1. Functional process classification hierarchy

- **Management Processes**
  - Assortment Selection
  - Inquiry Handling
  - Create Sales Order via Internet

- **Core Processes**
  - Procurement
  - Channel Sales
  - Create Sales Order via Call Center

- **Support Processes**
  - Logistics
  - Internal Store Processes
  - Create Sales Order via Customer Order
  - Create Sales Order via Agent
2. End-to-End process classification hierarchy
3. BPMN Sub-Process and its expansion facility
4. BPMN and E2E process classification hierarchy
5. ‘M2E ready’ hierarchical EPC process model

The diagram illustrates a hierarchical EPC process model with various scenarios:

- E2E Scenarios
  - E2E Sales
    - E2E Internet Sales
    - E2E Store Sales (Order-based)
  - E2E Initial Stock Handling
  - E2E Introduction of New Products
  - E2E Call Center Sales
  - E2E Store Sales (Cash)

The diagram is a flowchart that outlines the stages of an EPC process with different customer interactions and departments involved.