# EPC Modeler Level 1 Training
Data

Training Breakdown

- ✓ Overview: Blueprinting a Coffee Shop
- ✓ Primary focus: Creating, editing and associating content
- ✓ Secondary focus: Additional capabilities (audit trail, content lifecycle, document generation, version compare)

Before we begin

- ✓ Go through the Basic User Training
- ✓ Understand process map theory
- ✓ Check that you are in the correct environment
- ✓ Switch to Edit Mode
- ✓ Remember that your training environment may be different and may have your colleagues' content
- ✓ Go at your own pace, pause and play the videos as needed

Map your first process

Make a cup of instant coffee
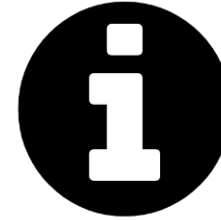
1. Fill kettle with water
2. Plug in kettle
3. Turn kettle to ON
4. Wait until kettle has boiled
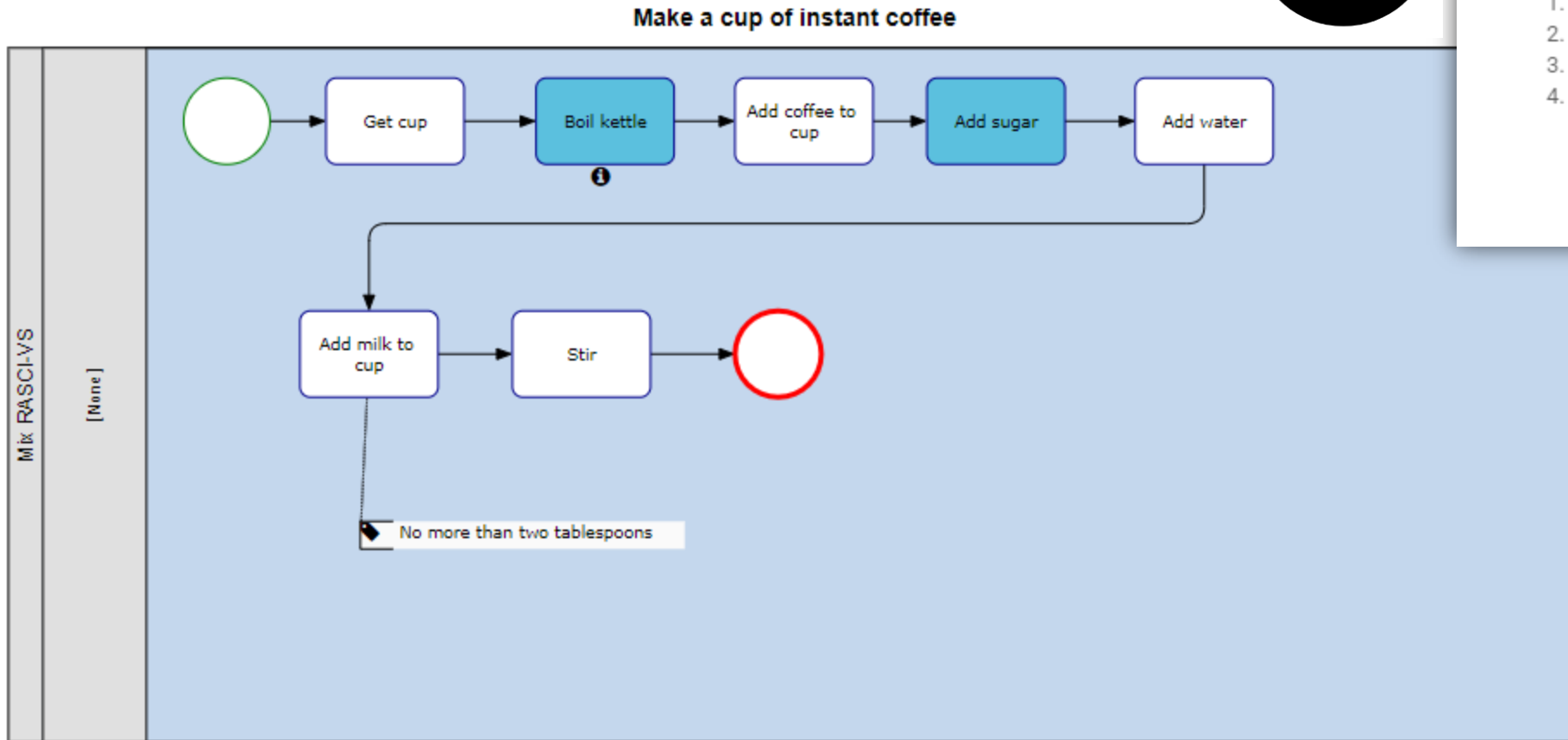
Recommended Training Map Settings

Map options ✕

General

Display	PROCESS PREFERENCE ▾	Highlight	NONE ▾
Swimlanes Matrix X	ROLES (11) ▾	Node Color	ENABLED ▾
Swimlanes Matrix Y	MIX RASCI-VS ▾	Performance Color	ENABLED ▾
Expand IPL	ENABLED ▾	Shape Type	BPMN 2.0 ▾
Sub-Process and Reference Inline Explosion	ENABLED ▾	Group by	NONE ▾
Dedicated Pools	DISABLED ▾	Auto Layout	ALWAYS DISABLED ▾

RASCI-VS Filter

Roles	RESPONSIBLE ▾	Assets	RESPONSIBLE ▾
Resources	RESPONSIBLE ▾	Org Units	RESPONSIBLE ▾

Icons & Annotations

Analysis	NONE ▾	Annotation	ANNOTATION ▾
Assets	NONE ▾	Attributes	ICON ▾
Boundary Events	NONE ▾	Categories	ICON ▾
Controls	ICON ▾	Description	ICON ▾
Documents	ICON ▾	Entities	ICON ▾
Event Name	ANNOTATION ▾	Gateway Name	ANNOTATION ▾
IPL	ICON ▾	Input/Output	ANNOTATION ▾
KCI	ICON ▾	KPI	ICON ▾
KRI	ICON ▾	Objectives	ICON ▾
Org Units	NONE ▾	Resources	NONE ▾
Risks	ICON ▾	Roles (11)	NONE ▾
Rules	ICON ▾	Services	ICON ▾

Mapping Principles and Tricks

- ✓ Display preferences: Swimlane and graph
- ✓ Grid and Page Layout Sizing
- ✓ Stencil shape types and sub-types
- ✓ Object Naming
- ✓ SHIFT + Drag to move ANNOTATIONS
- ✓ CTRL + Drag to move around map
- ✓ CTRL + Click to select multiple objects
- ✓ CTRL + A to Select All
- ✓ CTRL + C/X & To Copy/Cut & Paste
- ✓ CTRL + Z/Y to Undo/Redo
- ✓ ESC to remove Runaway Transitions
- ✓ Hover + Drag to reroute transitions

- ✓ Disable Auto-reroute for finetuning transition layouts
- ✓ Auto-layout button to lay out map according to algorithm
- ✓ Object and swimlane resizing
- ✓ Swimlane Participants
- ✓ Swimlane reordering
- ✓ Object coloring
- ✓ Object Annotations / Callouts
- ✓ Metadata and Associations

Organization Module
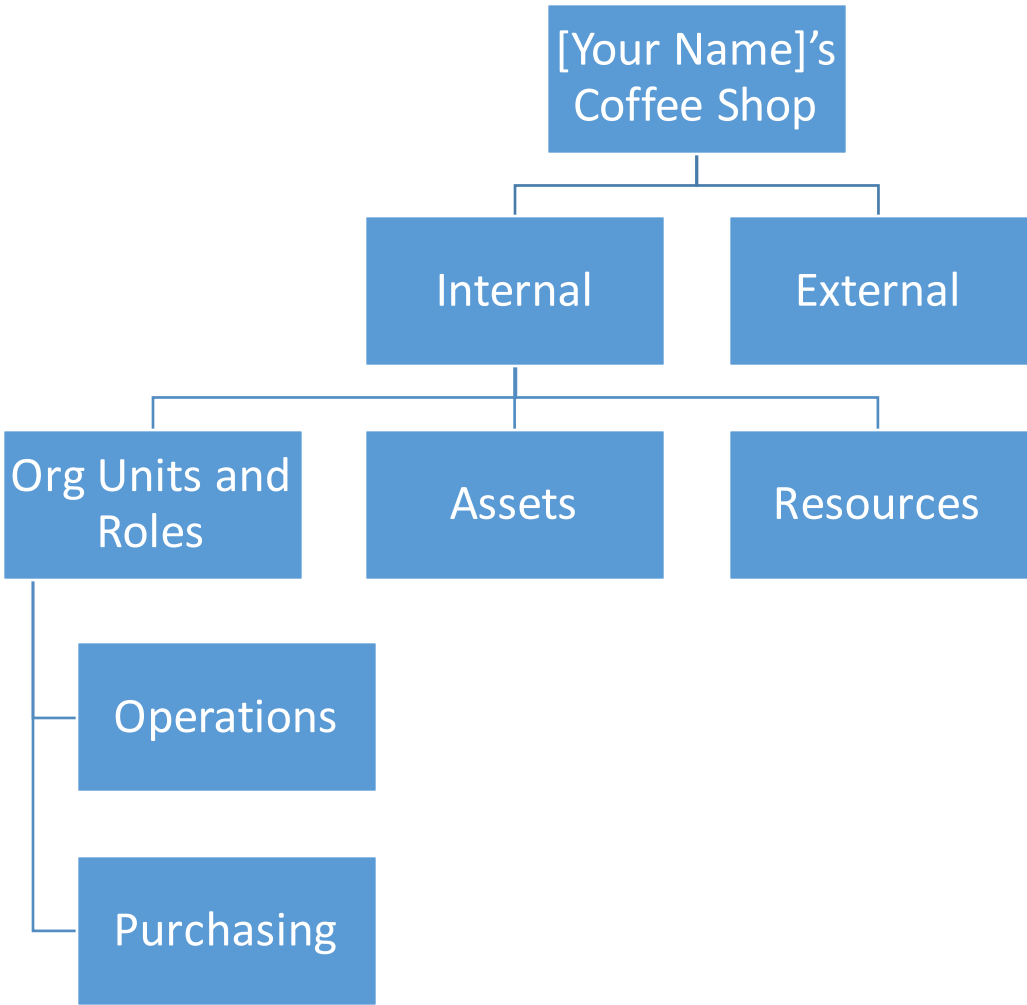
Unit	Type	Name
Operations	Role	Barista
Operations	Role	Stockroom clerk
Operations	Role	Assistant Manager
Operations	Role	General Manager
Operations	Role	Cashier
Purchasing	Role	Buyer
Assets	Asset	POS System
External	Role	Supplier
External	Role	Customer

Organization Module

Buyer: Role Description

Also known as purchasing agents and procurement specialists, Buyers research, evaluate and purchase merchandise such as coffee, utensils, kitchen equipment, etc.

Responsibilities will include processing purchase orders, negotiating with suppliers, tracking orders, creating and maintaining an inventory, quality assurance and liaising with inventory teams and management. The buyer will work with staff across departments to forecast the needs of the business and make purchase decisions based on demand.

Buyer Responsibilities:
- Research, select and purchase quality products and materials.
- Build relationships with suppliers and negotiate with them for the best pricing.
- Process requisitions and update management on status of orders.
- Update inventory and ensure that stock levels are kept at appropriate levels.
- Arrange transport of goods and track orders to ensure timely delivery.
- Analyze market trends and apply this knowledge to make insightful buying decisions.
- Coordinate with management, and stockroom as required.
- Assess quality of stock received and escalate any discrepancies to suppliers and management.

Document Module
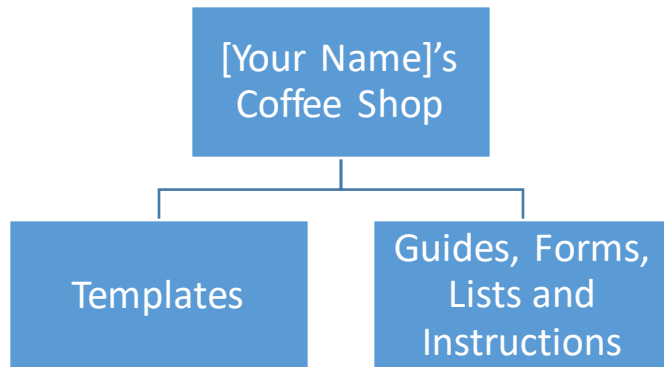
Folder	Type	Name	Content
Guides…	File	Purchase Order Form	Purchase Order Form.pdf
Guides…	File	Work instructions for processing a sale	Work Instructions for processing a sale.docx
Guides…	File	Menu	Menu.xls
Guides…	URL	Espresso Machine Operating Manual	https://www.interfacing.com/help/epc10-webapp/12.1/en/topic/epc
Guides…	URL	Supplier Product list	https://ourintranet.ourorganization.com/supplierproductlist
Guides…	Wiki	Store FAQ	See next page.
Templates	Template – Org	Role Book	Role Book.docx
Templates	Template – Rule	Policy Book	Policy Book.docx
Templates	Template – Process	Light SOP Template	Light SOP Template.docx

Document Module

Store FAQ

Who has the keys to the store?
Only the general manager and assistance managers are authorized to have the keys to the store.

What should I do if there's a problem with the espresso machine?
Inform a manager so that they can attempt to troubleshoot the problem. If not, the supplier's maintenance personnel will need to be contacted for support.

What should I do when I notice that we're in the yellow zone for any type of material or coffee beans?
Add the items onto the purchasing list and send it to the Buyer at the end of the day.

Process Module
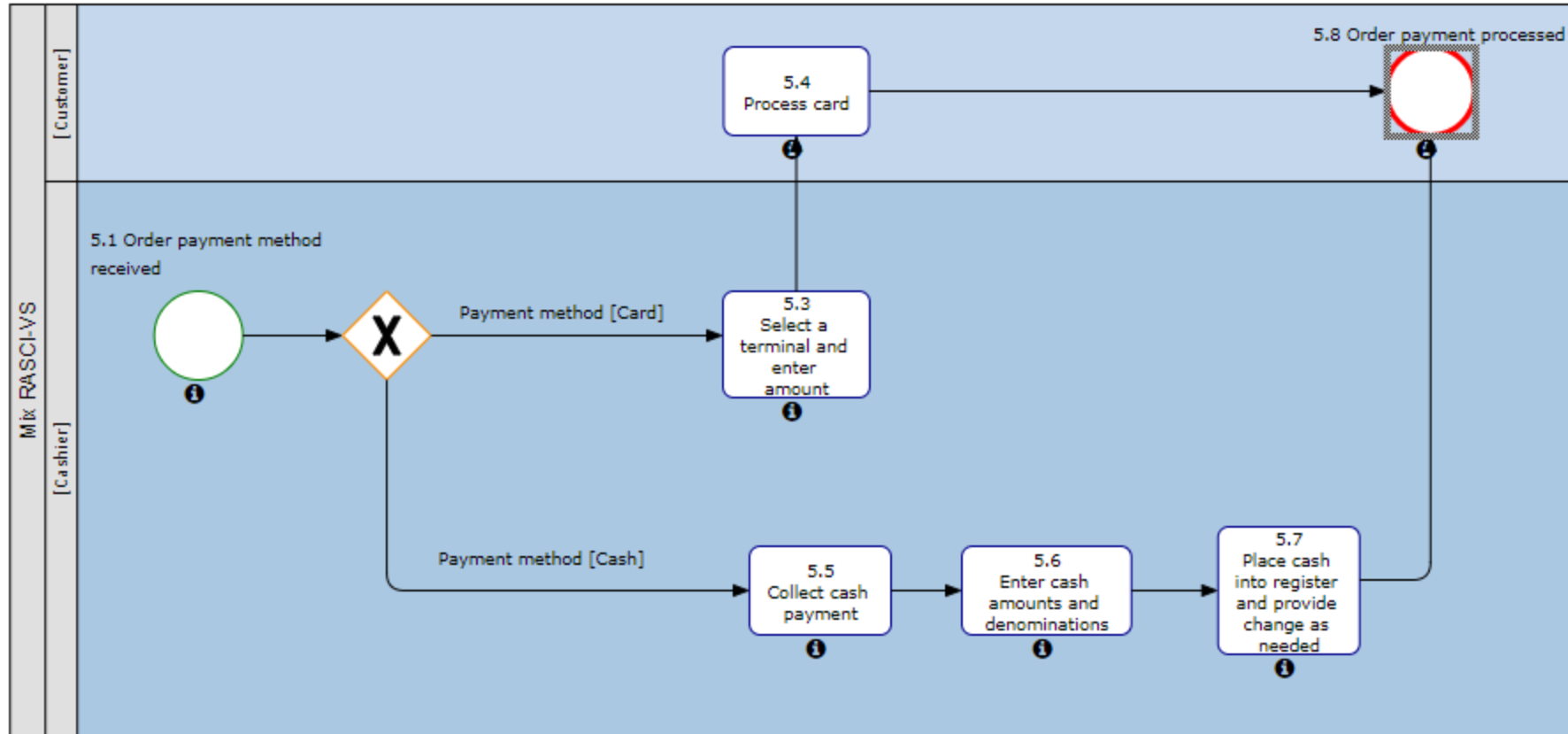
Process Module

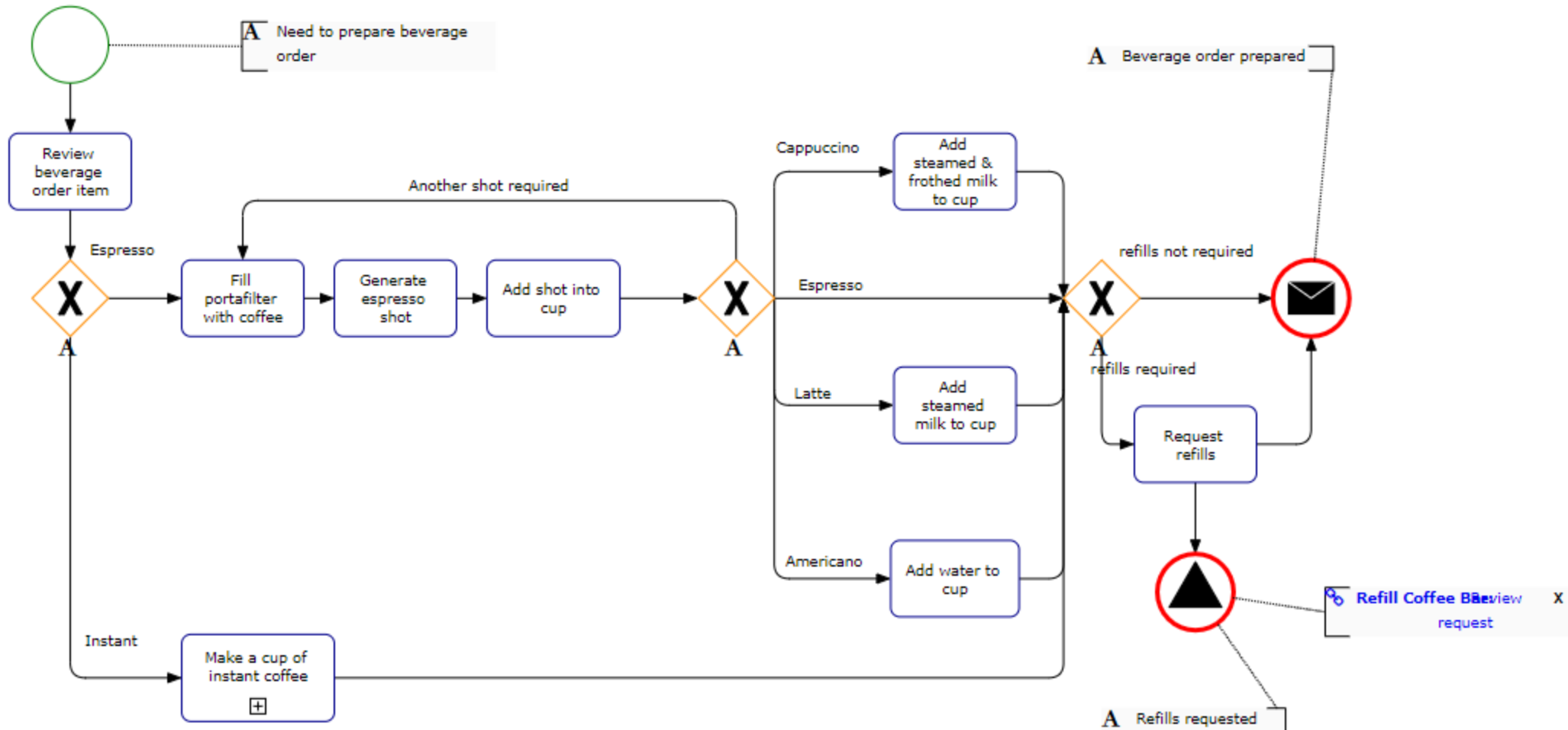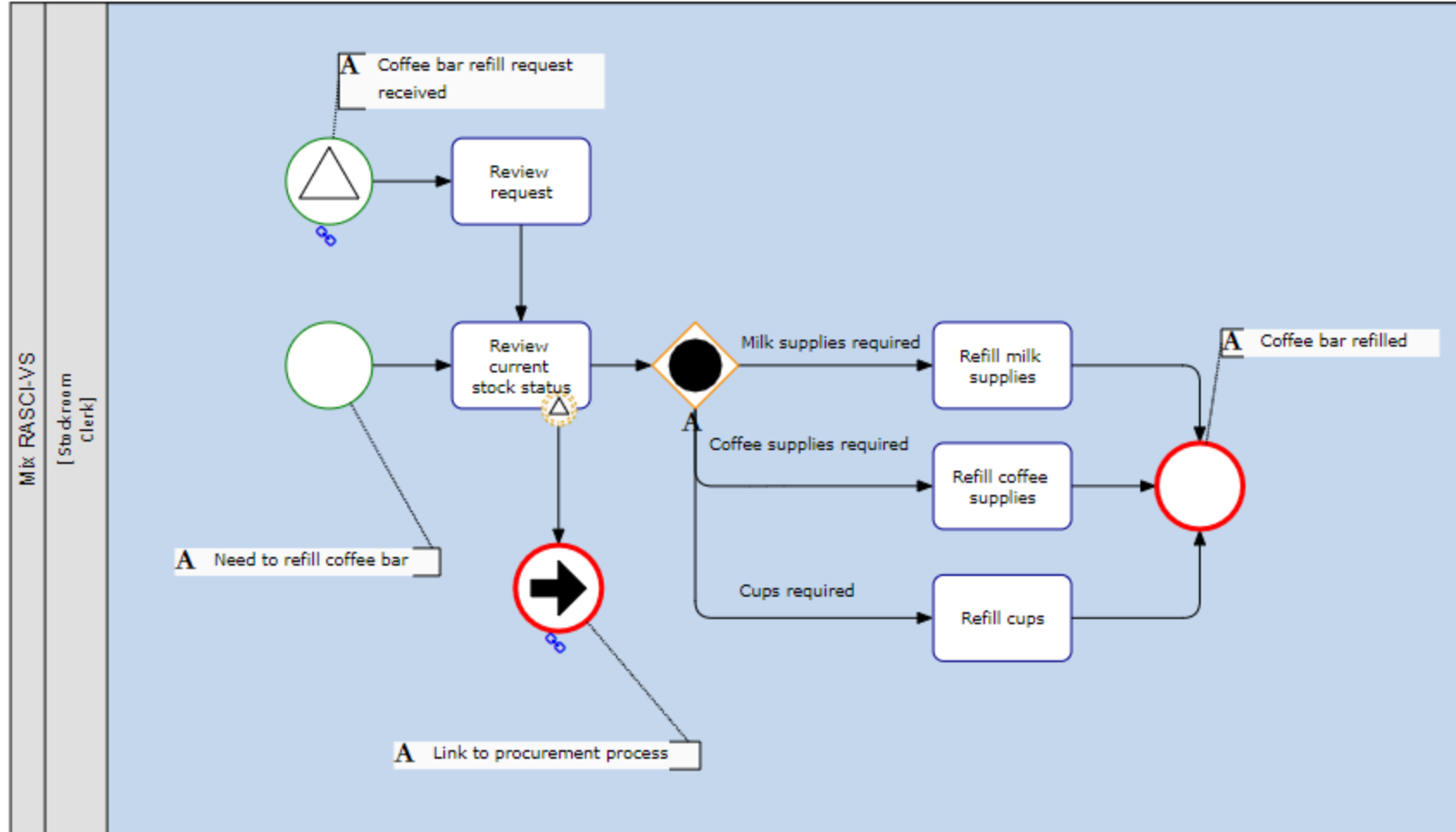# Process Module

Process Module
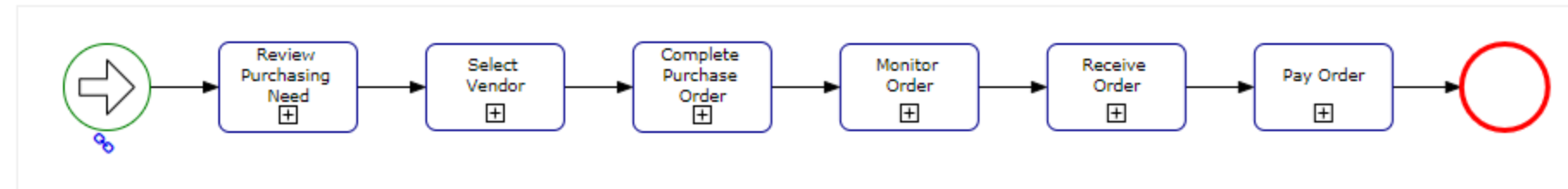

6 Prepare beverage order

Process Module

Refill Coffee Bar

Process Module

Purchase Supplies and Materials

EPC Modeler Training
End