



Process documentation

Organization: Amazon Sortation
Centre (DTM9)

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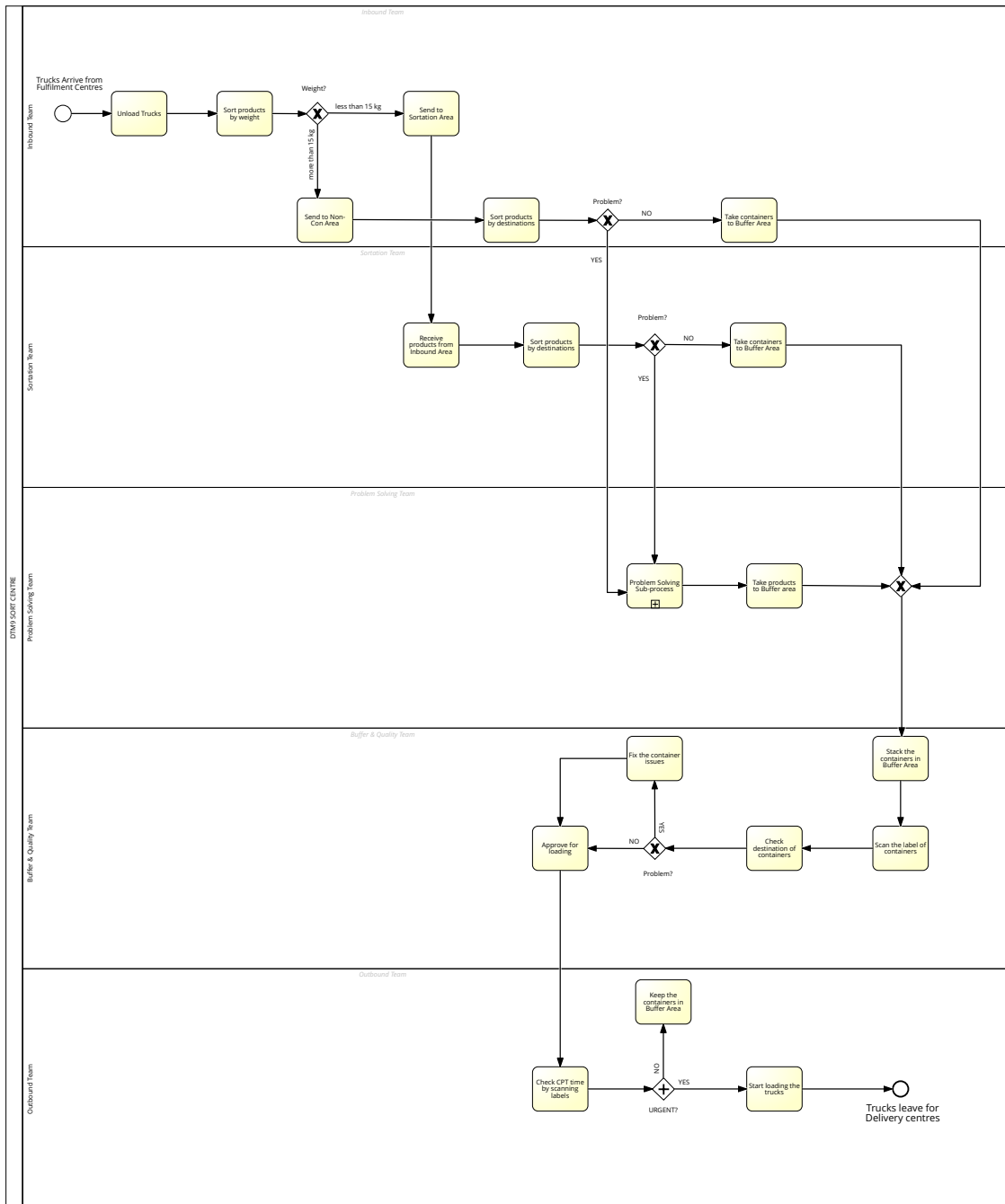


1 Amazon Warehouse Product Sortation Process

<i>Diagram Type</i>	Business Process Diagram (BPMN 2.0)
<i>Path</i>	My documents
<i>Author</i>	Koushik Barua
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1.1 Diagram



1.2 Description

DTM9 is a sorting centre for Amazon that sorts products by their destinations for the delivery centres.

Trucks arrive from fulfilment centres at the inbound area, where inbound teams unload the trucks and sort products by weight. Products weighing less than 15 kg go to the sortation area, while products weighing more than 15 kg go to the Non-con area. Products are sorted by their destinations in the



Sortation area and Non-con area by their respective teams. If there are any problems with the products, they are sent to the problem-solving area (Problem-solving sub-process).

After the sortation process by destinations, containers are taken to the buffer area. In the buffer area, containers need to be checked by the quality teams, who scan the labels on the containers to ensure that the labels are correctly printed and match the product's destinations. If any problems are found, the quality teams fix the issues related to the containers. If there are no issues, the containers are approved to be loaded onto trucks.

The outbound team scans the labels and checks the CPT (Critical Pull Time) of containers before loading them. Based on the urgency, containers are loaded onto trucks. If the CPT is not urgent, containers are kept in the Buffer Area. After loading, trucks leave for the delivery centres.

1.3 Elements

Process elements

Trucks Arrive from Fulfilment Centres

Start Event

start event

Organization units: DTM9 SORT CENTRE - Inbound Team

Unload Trucks

Task

task

Organization units: DTM9 SORT CENTRE - Inbound Team

Sort products by weight

Task

task

Organization units: DTM9 SORT CENTRE - Inbound Team

Weight?

Exclusive (XOR) Gateway

Organization units: DTM9 SORT CENTRE - Inbound Team

Send to Sortation Area

Task

Organization units: DTM9 SORT CENTRE - Inbound Team

Receive products from Inbound Area

Task

Organization units: DTM9 SORT CENTRE - Sortation Team

Sort products by destinations

Task

Organization units: DTM9 SORT CENTRE - Sortation Team

Problem?

Exclusive (XOR) Gateway



Organization units: DTM9 SORT CENTRE - Sortation Team

Take containers to Buffer Area

Task

Organization units: DTM9 SORT CENTRE - Sortation Team

Send to Non-Con Area

Task

Organization units: DTM9 SORT CENTRE - Inbound Team

Sort products by destinations

Task

Organization units: DTM9 SORT CENTRE - Inbound Team

Problem?

Exclusive (XOR) Gateway

Organization units: DTM9 SORT CENTRE - Inbound Team

Take containers to Buffer Area

Task

Organization units: DTM9 SORT CENTRE - Inbound Team

Problem Solving Sub-process

Collapsed Subprocess

Organization units: DTM9 SORT CENTRE - Problem Solving Team

Subprocess reference: Problem Solving Sub-process (<https://academic.signavio.com/p/model/3e8c4ae3b5e64a7887c655f0297413d0>)

Take products to Buffer area

Task

Organization units: DTM9 SORT CENTRE - Problem Solving Team

Exclusive (XOR) Gateway

Exclusive (XOR) Gateway

Organization units: DTM9 SORT CENTRE - Problem Solving Team

Stack the containers in Buffer Area

Task

Organization units: DTM9 SORT CENTRE - Buffer & Quality Team

Scan the label of containers

Task

Organization units: DTM9 SORT CENTRE - Buffer & Quality Team

Check destination of containers

Task

Organization units: DTM9 SORT CENTRE - Buffer & Quality Team

Problem?

Exclusive (XOR) Gateway

Organization units: DTM9 SORT CENTRE - Buffer & Quality Team



Fix the container issues

Task

Organization units: DTM9 SORT CENTRE - Buffer & Quality Team

Approve for loading

Task

Organization units: DTM9 SORT CENTRE - Buffer & Quality Team

Check CPT time by scanning labels

Task

Organization units: DTM9 SORT CENTRE - Outbound Team

Parallel Gateway

Parallel Gateway

Organization units: DTM9 SORT CENTRE - Outbound Team

Keep the containers in Buffer Area

Task

Organization units: DTM9 SORT CENTRE - Outbound Team

Start loading the trucks

Task

Organization units: DTM9 SORT CENTRE - Outbound Team

Trucks leave for Delivery centres

End Event

Organization units: DTM9 SORT CENTRE - Outbound Team

Organization units

Buffer & Quality Team

Lane

Organization unit: DTM9 SORT CENTRE

DTM9 SORT CENTRE

Pool

Inbound Team

Lane

Organization unit: DTM9 SORT CENTRE

Outbound Team

Lane

Organization unit: DTM9 SORT CENTRE

Problem Solving Team

Lane

Organization unit: DTM9 SORT CENTRE

Sortation Team

Lane



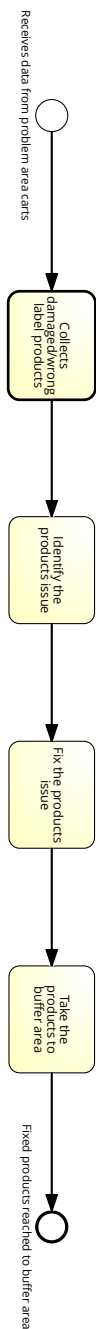
Organization unit: DTM9 SORT CENTRE

2 Problem Solving Sub-process

<i>Diagram Type</i>	Business Process Diagram (BPMN 2.0)
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2.1 Diagram



2.2 Description

Problem-solving teams play a critical role at the sorting center, addressing issues and maintaining product quality. They receive updates from problem-solving carts and swiftly locate specific carts associated with reported problems. They manually collect products, assessing them for damage or incorrect labeling. Prompt actions are taken to repair or replace damaged items and rectify labeling errors.



Once issues are resolved, the problem-solving teams transport the products to the Buffer Area for final checks and preparations before loading them onto delivery trucks.

2.3 Elements

Process elements

Receives data from problem area carts

Start Event

Collects damaged/wrong label products

Task

Is a call activity: yes

Identify the products issue

Task

Fix the products issue

Task

Take the products to buffer area

Task

Fixed products reached to buffer area

End Event