*Notes: The worksheet below is an example and should be used for information only. This diagram should be modified as necessary to suit your organization’s specific needs and processes.*

|  |  |
| --- | --- |
| **Process / Function** | Fulfillment |
| Sales | Design | Procurement | MFG/Assy. | Pack / Ship  | Delivery |
| **Outputs / Deliverables** | Customer Inquiry,Quote,Contract | Prints, Drawings, FEA, BOM, Calculations, instructions | Supplier Qualification,Supplier Quotes,Supplier Selection,Supplier POs,Received parts | Sub-assemblies,Completed assemblies, build documentation | Packaged ProductCratingLoading | LogisticsProduct delivered to customer |
| **Monitoring / Measurement** | Quote Conversion Rate | # of design changes / errors | Supplier NCR’s, on-time delivery | Time to complete, rework/damage | On-time deliveryShipping damage | On-time deliveryReturnsCustomer Feedback |
| **Responsible** | VP Sales | VP Engineering  | VP Procurement  | VP Operations  | VP Operations | VP Sales |
| **Resources** | EmailPhoneCRM | Design software | Supplier DatabaseERP | ERPMFG equipmentIM&TE | ERPCrate / packaging materialsHandling Equipment | Transportation Provider (outsourced) |

*Supporting Processes (not shown): Management, Quality, Human Resources, Finance, Infrastructure*

*For informational use only!*

*This information must be modified to suit your business and specific needs*