

PROCESS
Sales
Information provision
Enquiry procedure
Quotation procedure
Order procedure
Contract procedure
Operations
Purchasing procedure
Stores procedure
Design process
Costing process
Production procedure
Invoicing procedure
Delivery process
Payment procedure
Accounting procedure
Services
Engagement
Loyalty procedure

ROW NO.	REFERENCE			SEQUENCE RESPONSIBILITY	TASK	OBJECT	DETAILS	INPUTS & OUTPUTS									
	Assessor	Manual	DP					MANUAL	Counter	Mail	Telephone-AARNet	Website - /Website - 1	General				
1				1 RECEIVING APPLICATIONS													
2		---		Applicant	Lodge	Applications		Yes	Yes	Yes		Yes	Yes				
3			1.1	Clerical	Receipt	Form		Manual	Manual		Auto	Auto	Auto				
4		---		Clerical	Advise	Applicant if no payment											
5		121	1.2	Clerical	Add	Filing number		Yes	Yes								
6		121	---	Clerical	Add	Bar-code											
7		121	---	Clerical	Wand	Bar-code of returned forms											
8		121	1.2	Clerical	Batch	Applications		Batches of	Yes								
9		121	1.3	Database Entry	Data Entry	Database		Sun workst	Manual	Manual	Auto		Auto	Auto			
10			1.4	Supervisor	Check	Keying errors			Manual	Manual							
11			1.5	Supervisor	Check	Data entry		Use SQL c	Manual	Manual							
12	122-3		---	Computer	Complete	Pre-assessment process (every 15-20 minutes)		Determines which assessor should receive the application to do the next step "Initial Check". Involves duplicate check, onomastic check, data validation, result matches, tasks created, correspondence created.									
13		121	---	Clerical	File	Application Forms		After data entry (returned in bundles from outsourcing)									