

Business Process Analysis Workshops: System Dynamics Models

Craig W. Kirkwood
College of Business
Arizona State University

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Contents

1	Quality Fluctuations	1
1.1	Quality Image	1
1.2	First Simulation Model	2
1.3	Questions for First Simulation Model	4
1.4	Second Simulation Model	9
1.5	Questions for Second Model	12
1.6	Reference	12
2	Sales Fluctuations	13
2.1	Market Growth and Capacity Expansion	13
2.2	Simulation Model	14
2.3	Discussion of Model	16
2.4	Simulation Output	18
2.5	Improving Performance: Taking a Systems View	21
2.6	Concluding Comments	23
2.7	Reference	24
3	Commodity Cycles	25
3.1	Commodity Production Model	25
3.2	Commodity Production Cycles	27
3.3	Changes to the Model	28
3.4	Recycling	29
3.5	Reference	30
4	The Beer Game	31
4.1	Stock and Flow Diagram	31
4.2	Vensim Equations	32
4.3	Plots	34
4.4	References	34

Preface

These workshops illustrate the use of system dynamics methods for business process analysis. The workshops focus on cross-functional interactions in business processes, and illustrate the use of system dynamics simulation to investigate potential improvements to business processes. The workshop models integrate a number of different system dynamics simulation methods, and thus they are most useful to study after you are familiar with the most common methods. The required background can be obtained from C. W. Kirkwood, *System Dynamics Methods: A Quick Introduction*, 1998, which is available from my World Wide Web page at the Uniform Resource Locator listed below.

The Vensim modeling package is used in the models. This package was selected because i) it supports a compact, but informative, graphical notation, ii) the Vensim equation notation is compact and complete, iii) Vensim provides powerful tools for quickly constructing and analyzing process models, and iv) a version is available free for instructional use over the World Wide Web at Uniform Resource Locator <http://world.std.com/~vensim>.

The models listed in the workshops can be downloaded from my system dynamics resource web page at Uniform Resource Locator

<http://www.public.asu.edu/~kirkwood/sysdyn/SDRes.htm>.

Please write, phone, or e-mail me if you have questions, corrections, or ideas for improvements to this material.

Craig W. Kirkwood (602-965-6354; e-mail craig.kirkwood@asu.edu)
Department of Management
Arizona State University
Tempe, AZ 85287-4006

