

## **BUSI 2710**

### **MODELLING ASSIGNMENT**

#### **TO BE DONE INDIVIDUALLY**

**DUE ON MARCH 25TH, 2014, BEGINNING OF CLASS**

Case: Pharmacy Service Improvement at CVS (A) by Andrew McAfee  
HBSP Document number 9-606-015, Revision of October 20th, 2006.

**Read the case. Submit a report and YAWL model files addressing the following:**

1. Summarize the existing pharmacy fulfilment process at CVS. Identify its purpose and performance objectives and how it relates to organizational goals.

Approximately 1 page (10%)

2. Identify those parts of the process that you believe cause the major problems. State why you believe they cause problems and what problems you believe they cause. Provide arguments and/or evidence from the case for this.

Ensure that you clearly justify what the major problems to the process are. Do not focus on a single issue, there are many present in this case. Some are more severe than others. You may find the material for the classes on process analysis and improvement useful, but you are not be limited to that material only.

Approximately 1 to 2 pages (15%)

3. Recommend the most important changes to the process that addresses the problems of the order fulfilment process. Describe each recommended change, state which problem it addresses and describe how it solves the problem.

This is critical to the success of your paper. If you do not recommend the proper changes it will be difficult for your new process to be logical. To do this you have to ensure you properly identify the major problems and that your changes will fix these problems. You may find the material for the classes on process analysis and improvement useful, but you are not be limited to that material only.

Approximately 1 to 2 pages (15%).

4. Model the improved order fulfilment process at CVS as a YAWL model. (50%)

- Make sure you model the control-flow, data, and resource perspectives. Your model should
  - Be valid and sound (use the YAWL editor to check)
  - Be able to be loaded to and executed on the YAWL server
  - Have appropriate net-level data and appropriate data types
  - Each task should have appropriate task-level data and input/output mappings
  - Each task should have resources assigned to it
  - Each XOR and OR split should have a working and appropriate flow-control based on the net-level data
  - The model should correctly reflect the process described in the case.
- Include at least some exceptional cases that the process handles (i.e. do not only model the

- process “happy path”)
  - Test your YAWL model by actually executing the process!
5. Identify any requirements for IT support for your changed process. i.e. what new systems or new capabilities for existing systems may be necessary to make your changed process happen?

Approximately 1 page (10%)

The indicated page counts are guidelines only. You may use fewer or more pages. The assignment will be evaluated based on quality, not quantity.

### **How to Submit:**

A printed copy of the report must be submitted in class on the due date. The YAWL model for question 4 must be emailed to the instructor.

### **Citing and Evidence:**

Make sure you substantiate your arguments and assertions with evidence and examples from the case.

It is not necessary that you formally cite sources or have a bibliography. However, in your report you must provide evidence to support any argument or assertion that you make by quoting from the case or providing a page reference to the case or both.

### **Required formatting:**

- Arial font
- 11 pt font size
- Single-spaced
- 6pt space after paragraphs
- Justified
- 1.5 inch margins on top, bottom, left, right
- Headings in all caps and bold
- Page numbers in page footer, right-aligned
- Title page must contain only the course number, your name and student id, word count; no page number for title page (following page is number 1)

### **Writing Skills:**

This is expected to be a University level report. You are studying Business and should be able to communicate effectively in a written report. Basic structural errors like missing page numbers, no headings, no cover page, inconsistent fonts, and/or misspelling the Professor's name will result in severely reduced grades. These omissions demonstrate a complete lack of effort and care and will be treated with prejudice.

I will assess each written assessment also on writing, according to the criteria provided in the calendar section 5.8.3 and multiply your assessment by this grade. For example, if your project is assessed an 80%, but your writing is also assessed at 80%, the total would be 64%.

If you do not feel comfortable with your writing skills, or are in doubt about your writing skills, please visit the **MUN Writing Center** at <http://www.mun.ca/writingcentre> to seek advice. **The Writing Centre can review and help you with your assignment BEFORE YOU SUBMIT IT.** Students who have done this in the past have greatly benefitted from this.

### 5.8.3 Good Writing

1. Students at all university levels should have reasonably sophisticated and effective communication skills and are expected to demonstrate proficiency in logical organization, clarity of expression and grammatical correctness. Good writing is expected of students in all courses. Upon graduation students should be capable of expressing complicated ideas clearly and concisely and should be able to develop arguments in a logical manner. When, in the judgement of the instructor, a student persistently fails to display a reasonable standard of writing, the instructor may consider this when assigning a final grade.

2. Good writing is characterized by the following qualities:

- \* Content
  - o critical insight and freshness of thought,
  - o clear and penetrating ideas,
  - o perceptive, pure grasp of subject,
  - o intelligent use of primary and secondary sources, and
  - o a sense of completeness about the handling of the topic.
- \* Organization
  - o effective introduction and conclusion,
  - o main idea is clear and logical development follows,
  - o smooth transitions, and
  - o good use of details.
- \* Style
  - o appropriate, accurate, precise and idiomatic diction, and
  - o sentences varied in kind, length and effect.
- \* Mechanics
  - o consistently correct spelling,
  - o accurate use of punctuation,
  - o grammatically correct sentences, and
  - o well organized paragraphing.

### Academic Conduct

Academic honesty is an integral part of university life. As such, you should be aware of the university regulations on this aspect of the course. I wish to draw the following excerpt from Section 5.11.4 to your attention. If in doubt, check with your instructor.

**"Plagiarism is the act of presenting the ideas or works of another as one's own. This applies to all material such as essays, laboratory reports, work term reports, design projects, seminar presentations, statistical data, computer programs, research results and theses. The properly acknowledged use of sources is an accepted and important part of scholarship. Use of such material without acknowledgment is contrary to accepted norms of academic behaviour. Information regarding acceptable writing or by email practices is available through the Writing Centre at [www.mun.ca/writingcentre/about/](http://www.mun.ca/writingcentre/about/)."**