

BUSI 2710

Class 4

Handout

As you watch the video “A Tale of Two Invoices” make notes to answer the following questions:

What departments/functional units are involved in processing the invoice?

What activities do people from each department carry out?

In what other process do you think they could participate?

Draw a diagram that shows the processes and functional units in order to identify points of coordination?

After the video, exchange and discuss your notes with other students (15 minutes)