# TPS Template: _____

Recorded business event ≡ **Transaction**

Operational Relevance: Data used for *running* the operations ≡ **Transaction Data**

Managerial Relevance: Data used for *reporting/ monitoring/improving* the operations ≡ **Control Data**

Data traveling to other departments where needed ≡ **The Ripple Effect**

External proof of transaction ≡ **Documents**

TIME

| | Transaction | Transaction Data | Control Data | Related Data Updated | Output |
|---|---|---|---|---|---|
| **T1** | | | | | |
| **T2** | | | | | |
| **T3** | | | | | |
| **T4** | | | | | |
| **T5** | | | | | |

Recorded business event

Data used for *running* the operations

Data used for *improving* the operations

The Ripple Effect: Data traveling to other departments where needed

Documents produced as *proof of transaction*

# A Car Rental TPS

| Transaction | Transaction Data | Control Data | Related Data Updated | Output |
|---|---|---|---|---|
| Customer calls to inquire about rates and availability | | inq-date<br>inq-time<br>size-requested<br>inq-pickup-date<br>inq-return-date<br>response (y/n)<br>inq-employee | | |
| Customer makes a reservation | res-date<br>res-time<br>{customer details}<br>res-pickup-date<br>res-return-date<br>car-size | res-employee | Number of vehicles available (of required size on required dates) | Confirmation |
| Customer rents a car | customer-id<br>rental-date<br>rental-time<br>expected-return-date<br>mileage-out<br>fuel-out<br>condition-out<br>car-id<br>{customer details} | rental-employee<br>location-out | Number of vehicles available (of required size on required dates) | Contract |
| Customer returns the car | return-date<br>return-time<br>mileage-in<br>fuel-in<br>condition-in | return-employee<br>location-in<br>{customer-feedback} | employee-performance<br>car-condition<br>car-mileage<br>car-fuel<br>customer-total-miles | Proof of return<br>Proof of payment |

# TPS Exercise for APCOA

| Data Captured | Intended Benefit(s) |
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