

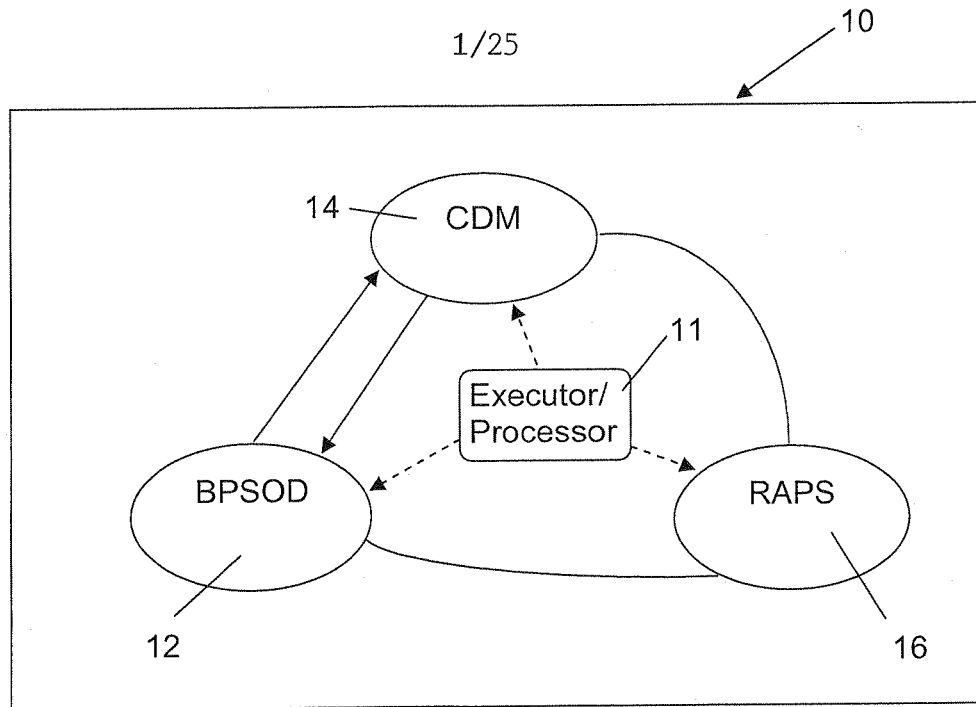


Figure 1

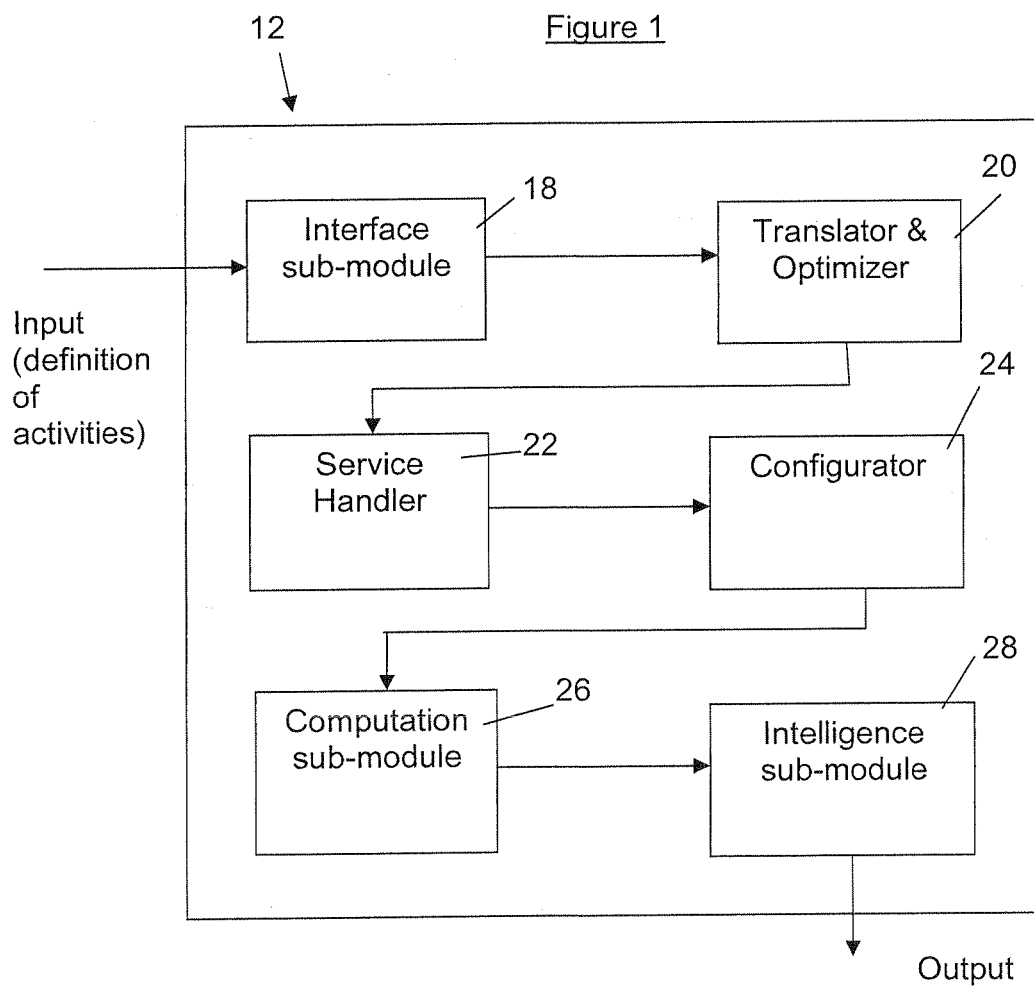
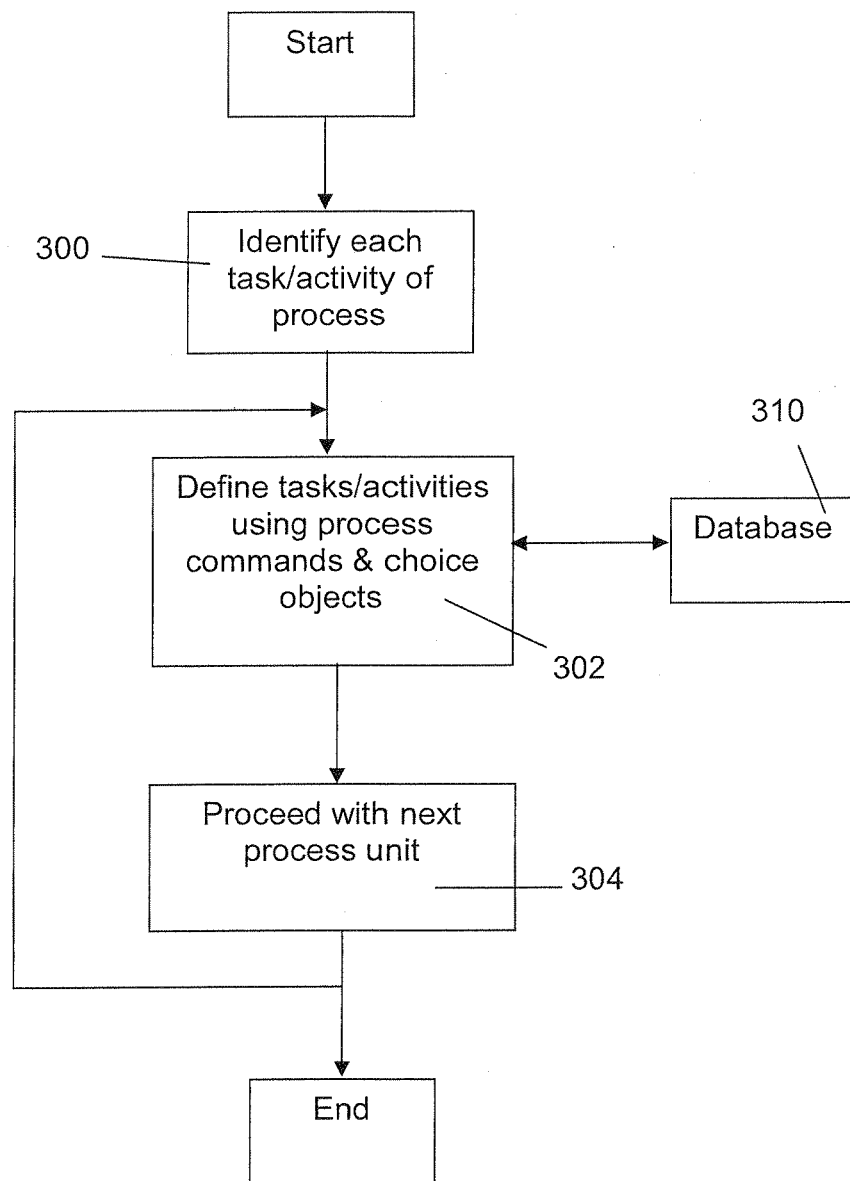


Figure 2

Figure 3

Process Commands 100

accept	compare	duplicate	Locate	request	submit
activate	complete	earmark	Login	response	summarize
adjust	compose	encash	Logout	restructure	sweep
advance	compute	enquire	Modify	resume	top-up
analyse	conduct	enter	Notify	retrieve	track
apply	configure	escalate	Open	return	transfer
approve	confirm	evaluate	Override	reverse	translate
assign	consolidate	execute	Pay	review	trigger
authenticate	contact	feed	Populate	revise	update
authorize	copy	find	Prepare	rollup	upload
bill	create	generate	Print	route	validate
calculate	delete	graph	Purchase	scan	verify
call	deliver	group	Read	search	void
cancel	deposit	hold	Receive	select	withdraw
capture	determine	instruct	Recommend	sell	write
change	disburse	interface	Refer	send	write-off
charge	display	interpret	Refund	set	
check	distribute	issue	register	settle	
classify	download	keep	remit	sort	
close	drill-down	link	renew	stop	

Based on empirical work and actual case study, these process commands are suitable for describing most, if not all, of business processes for banking, retail and airline

Figure 4a

Example of choice objects 102:

sales report, account, account balance, account history, account limit, Personal Identify Number, account static info, account status, alert, annual holding charges, bank charges, black list customer, card, cashier order, charges, check, check book, collateral category, collection item, commission, concess supplier, confirmation letter, contract, corporate, creditor application form, confidential information, current account, customer address, customer identity, customer basic information, customer education, customer electronic address, customer employment, customer name, delivery report, demand draft, dividend, dormant account, factory, fd account, fd certificate, fd passbook, general information change, general ledger, head office, house check, individual, interest accrual, inventory, item checklist, item closing balance, item discontinue form, local branch total, mail transfer, manager, maturity renewal instruction, maturity withdrawal instruction, withdrawal info, merchandise change form, merchandise sample, message, monthly delivery ratio report, new item registration form, new schematic plan, officer, overdraft interest, overdraft interest accrual, overdrawn account, passbook, passbook cover, passbook printer, payment term, penalty charges, penalty request, penalty short delivery form, purchase order, postage, price card, price label, product, request, salary, sales target, savings account, schematic plan, security conversion charges, security sold, selling price, senior general manager, short delivery order, short delivery penalty agreement, specimen card, stamp duty, standing instruction, statement, stock return balance, supplier, supplier amendment charges, supplier change of general information documents, supplier change of important information documents, supplier company profile, supplier contract, supplier evaluation form, supplier information change form, supplier termination form, telegraphic transfer, telephone charges, teller, terminal, transaction, transaction limit, travellers check, unposted items, user password, user profile, vault officer, voucher, voucher copy, cash voucher, withholding tax, account info, records, response, interest, simple interest, compound interest, service fees, reports, compliance reports,

Figure 4b

Example: Construction of A Process

A customer walks in to a branch. He fills up a withdrawal form. Present the form to the teller officer. Bank officer authenticate his identity. Bank officer verify account status and balance....

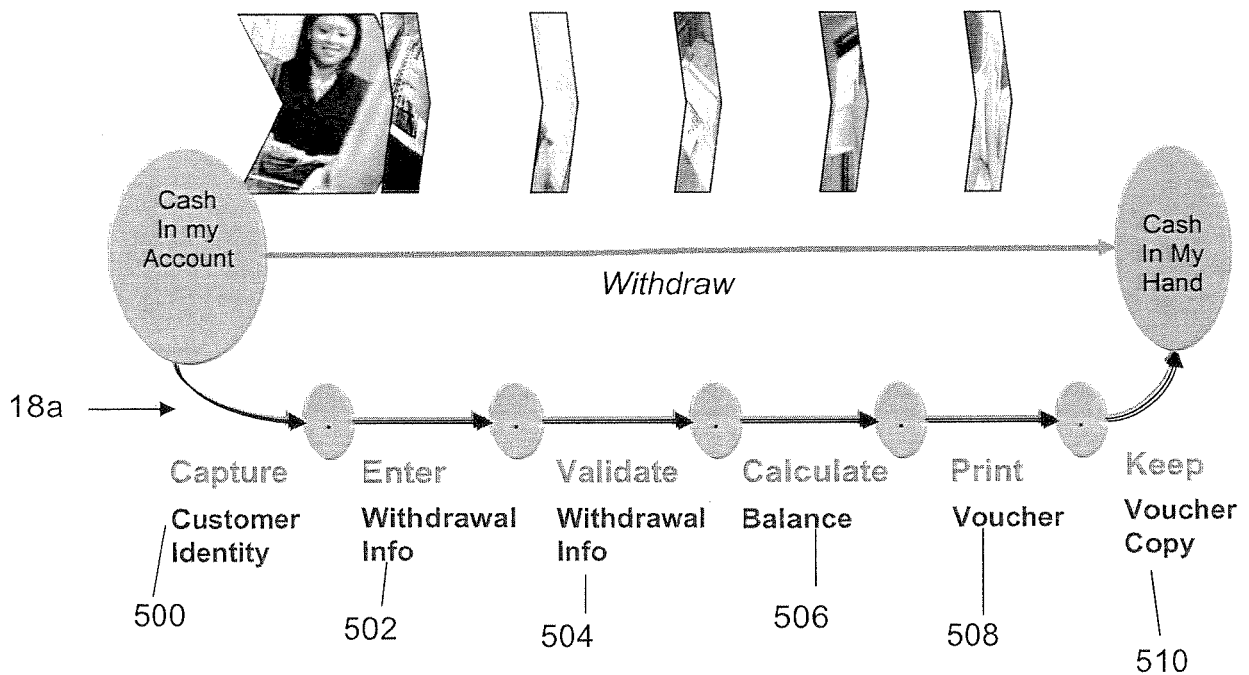


Figure 5

Complete Story of a Process

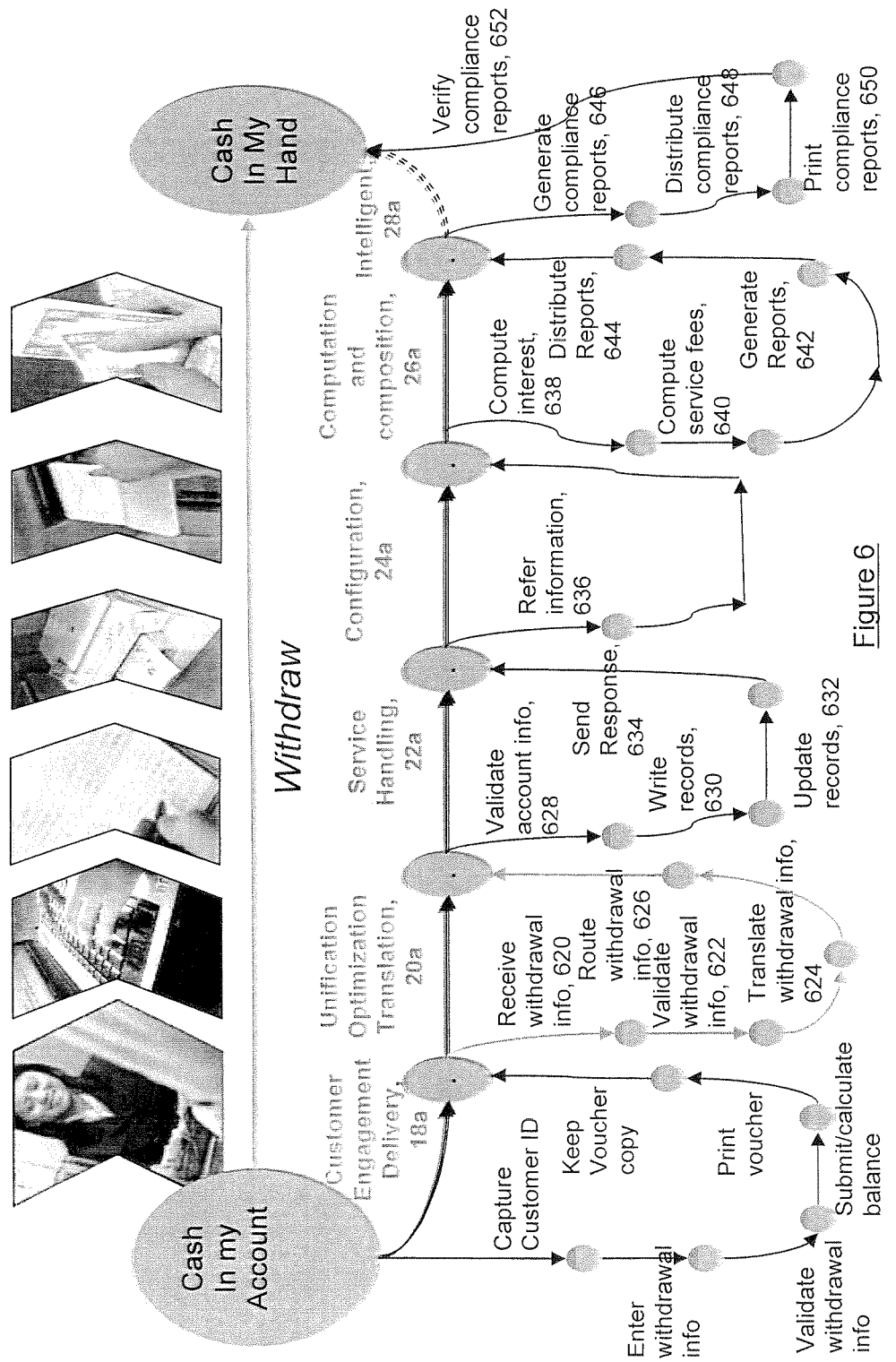


Figure 6

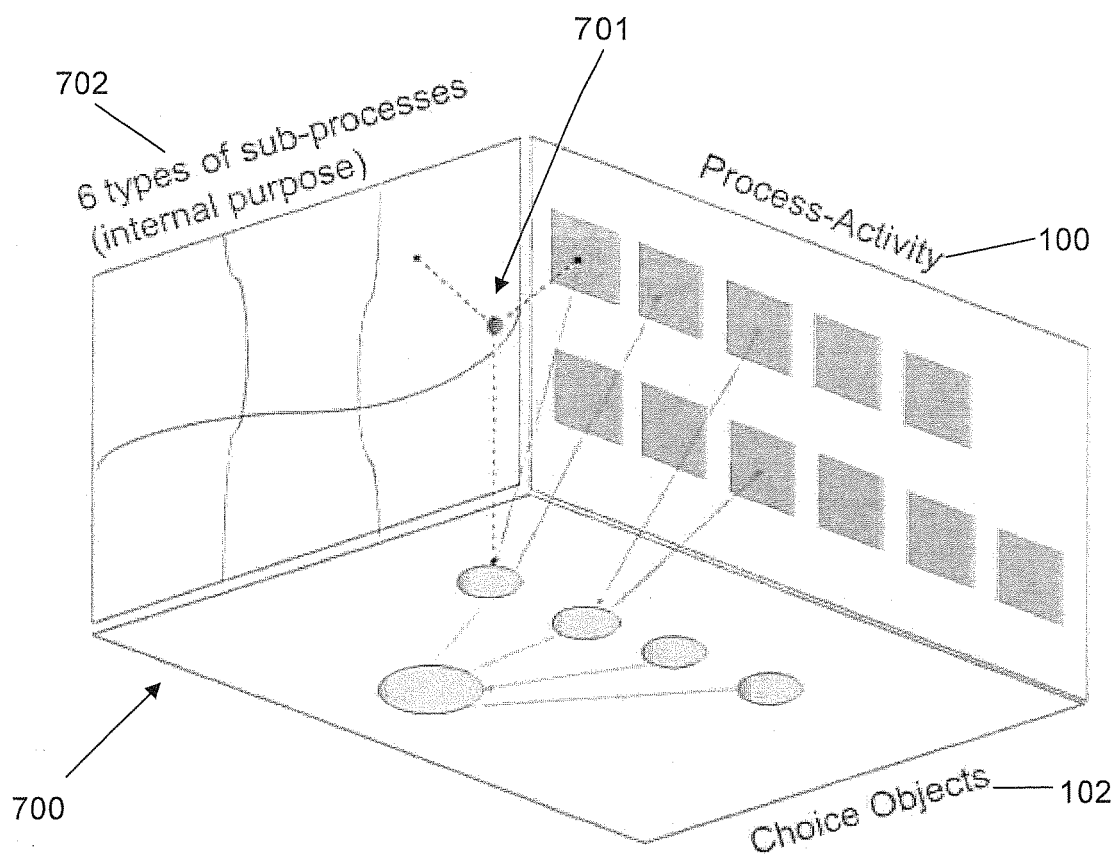


Figure 7

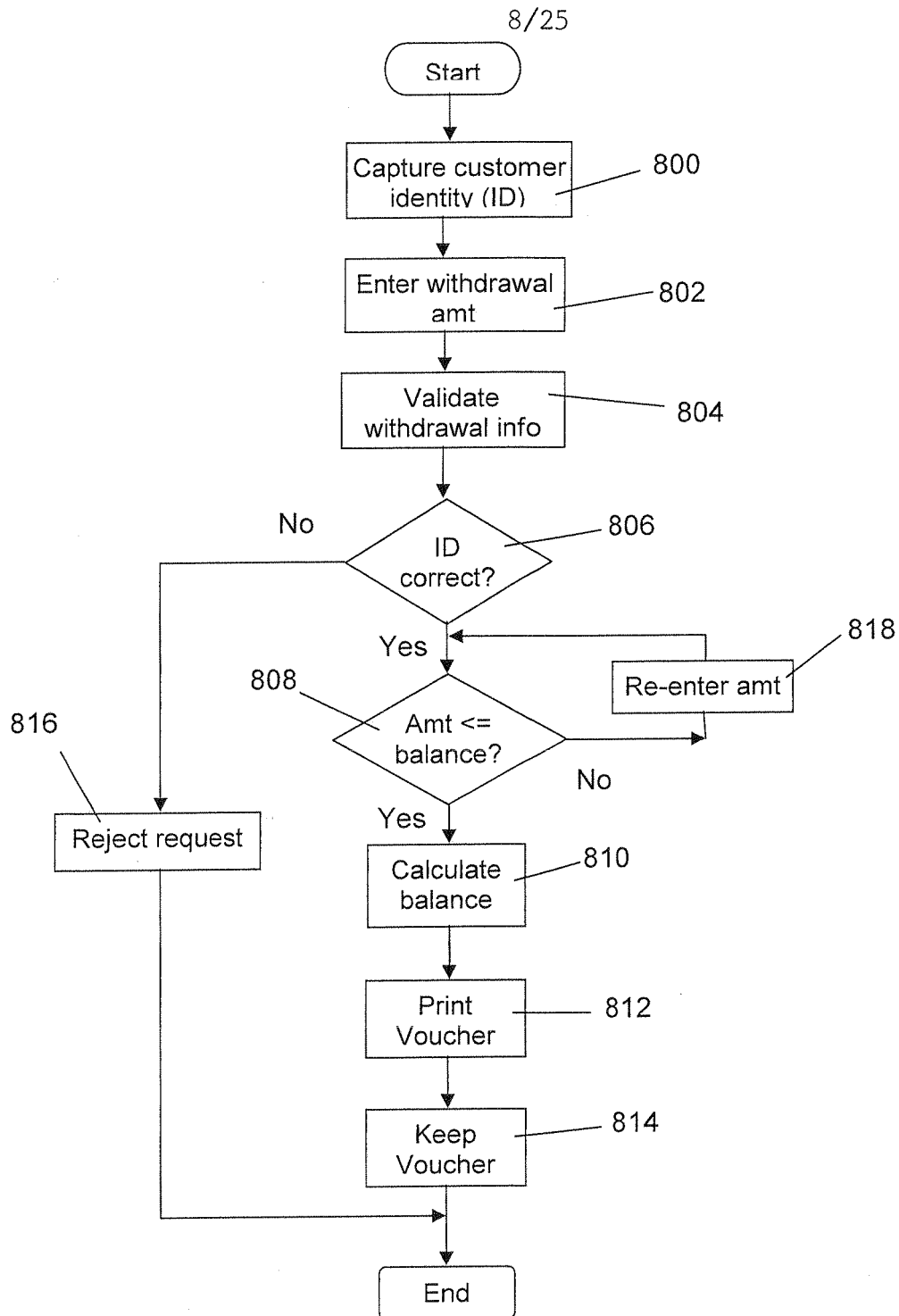


Figure 8

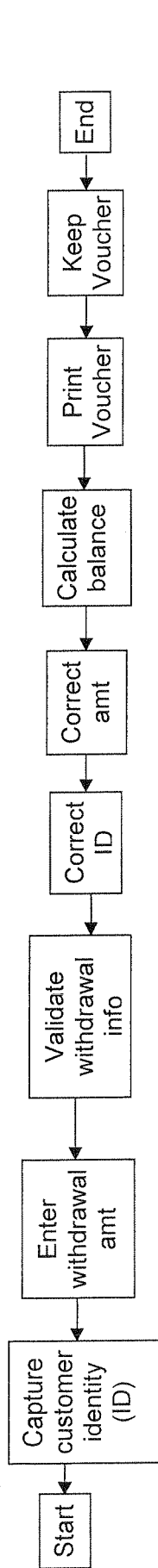


Figure 9a

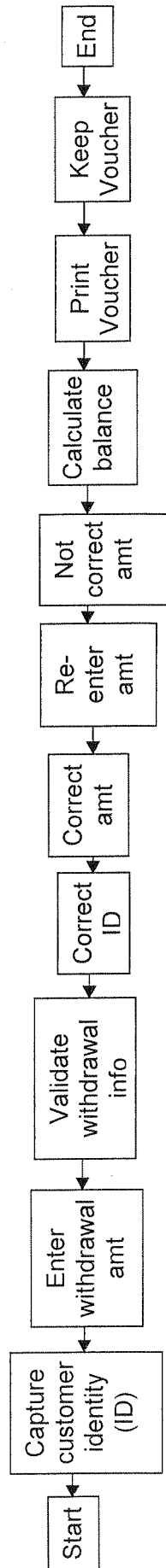


Figure 9b

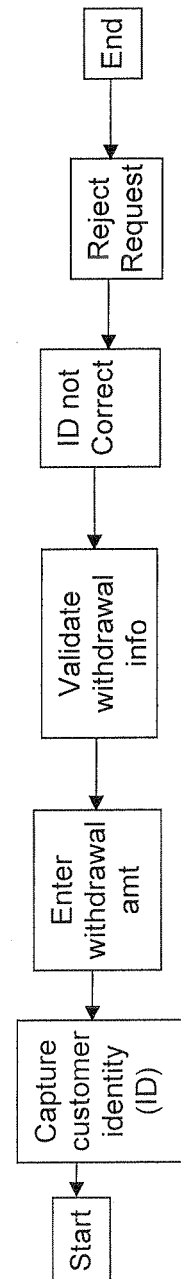


Figure 9c

The diagram shows a rectangular box representing a form. Inside the box, there are four lines of text, each starting with a letter in parentheses (a, b, c, d) followed by a label and a value. The labels are 'Name:', 'Withdrawal amount (amt):', 'Balance:', and 'Date and Time:'. The values are 'Lawrence', '\$100', '\$900', and '1 March 2010'. Outside the box, there are five numbered callouts with arrows pointing to specific parts of the form: 30 points to the right side of the box; 32 points to the 'Name:' label; 34 points to the 'Lawrence' value; 36 points to the 'Date and Time:' label; and 38 points to the '1 March 2010' value.

a)	Name:	Lawrence
b)	Withdrawal amount (amt):	\$100
c)	Balance:	\$900
d)	Date and Time:	1 March 2010

Figure 10

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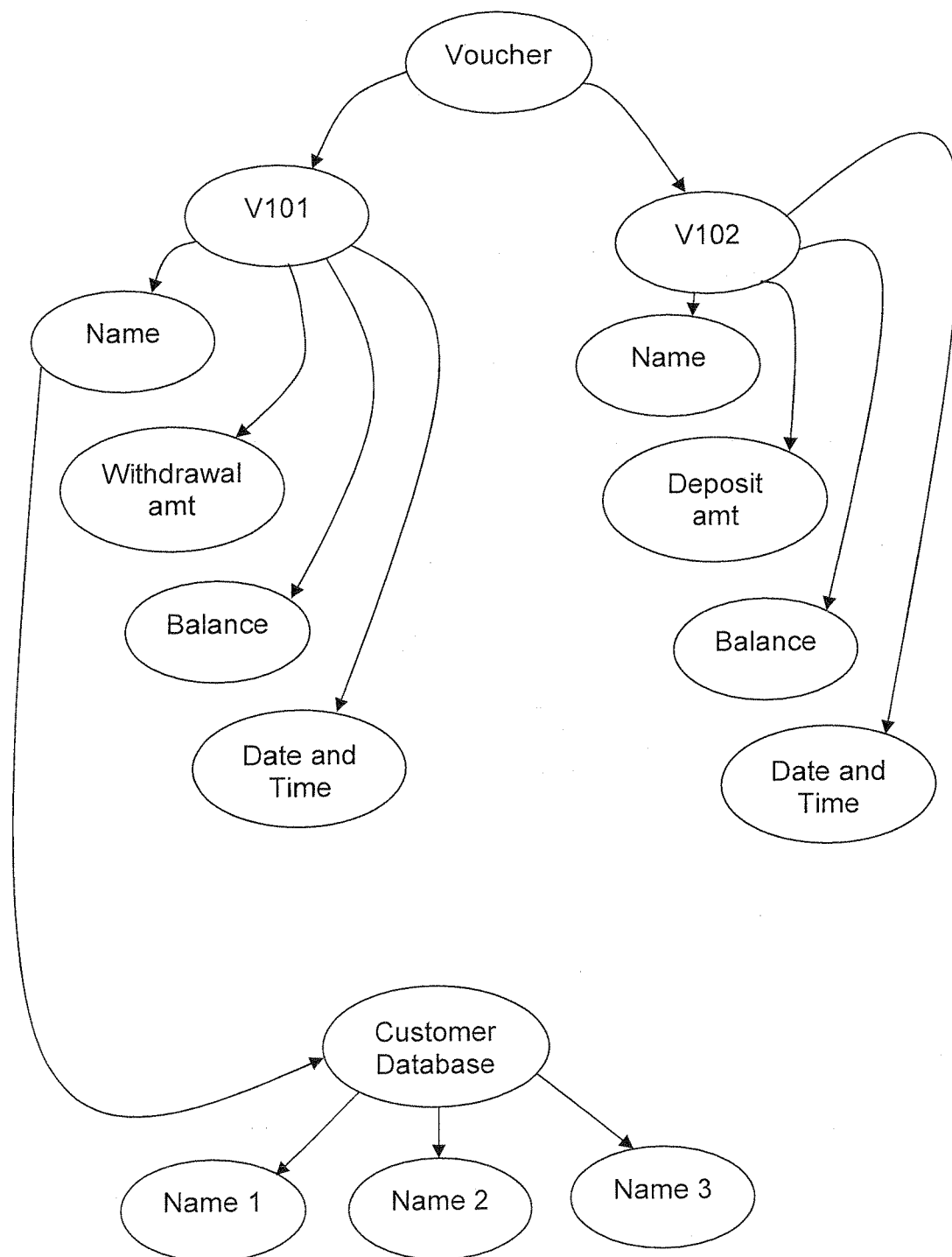


Figure 11

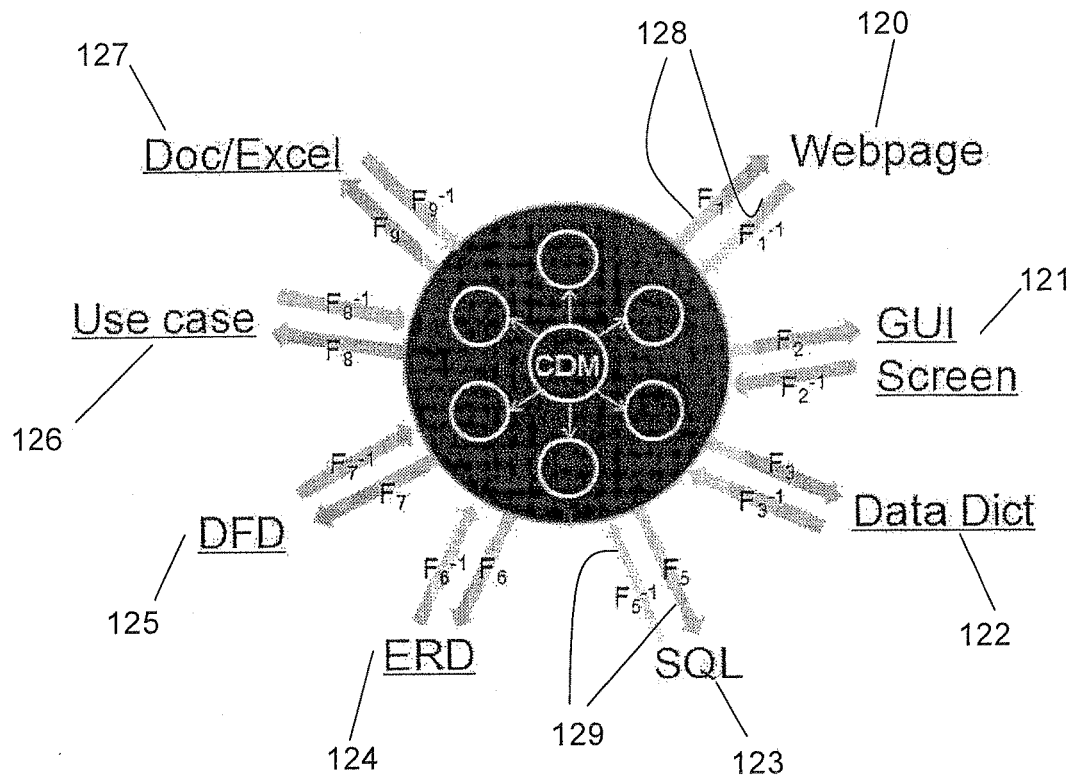


Figure 12

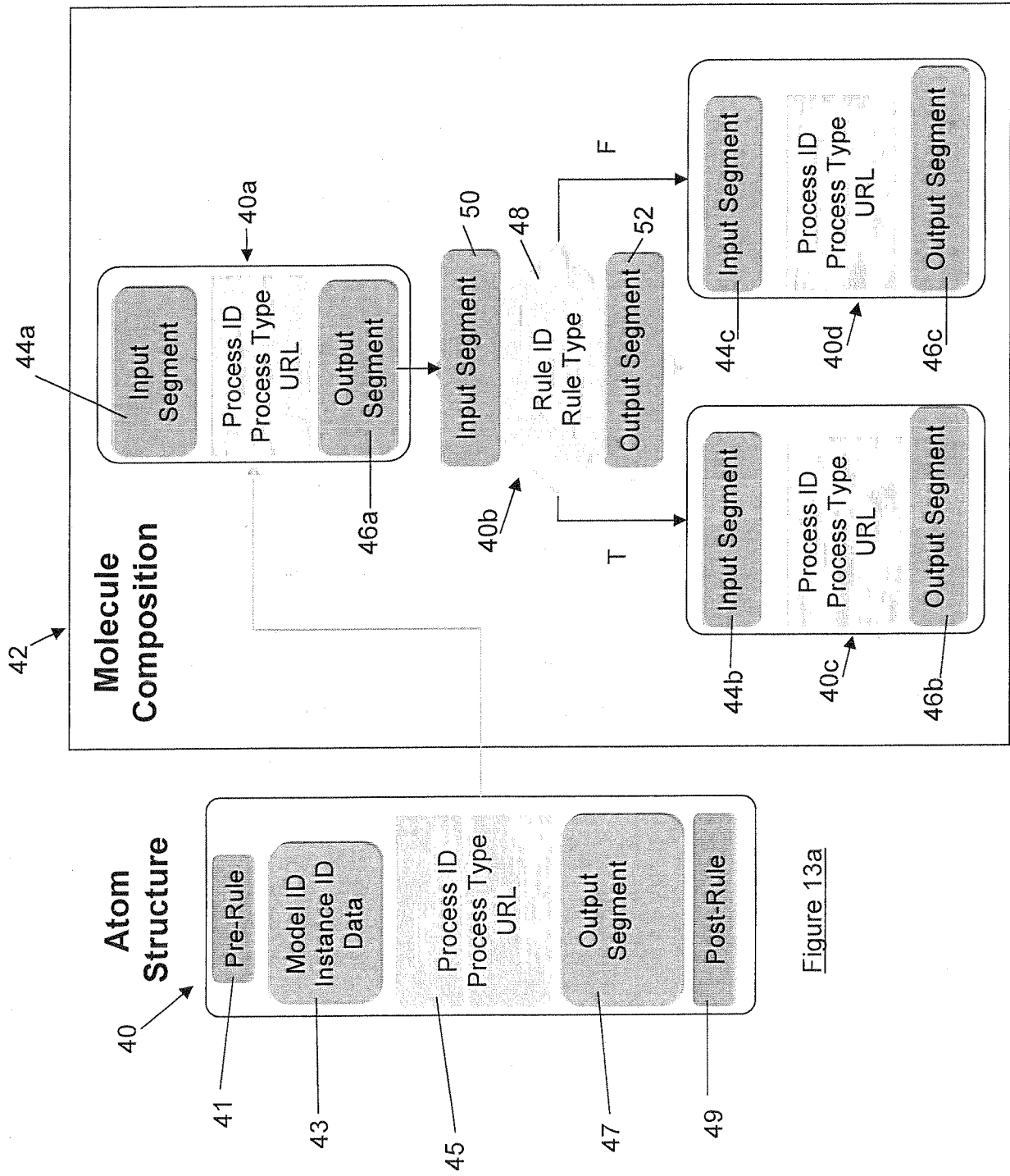


Figure 13a

Figure 13b

Construction-Deconstruction

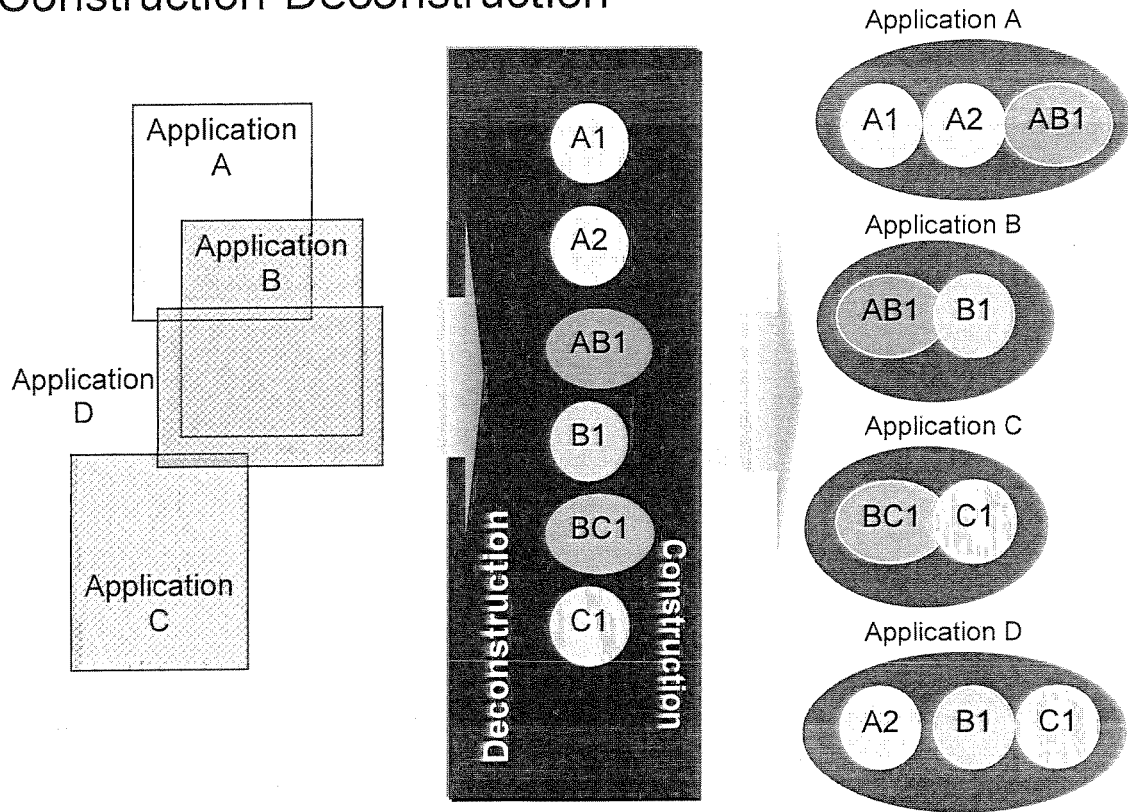


Figure 14

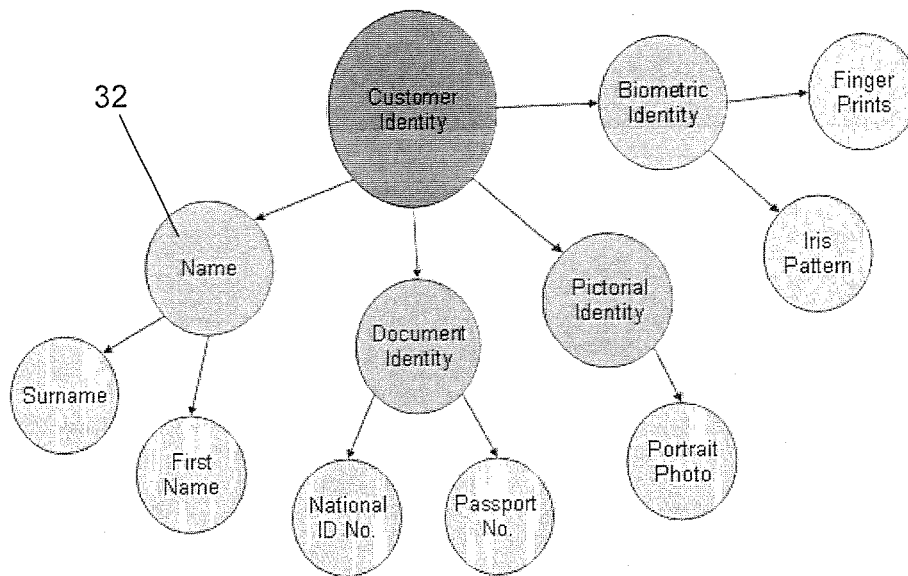


Figure 15

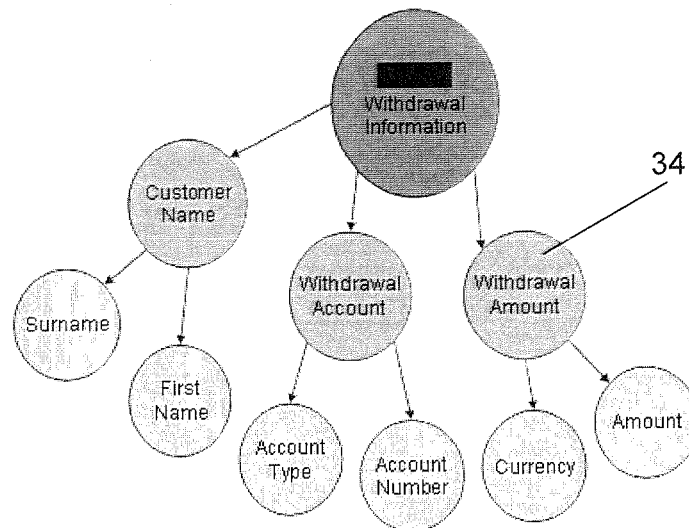


Figure 16

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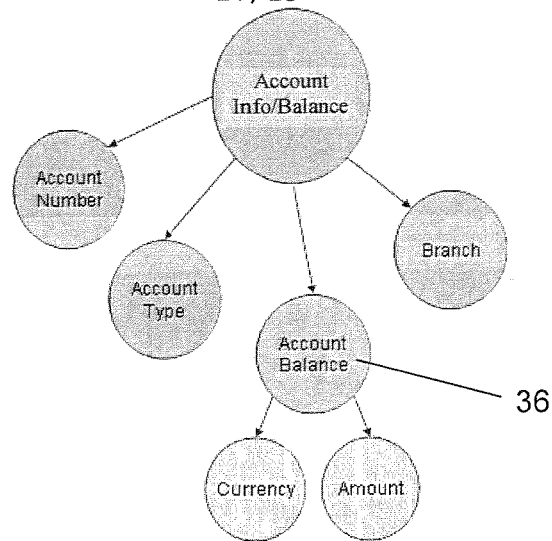


Figure 17

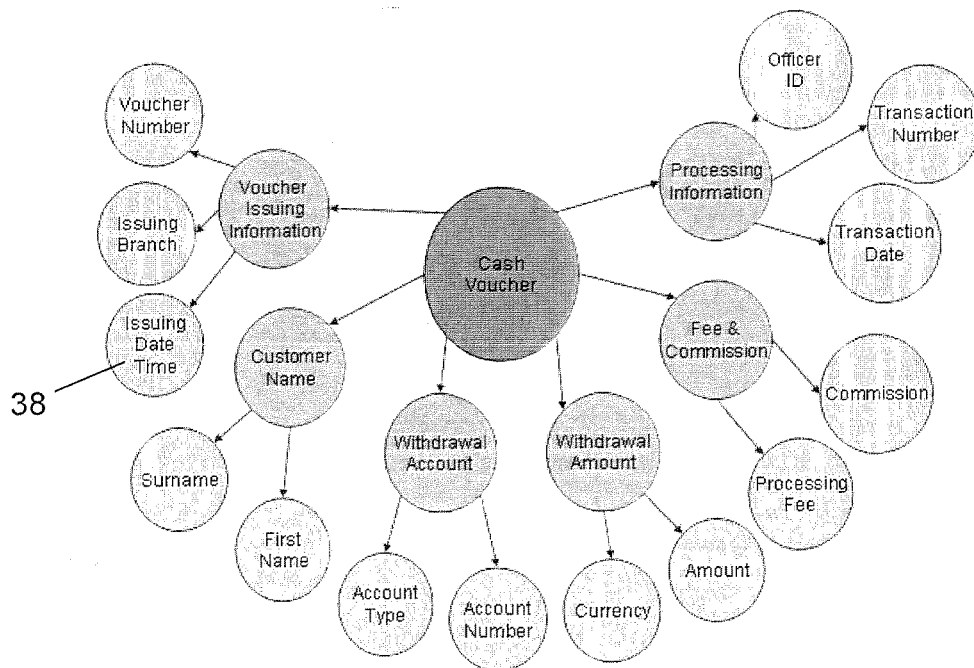


Figure 18

Process commands	Choice Objects			
	A	B	C	D
P1	ATM1	ATM2	ATM5	ATM5
P2	ATM6	ATM4	ATM10	ATM16
P3	ATM3	ATM19	ATM10	ATM7
P4	ATM18	ATM20	ATM17	ATM23

Figure 19

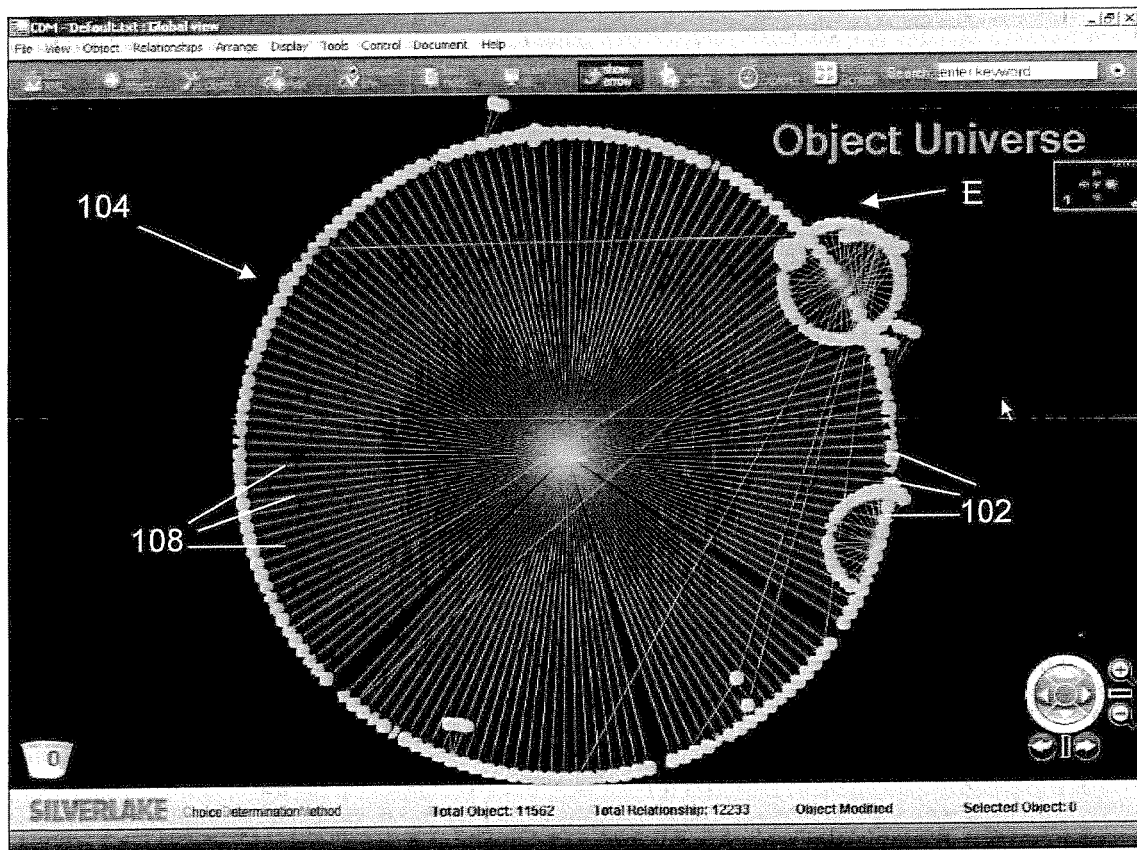


Figure 20

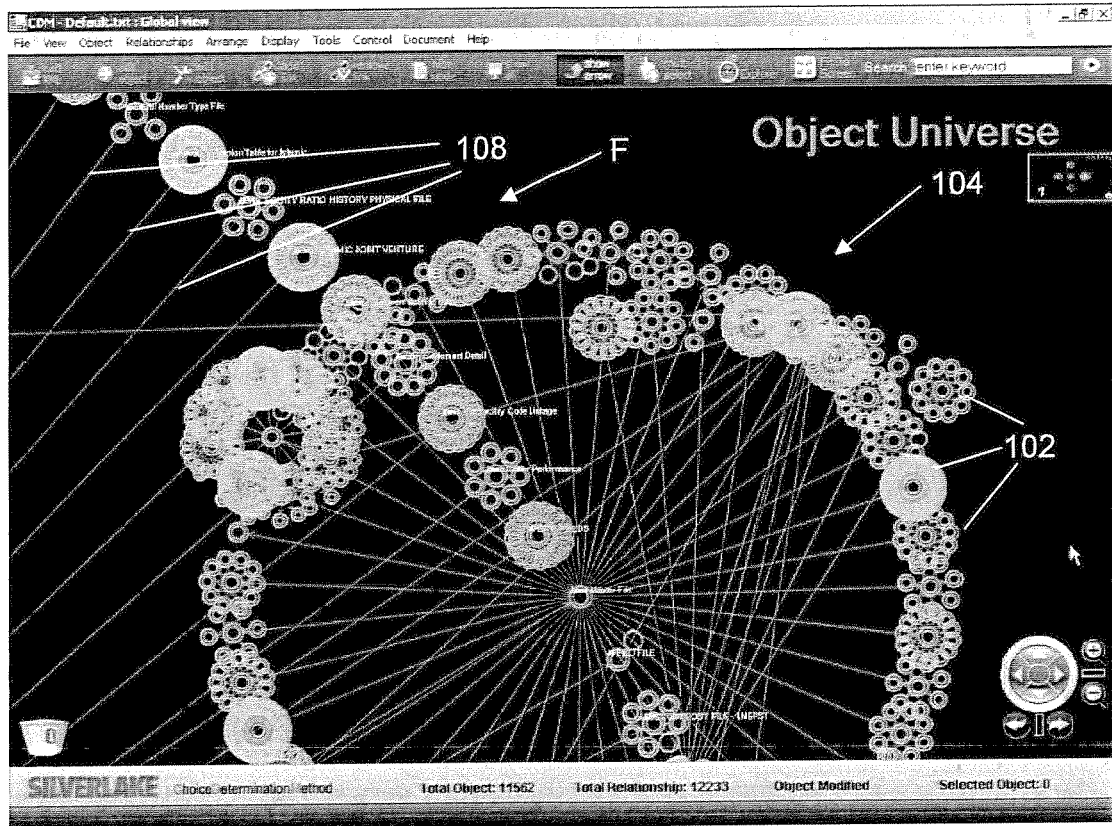


Figure 22

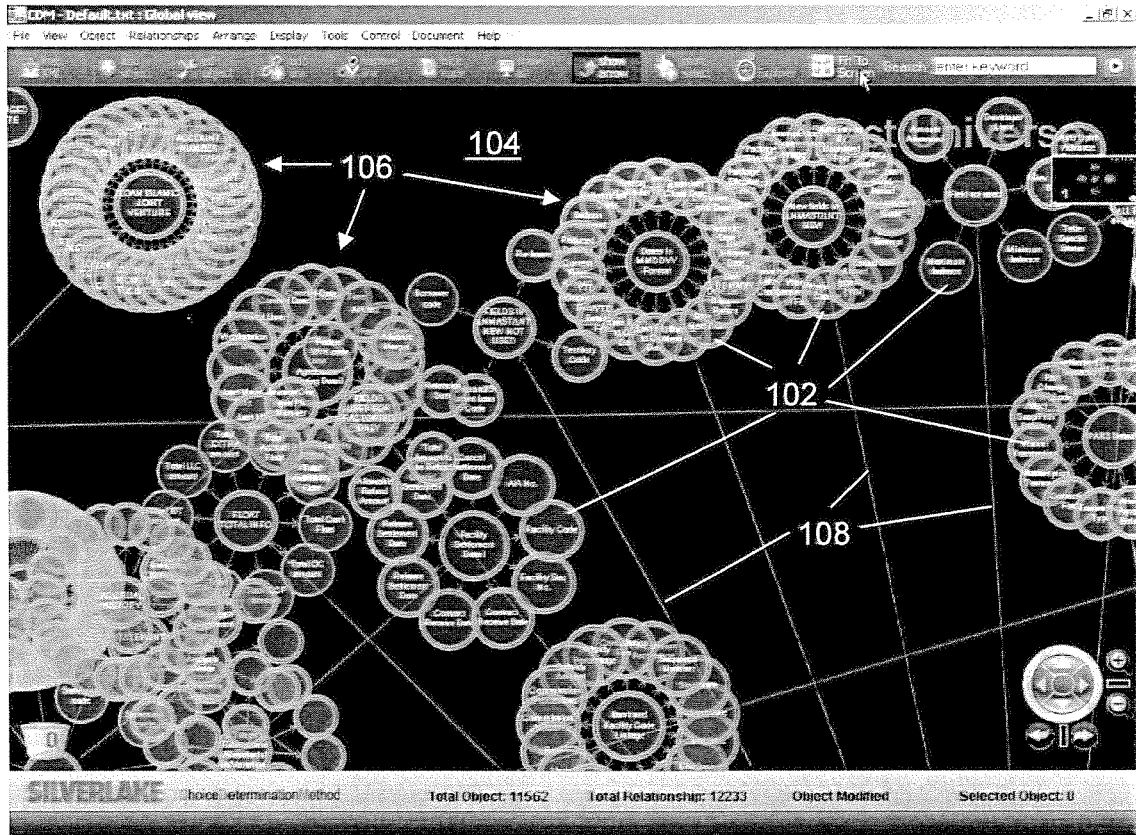


Figure 23

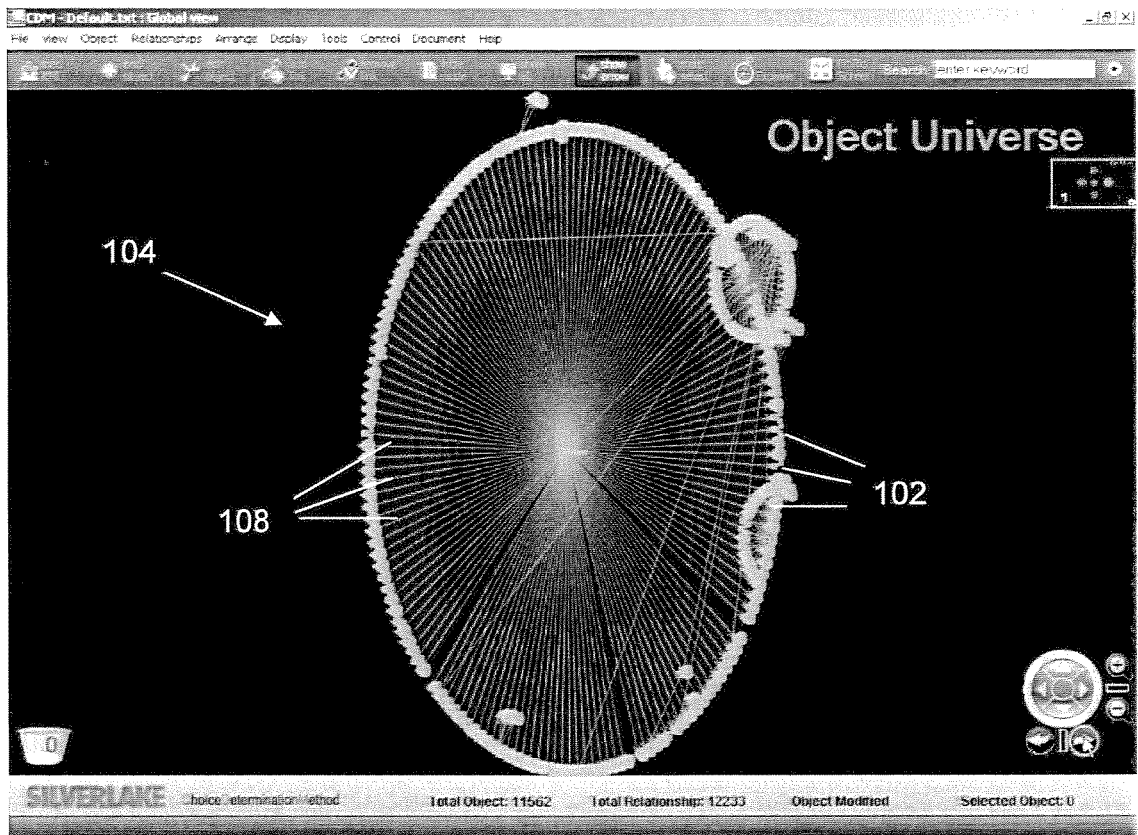


Figure 24

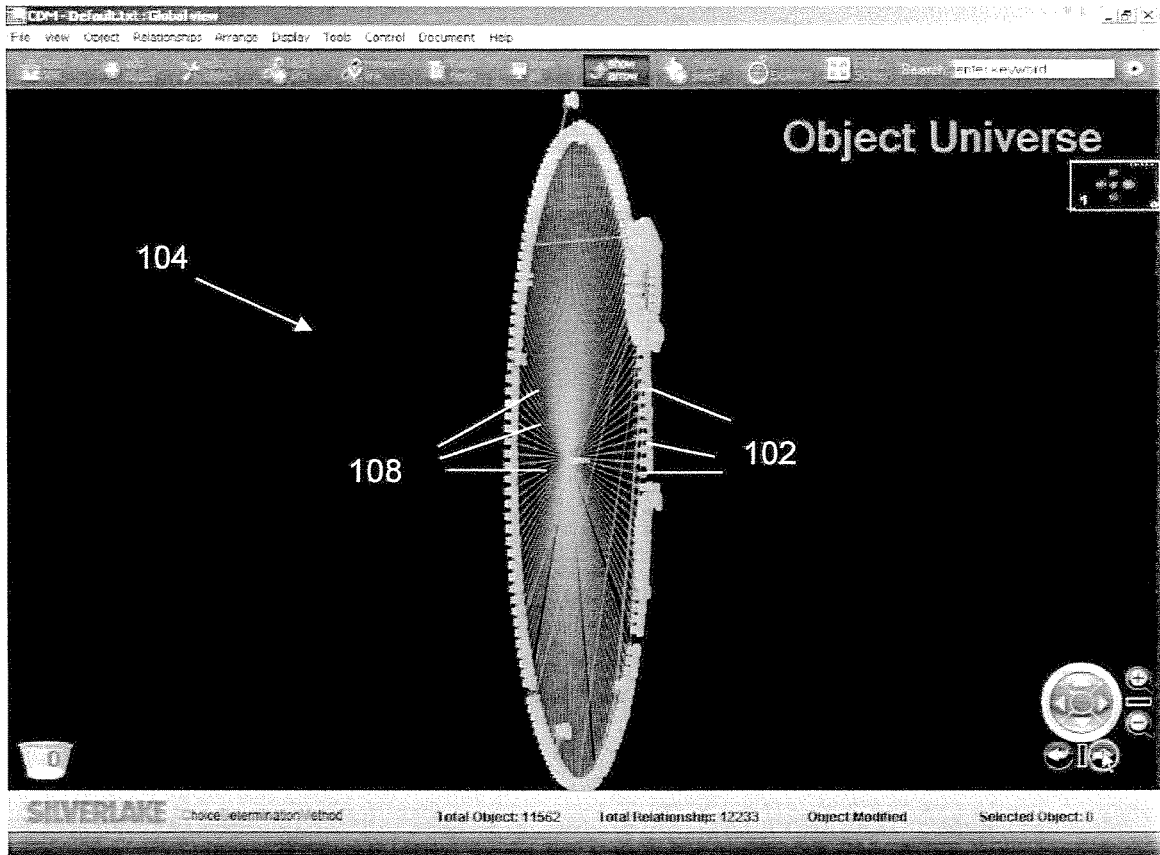


Figure 25

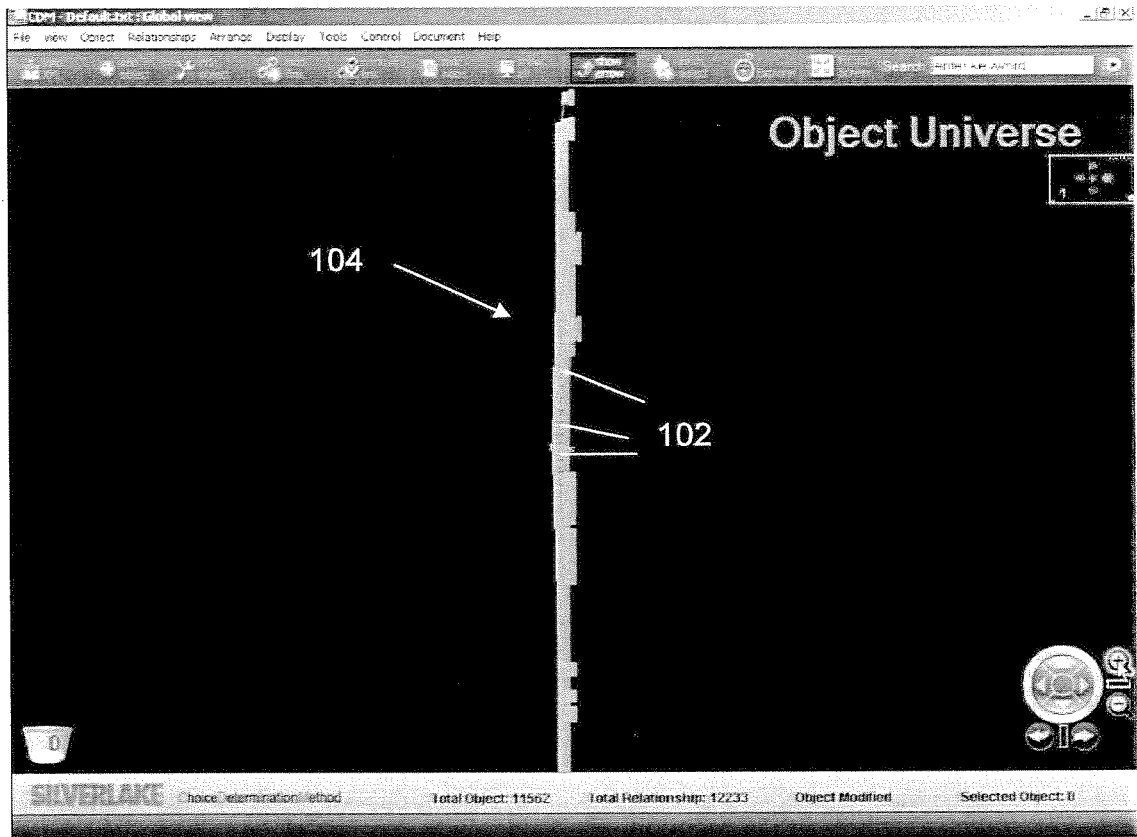


Figure 26

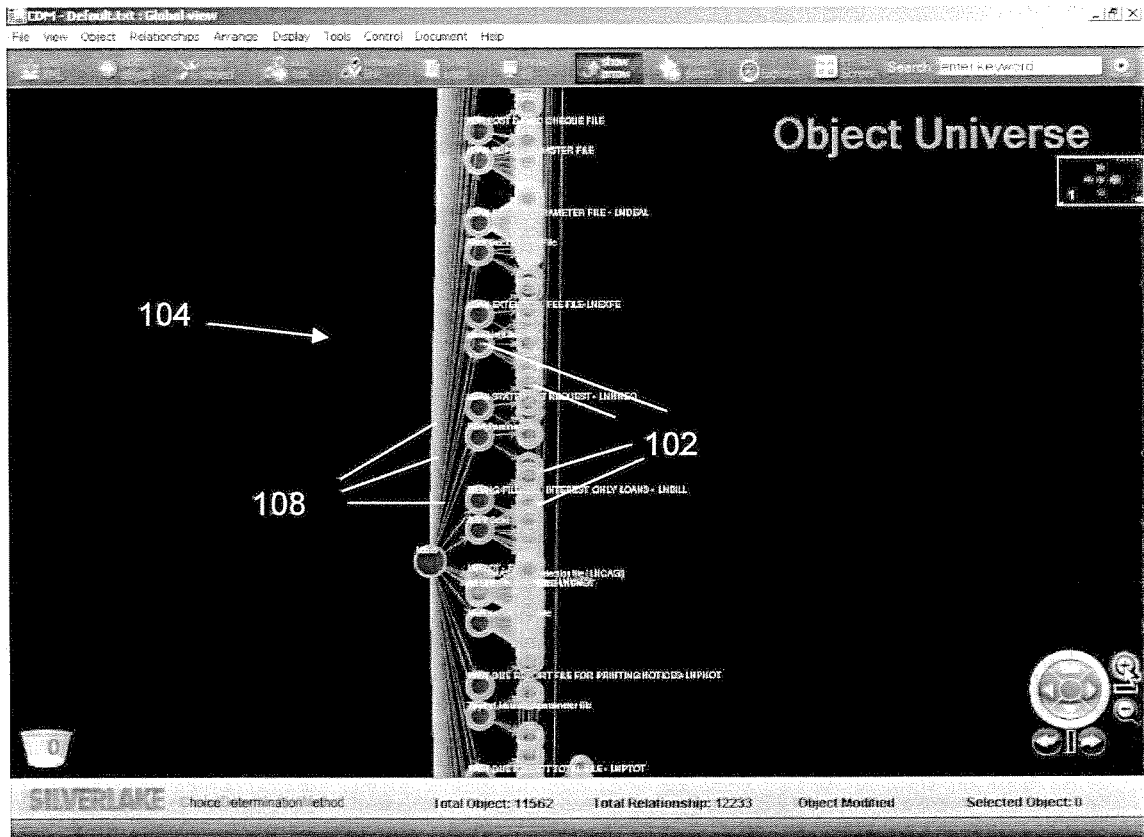


Figure 27

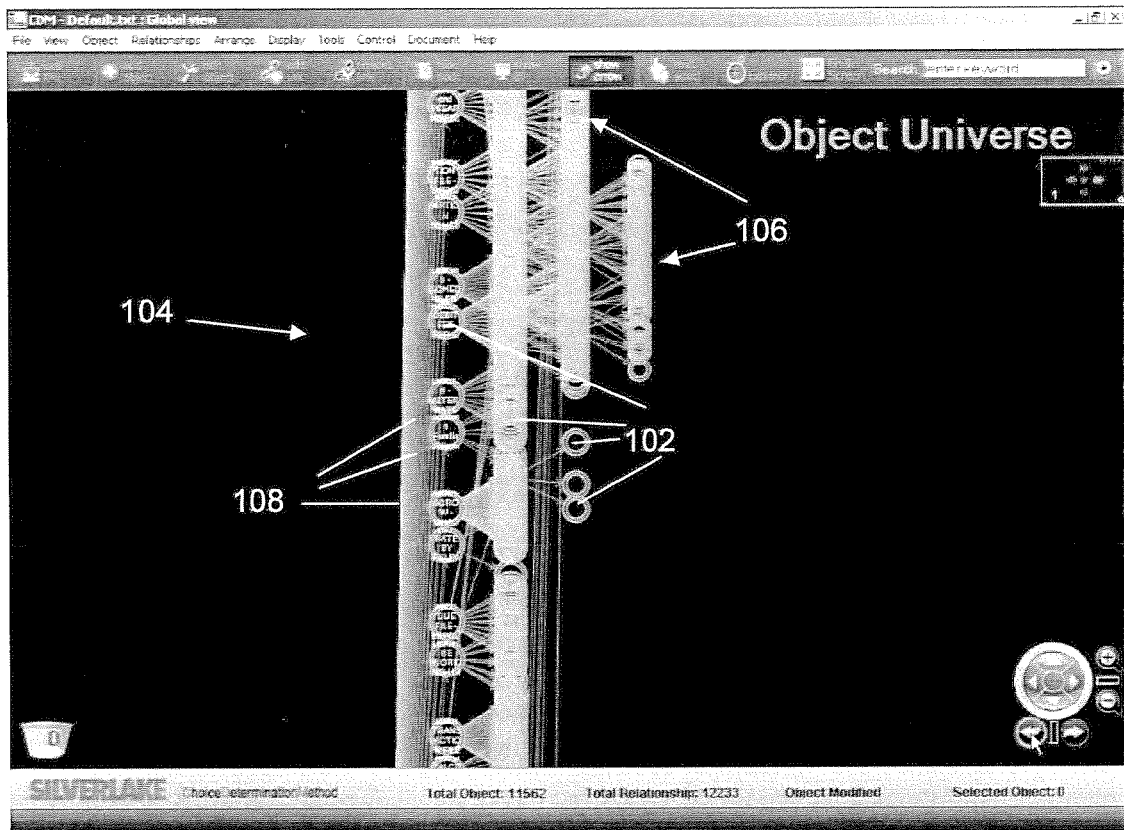


Figure 28