

TPS Template: \_\_\_\_\_

Recorded business event ≡ **Transaction**

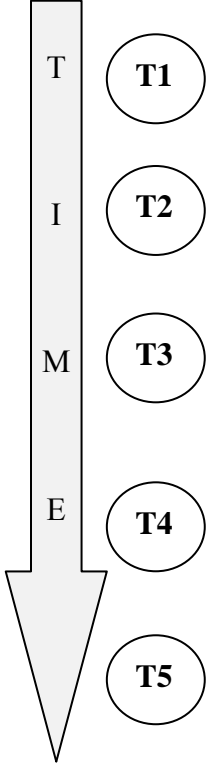
Operational Relevance: Data used for *running* the operations ≡ **Transaction Data**

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**

	Transaction	Transaction Data	Control Data	Related Data Updated	Output
T	<b>T1</b>				
I	<b>T2</b>				
M	<b>T3</b>				
E	<b>T4</b>				
	<b>T5</b>				



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 inq-time size-requested inq-pickup-date inq-return-date response (y/n) inq-employee		
Customer makes a reservation	res-date res-time {customer details} res-pickup-date res-return-date car-size	res-employee	Number of vehicles available (of required size on required dates)	Confirmation
Customer rents a car	customer-id rental-date rental-time expected-return-date mileage-out fuel-out condition-out car-id {customer details}	rental-employee location-out	Number of vehicles available (of required size on required dates)	Contract
Customer returns the car	return-date return-time mileage-in fuel-in condition-in	return-employee location-in {customer-feedback}	employee-performance car-condition car-mileage car-fuel customer-total-miles	Proof of return Proof of payment

# TPS Exercise for APCOA

Data Captured	Intended Benefit(s)

