Competence of process owner

- Project management skill
- Team building
- Presentation technique
- Costing skill

Process name

Sale Process

Machine equipment and maintenance

Input

Project Specification

Process flow

Implementation

- Project receiving
- Project biding
- Project assessment
- Risk analysis
- Communication to team
- Customer or owner complaint management
- Corrective & preventive actions
- Customer satisfaction survey
- Analysis of data
- Corrective & preventive actions

Output

Project Approved

Process Control Procedure, Work Instruction

- Control of owner‘s project specification
- Project approval process
- Customer complaint management
- Customer satisfaction survey system
- Analysis of data

Comments

Measurement, Objective, KPI, Performance

- No of owner complaint
- Delivery on time rate
- Customer satisfaction score