

# PROCESS CHART DEVELOPMENT PLAN

Business Area	Process	Process Owner	1st Draft Date	2nd Draft Date	Implement	Final Draft Date	Implement	Notes
1. New Business Development	1.1 Strategic Planning							
	1.2 Marketing							
	1.3 Opportunity Identification, Evaluation and Selection							
	1.4 Proposals							
2. Client Management	2.1 Customer Survey							
	2.2 Client Liaison							
3. Installations	3.1 Quote / Estimates and Tenders							
	3.2 Engaging Contractors							
	3.3 Project Supervision							
4. Workshop	4.1 Quote / Estimates and Tenders							
	4.2 Manufacturing							
5. Projects	5.1 Design							
	5.1 Project Management							

Business Area	Process	Process Owner	1st Draft Date	2nd Draft Date	Implement	Final Draft Date	Implement	Notes
6. Staff Management	6.1 Recruitment and Induction							
	6.2 Appraisal and Training							
	6.3 Counselling and Exit Interview							
	6.4 Meetings							
7. Financial Management	7.1 Invoicing							
	7.2 Accounts Receivable							
	7.3 Accounts Payable							
	7.4 Banking							
	7.5 Payroll							
	7.6 Job Costing							
	7.7 Cash Flow							
	7.8 Monthly Financial Reporting							
8. Administration	8.1 Office Management							
9. Systems Management	9.1 Improvement							
	9.2 Compliance and Document Control							
	9.3 Internal Auditing							
	9.4 Accident Prevention and Management							