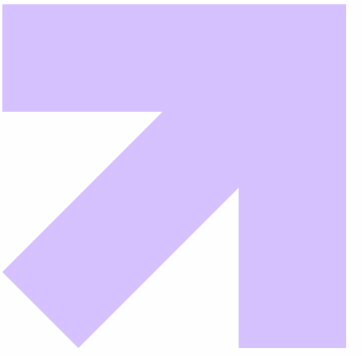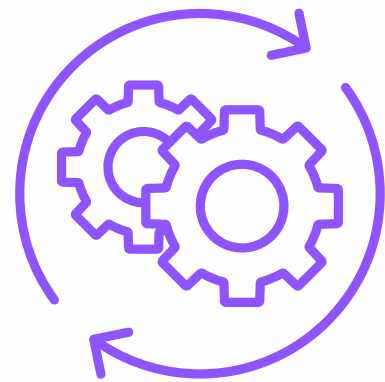**Frame & Flight**®

USE CASE MAPPING
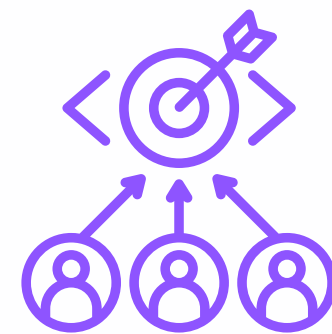A Guide to Identify and Create PLM Use Cases

The Purpose of Use Cases

Use cases clearly describe how a user or system interacts with a solution to achieve a specific business goal, prioritizing what matters.
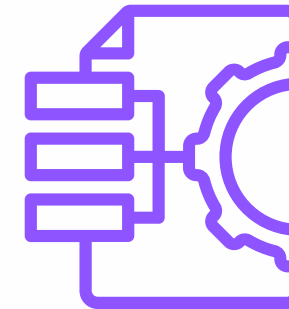
Defines Your Processes

Brings alignment and clarity on how your teams actually work today e.g. what triggers the process, and who's involved.

Identifies Outcomes

Creates clarity across stakeholders, aligning teams on goals, scope, and outcomes.
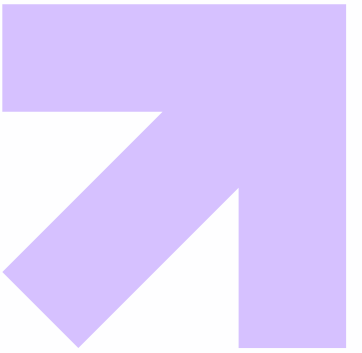
Maps Inputs and Outputs

Identifies what data enters and exits each step e.g. specs, formulas, approvals.

Define the Business Rules

Reveals the logic that guides decisions, such as formula rounding rules, reflecting how the business operates.

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Identifying Use Cases

Start with core management processes like raw material management and break them down into real-world scenarios.

Management Processes

Supplier Management

Raw Material Management ⟶

Formula Creation

Trade Management

Packaging Assembly

Artwork

Potential Use Cases

Specification Creation

Supplier Collaboration ⟶

Specification Approval

Ingredient Compliance

Search and Visualization

Change Management
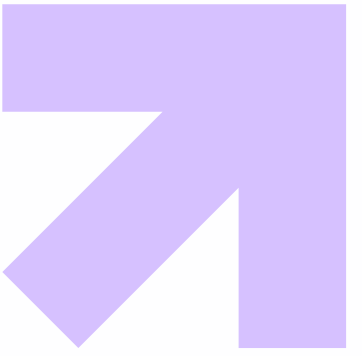
Specification Deactivation

Business Requirements

The system must provide a secure and collaborative way to manage specifications with suppliers.....

Connecting the Dots

From each use case, extract the business requirements your PLM system must support. This ensures your requirements are grounded in actual operations, not assumptions.

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A Use Case Template

A good use case will clearly identify personas, goals, triggers, pre and post conditions, business rules and any dependencies

Example Use Case: Generate Ingredient Statement

Persona: Regulatory Specialist
Goal: Create and export an ingredient statement for a new formula.
Trigger: New formula is finalized
Preconditions: Formula is approved and all ingredients are classified
Postcondition: An approved stored record of the ingredient statement, versioned, controlled, exportable.
Business Rule: Order of predominance, formatted allergen call outs, sub-ingredient declaration, thresholds, processing aids, common/usual names, sub-ingredient breakdowns
Dependencies: Ingredient database must be validated and complete

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