

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 (SPECIAL) KEVIN	COMMUNICATE W. CUSTOMER (QUESTIONS)		ARCHIVE COMMS CUSTOMER RECORD
EMAIL ENQUIRY (BASIC) IMPORT	MARCO ↓ SAI	MARCO FINAL SIGN-OFF		
RFQ PACKS EMAIL (COMPLEX)	MARCO ↓ 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