*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 Product  Crating  Loading | Logistics  Product 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 delivery  Shipping damage | On-time delivery  Returns  Customer Feedback |
| **Responsible** | VP Sales | VP Engineering | VP Procurement | VP Operations | VP Operations | VP Sales |
| **Resources** | Email  Phone  CRM | Design software | Supplier Database  ERP | ERP  MFG equipment  IM&TE | ERP  Crate / packaging materials  Handling 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*