



DURATION: 1 ½ HOURS

Date: 20.09.2011

Time: 4.00 p.m. – 5.30 p.m.

Q1.

The following case study describes the day-to-day actions in the “Quotations and Orders department” of a company called ABC Electronics Limited. Use the case study to draw a Context Diagram, followed by a zero level Data Flow Diagram.

A customer may contact the department over the telephone or by fax or post. If the customer is requesting a quote for an order, the Sales Administrator will complete a Contact Sheet. The contact sheet contains the name and address of the customer, along with the products the customer wishes to be quoted for.

The contact sheet is then passed to the Purchasing department for them to fill in the purchase price, expected delivery date and any missing product numbers. The member of staff who completed the form must date the Contact form before returning it to the Sales Administrator.

Once the completed Contact Sheet is returned to the Sales Administrator, a quote is written, detailing the product number, description, quantity, price and Expected Delivery Date for each product, total price and any special requirements. The original quote is then sent to the customer and a copy is placed on file. It is usually expected that a customer request will be quoted within five working days.

A customer must send an order in by post or fax, to provide a signature. An order may be as detailed as it's quote or very brief indeed. Every order must have been preceded by a quote, since product availability, prices and delivery times vary from week to week. The original quote corresponding to the customer's order must be found by searching through the quote file. If the corresponding quote cannot be found, the order is returned to the customer.

Once the corresponding quote has been found, an order acknowledgement is sent to the customer and the date on which the order was received is written on the quote. The original Customer's order is then attached to the quote and filed away. A photocopy of the order and the quote is passed on to the Purchasing department who will process the order. Once all products on an order have been delivered to the customer, the photocopy of the order and quote is passed back to the Sales Administrator from the Purchasing department.

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