

# ENQUIRY / RFQ / CAPABILITY

| ACTIVITY                     | APPROVAL                          | DEFIN. OF DONE                      | ONGOING TASKS                            | OUTPUT                        |
|------------------------------|-----------------------------------|-------------------------------------|------------------------------------------|-------------------------------|
| WORD OF MOUTH                | MARCO                             |                                     |                                          | DAILY UPDATES (INFORMAL)      |
| WEBSITE + MARKETING          | MARCO                             |                                     |                                          | DAILY UPDATES (INFORMAL)      |
| BUSINESS DEVELOPMENT         | MARCO                             |                                     |                                          | DAILY UPDATES (INFORMAL)      |
| TRIAGE ENQUIRIES             | RECEPTION                         | FORWARDED EMAIL / FORM              |                                          | ZERO UNREAD EMAILS - FLAGGED  |
| EMAIL ENQUIRY (BASIC) LOCAL  | (BASIC) CHERRA<br>(SPECIAL) KEVIN | COMMUNICATE W. CUSTOMER (QUESTIONS) |                                          | ARCHIVE COMMS CUSTOMER RECORD |
| EMAIL ENQUIRY (BASIC) IMPORT | MARCO<br>↓<br>SAI                 | MARCO FINAL SIGN-OFF                |                                          |                               |
| RFQ PACKS EMAIL (COMPLEX)    | MARCO<br>↓<br>SAI                 | MARCO FINAL SIGN-OFF                |                                          |                               |
| CHECK AGAINST CRITERIA       | POINT OF CONTACT                  |                                     |                                          |                               |
| CAPABILITY CHECK (LOCAL)     | KEVIN                             |                                     | COI (CONDUCT OF INTEREST) CHECK W. MARCO |                               |
| CAPABILITY CHECK (OVERSEAS)  | SAI                               | OVERSEAS SUPPLIERS YES OR NO        | COI CHECK MARCO                          |                               |



# ENQUIRY / RFQ / CAPABILITY

ACTIVITY

APPROVAL

DEFIN. OF DONE

ONGOING TASKS

OUTPUT

UPDATE MYOB

CHERRA  
  
RECEPTION

PICK UP THE  
PHONE

POINT OF  
CONTACT