

A 27-BLOCK CHART PLANNING THE ORGANIZATION OF A PRODUCTION PROCESS

AIM Producing Medical Digital Cameras	INPUT (I) Establish Exchange Relationship			TRANSFORMATION (T) Generate Exchange Objects or Services			OUTPUT (O) Conduct the Exchange		
	(I) Marketing	(T) Negotiating Enrollment	(O) Contract, Registration	(I) Prep & Work Order	(T) Doing Job	(O) Testing / Checking	(I) Preparation to deliver	(T) Delivery	(O) Payment/ Acceptance
LEADING ACTIVITIES	OEM engagement plan, email, website, exhibition, sales strategies	Data sheet for technical negotiations, follow up procedures	Standard documents & contracting checklist	Dispatch checklist, BOM format, purchase SOP, personnel	Drawings for machining & QC, department head plans, SOPs for production, QC, subassembly	Testing equipment setup, SOP for testing & reporting	Transport and packing procedures, pre-dispatch inspection procedures	SOP for dispatch, tracking procedures	Payment tracking & overdue follow-up procedures, customer survey methods
Who does it?	Marketing & Sales	Sales & Managing Director	Sales, Attorney	Purchasing, Sales, Administration	Design, Production & QC	QC	Accounting & Dispatch	Accounting & Dispatch	Accounting & Sales
DOING ACTIVITIES	Make contracts with OEM, attend exhibitions, research & make sales calls	Discuss customer technical requirements, send quote, follow up, log	Send order acceptance email & letter	Issue work order, drawings to production and QC. Issue BOM, order shortages	Machining, QC, parts & components, prepare & complete subassembly & assembly	Check performance parameters of cameras per customer order	Package cameras, Prepare dispatch documents, coordinate with transporter	Send material to transporter	Call for payment release, customer satisfaction verification
Who does it?	Marketing & Sales	Sales	Sales	Sales, Design, & Purchase	Machine Shop, QC, Assembly Worker	QC	Production, Accounting, Dispatch	Dispatch	Accounting, Sales
MEASURING ACTIVITIES	Number of inquiries & invites to bid came via email, website, exhibitions, cold calls?	Pending quotations & customer tech doubts. Errors in quotations? Errors caught by customer?	Did customer respond in "HAPPY MODE" after sending order acceptance?	Material & personnel shortages, drawing errors	Defects, rework and scrap rates.	Customer complaints about performance	Damage complaints? Missing documents? Pre-dispatch inspection reports?	Timely delivery? Dispute or confusion with transporter?	Customer satisfied? Payment received per payment terms & conditions?
Who does it?	Office Assistant	Sales	Sales	Production	Production & QC	Sales	Accounting, Dispatch, Sales,	Accounting & Dispatch	Accounting & Sales