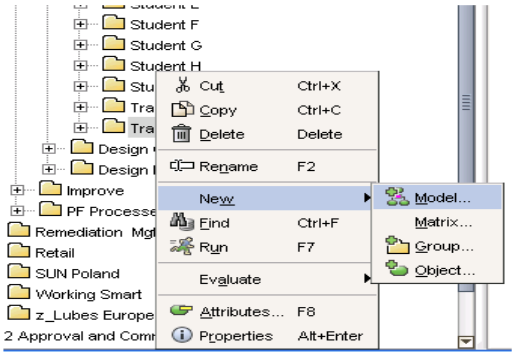
Level 4 EPC Symbols

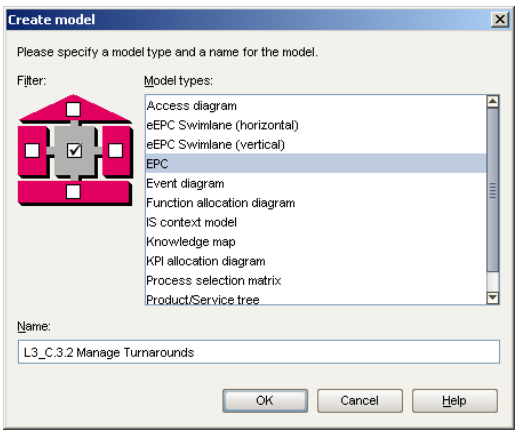
Event	Represents an event, which is either trigger of an activity or a result of an activity E.g. Order Received
Function	Represents a task or activity, which incurs cost and resources, and takes time to complete E.g. Enter Invoice, Print Delivery Note
Process interface	Represents an interface to the precedent or subsequent process and will always be used in conjunction with the prior or following event
Role	Roles are responsible for activities which require the same or similar skills and are required for the design of jobs, trainings and security profiles
Job	Jobs carry out a combination of roles and describe a job within the line organisation associated with a certain job grade
External person EXT	Represents an external person or contact that plays a role in a process. For Example: Customer, Transport carrier agency
Application system type	Represents a logical application system. It is linked to a Function to show the particular application that supports an activity E.g. ISP, Outlook
Module type	Represents a logical module of an application system. This object should be used if the system is modularised.
Entity type	Represents a business object, such as data or a group of data and information. It can be used to describe any business related entities, which can be input or output to a function.
File	Represents any kind of document in electronic format. E.g. Project Plan.pdf, Process Model.doc
Document	Represents any kind of physical paper document, which can be input or output to a function E.g. Assurance Form, Credit Note
List / Report	Represents a report created from data or information in application system. It is used to differentiate from documents, which have the form of a list. E.g. Stock Ledger Report
Information carrier	Represents means of communications such as email, fax and phone.
Risk	Used to denote risk associated with a task, activity or work step and represents the possible danger that a process objective will not be achieved.
Key performance indicator	Represents the measurement of the performance of a function or process

Function and Event Naming Conventions

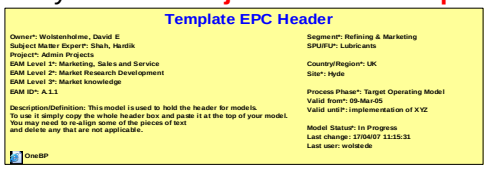
Function	**Verb + Business Object**	Example: **Send Invoice**
Event	**Business Object + State/Status Change**	Example: **Invoice sent to supplier**

Creating a new model



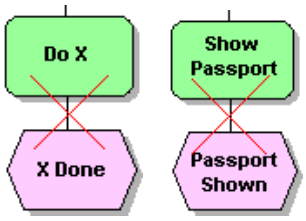


1. Remember to copy the Model Header template into your model **adjust without BP specifics**



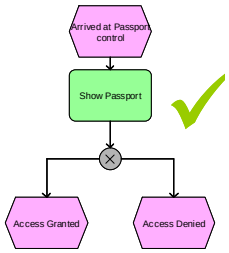
2. **adjust without BP specifics** Remember to maintain the mandatory model attributes as per the BPM Minimum QA Checklist – In Progress (see location of document on SharePoint on Page 3 of this Guide). As a reminder, the attributes are –
   - Name
   - Process Phase
   - EAM ID
   - EAM Version
   - Segment (as appropriate)
   - Country/region (as appropriate)
   - SPU/FU (as appropriate)
   - Operating Unit (BU) (as appropriate)
   - Site (as appropriate)
   - Project
   - Model status

Making Events Meaningful



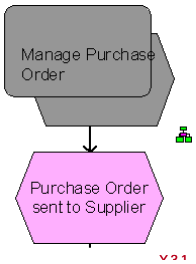
Add value with Events by:

1. Focusing on **the impact** of the function performed
2. Considering the **purpose** of the function performed
3. Focusing on **why** the function was performed (e.g., to get what result?)

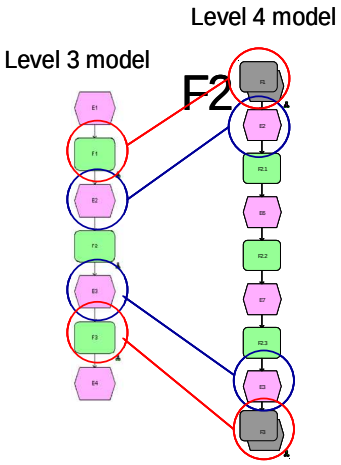


Using Events & Process Interfaces to show link Events / Process Handoffs

1. A process handoff is when one **EPC** leads to another **EPC**.
2. To show an EPC leading to your EPC:
   Use the end **Event(s)** in the previous process as the **Event triggers** in your process. In other words, the **end Event(s)** and **trigger Event(s)** are the same.

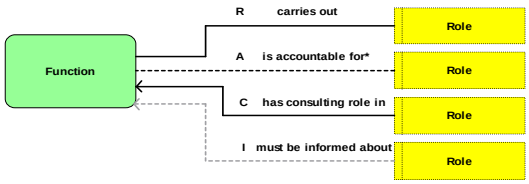


3. To show your EPC leading into another EPC:
   Your **end Events** become their **trigger Events**
4. To use the correct function for the process interface, you must copy the **Level 4 function** that either comes **before** the Event if you are modeling the trigger coming into your process OR **after** the Event if you are modeling the final result. This object **must** come from the **corresponding Level 3 model**
5. Change the symbol to a **Process Interface** (see picture opposite). This can be done using the **Object Properties >** object appearance functionality.



Using Organisation objects and RACI Relationships in a Process

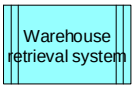
1. The connections between **Roles** or **Jobs** and an activity (function) are made via **RACI** Relationships.



2. Relationships –
   a. if two **Roles** or **Jobs** carry out an activity alternatively, '**carries out'** will be used.
   b. As a minimum requirement, the responsible **'carries out'** has to be defined for each activity unless automated activity is being defined.

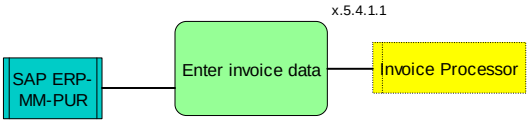
Systems supporting Functions

1. An **Application system type** or **Module type** object supports the activity being carried out.

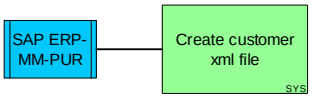


2. Use a **Module type** object to describe a component or module of an application otherwise the **Application system type** object is used.

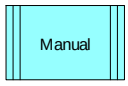
3. Use a combination of **System//Function/Role** - to describe a **semi-automated** step

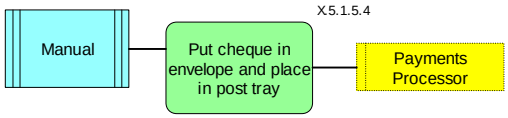


4. Use a combination of **System/System Function Actual** to describe an **automated** step



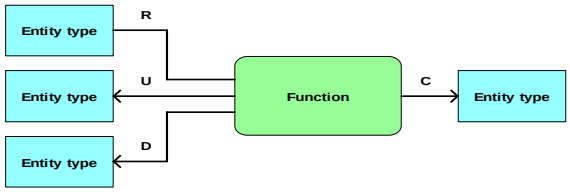
6. If activities are manual then the system **'Manual'** must be linked to the function. See example below





Using Data objects and CRUD relationships in a Process

1. The **CRUD** relationship is used to associate data to/from a function: **C** = creates; **R** = reads, **U** = updates, **D** = deletes



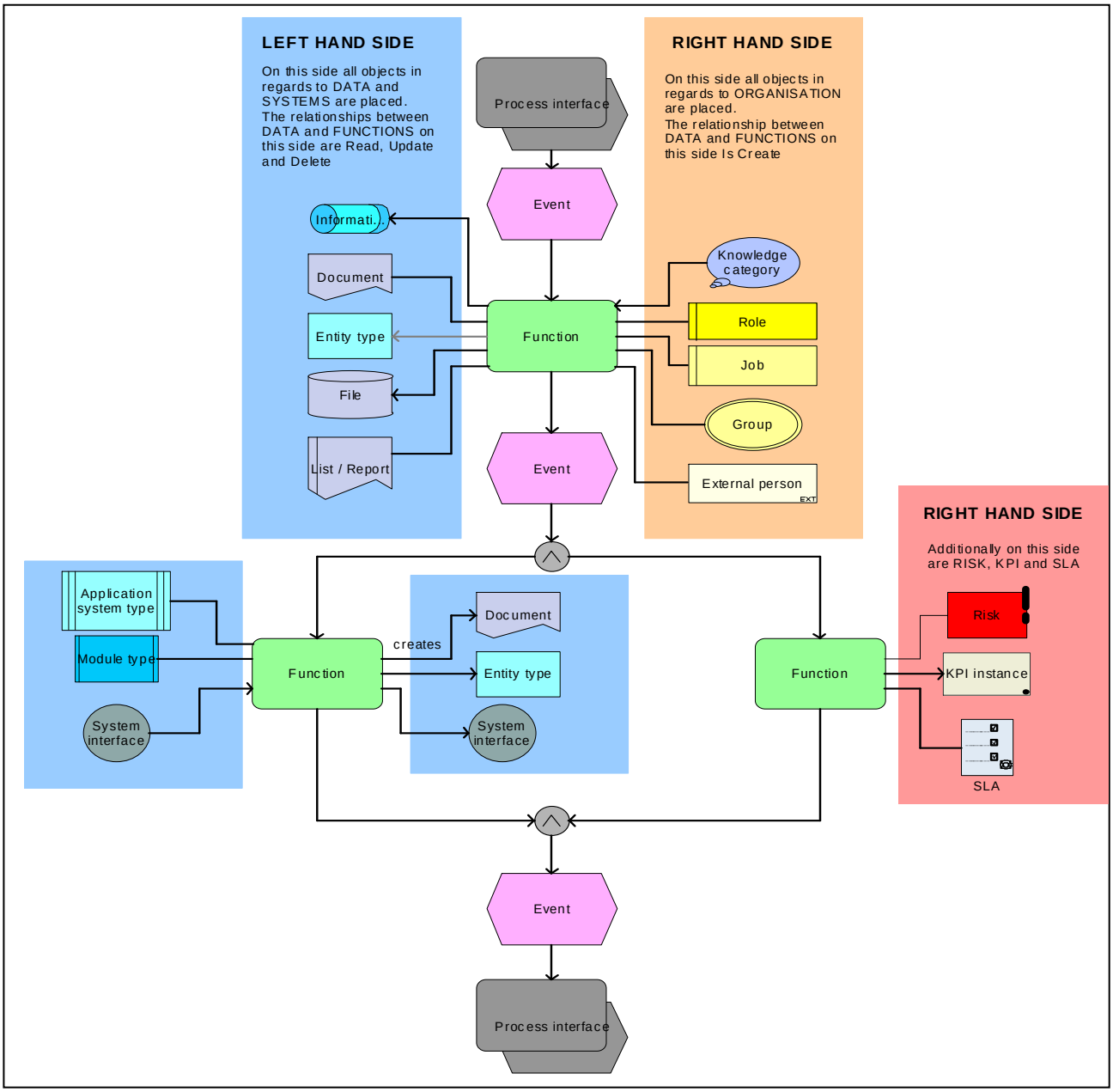
2. All data/ information should be maintained as data **entities**, unless a specific format is required, e.g., paper document, electronic file, report/list
3. How data is sent or received is depicted by an **Information carrier**, i.e. email, fax, phone (see object symbol on Page 1 of this guide)
4. The display format for data to/from function is shown above and also shown in the BP Standard Template (Page 4 of this guide)

Remember

1. Only **Functions** and **Events** are unique objects
2. Exception to the above rule is **start** and **end Events** which should have at **least two occurrences** to link to a model via a **Process interface**

Other useful sites to view and learn about modeling methodology, getting support, standards & conventions

Generic Standard Template Layout



Left Hand side of the function-

- Applications systems types
- Module types
- Data that is 'updated', 'deleted' or 'reads'

Centre -

- Process flow
- Event/Function/Event

Right hand side of the function -

- Knowledge category
- Roles, jobs, groups & External persons
- Data that is 'creates'
- Risk
- KPI
- SLA