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| --- | --- | --- | --- | --- | --- | --- |
| **Parent** | **Type** | **Name** | **Description** | **Responsibilities *(RASuCI-VSi)*** | **Associations** | **Impacts** |
| Your Coffee Shop | ORG\_UNIT | External |  |  |  | ● Role: Customer    ● Role: Supplier |
| External | ROLE | Customer |  |  |  | ● Process: Process order payment    ● Process: Enter order details    ● Flow Object: Order payment processed    ● Flow Object: Beverage order fulfilled    ● Flow Object: Need to make a beverage order    ● Flow Object: Process card    ● Flow Object: Place order    ● Flow Object: Provide payment method |
| External | ROLE | Supplier |  |  |  |  |
| Your Coffee Shop | ORG\_UNIT | Internal |  |  |  |  |
| Internal | ORG\_UNIT | Assets |  |  |  | ● Asset: Espresso Machine    ● Asset: POS System |
| Assets | ASSET | Espresso Machine |  |  |  | ● Flow Object: Generate espresso shot |
| Assets | ASSET | POS System |  | ● Role: Assistant Manager *(Su)*  ● Role: Buyer *(C)*  ● Role: Cashier *(R)*  ● Role: General Manager *(A)* |  | ● Flow Object: Calculate customer order cost    ● Flow Object: Enter order |
| Internal | ORG\_UNIT | Org Units and Roles |  |  |  |  |
| Org Units and Roles | ORG\_UNIT | Operations |  |  |  | ● Role: Cashier    ● Role: Barista    ● Role: Stockroom Clerk    ● Role: Assistant Manager    ● Role: General Manager |
| Operations | ROLE | Assistant Manager |  |  |  | ● Resource: [Your Name]    ● Asset: POS System    ● Rule: 02 Pay Periods    ● Rule: 05 Dispersal of Tips    ● Rule: 03 Raises and Reviews    ● Rule: 04 Staff Scheduling |
| Operations | ROLE | Barista |  |  |  | ● Process: Prepare beverage order    ● Process: Make a cup of instant coffee    ● Flow Object: Add shot into cup    ● Flow Object: Add steamed milk to cup    ● Flow Object: Review beverage order item    ● Flow Object: Add steamed & frothed milk to cup    ● Flow Object: Add water to cup    ● Flow Object: Request refills    ● Flow Object: Fill portafilter with coffee    ● Document: Menu.xlsx    ● Document: Store FAQ    ● Resource: [Your Name]    ● Rule: 03 Reorder Point Seasonality Exception |
| Operations | ROLE | Cashier |  |  |  | ● Process: Process order payment    ● Process: Enter order details    ● Flow Object: Request for order payment method sent    ● Flow Object: gateway    ● Flow Object: Order details received    ● Flow Object: Order payment method received    ● Flow Object: Place cash into register and provide change as needed    ● Flow Object: Select a terminal and enter amount    ● Flow Object: Collect cash payment    ● Flow Object: Enter order    ● Flow Object: Enter cash amounts and denominations    ● Flow Object: Request customer order payment    ● Document: Store FAQ    ● Document: Work Instructions for processing a sale.docx    ● Resource: [Your Name]    ● Asset: POS System |
| Operations | ROLE | General Manager |  |  |  | ● Process: Process order payment    ● Asset: POS System    ● Rule: 02 Pay Periods    ● Rule: 05 Dispersal of Tips    ● Rule: 02 Inventory Reorder points    ● Rule: 01 Probationary Periods    ● Rule: 03 Reorder Point Seasonality Exception    ● Rule: 03 Raises and Reviews    ● Rule: 04 Staff Scheduling    ● Rule: 04 Reorder Point Vendor Incentive Exception    ● Rule: 01 Reorder point Definition |
| Operations | ROLE | Stockroom Clerk |  |  |  | ● Process: Refill Coffee Bar    ● Flow Object: Need to refill coffee bar    ● Flow Object: Coffee bar refilled    ● Flow Object: Link to procurement process    ● Flow Object: What needs to be refilled?    ● Flow Object: Need to refill coffee bar    ● Flow Object: Coffee bar refill request received    ● Flow Object: Refill coffee supplies    ● Flow Object: Refill milk supplies    ● Flow Object: Review current stock status    ● Flow Object: Review request    ● Flow Object: Refill cups    ● Rule: 02 Inventory Reorder points    ● Rule: 03 Reorder Point Seasonality Exception    ● Rule: 04 Reorder Point Vendor Incentive Exception    ● Rule: 01 Reorder point Definition |
| Org Units and Roles | ORG\_UNIT | Purchasing |  |  |  | ● Role: Buyer |
| Purchasing | ROLE | Buyer | 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: Store FAQ | ● Document: Supplier Product List    ● Asset: POS System    ● Rule: 02 Inventory Reorder points    ● Rule: 03 Reorder Point Seasonality Exception    ● Rule: 04 Reorder Point Vendor Incentive Exception    ● Rule: 01 Reorder point Definition |
| Internal | ORG\_UNIT | Resources |  |  |  | ● Resource: [Your Name] |
| Resources | RESOURCE | [Your Name] |  | ● Role: Assistant Manager *()*  ● Role: Barista *()*  ● Role: Cashier *()* |  |  |
| Internal | ORG\_UNIT | Shared and Generic Roles |  |  |  | ● Role: Employee |
| Shared and Generic Roles | ROLE | Employee |  |  |  | ● Rule: 02 Pay Periods    ● Rule: 05 Dispersal of Tips    ● Rule: 01 Probationary Periods    ● Rule: 03 Raises and Reviews    ● Rule: 04 Staff Scheduling |