

Marketing				SalesTeam						
CRM Campaign	CRM Opportunity	CRM Leads	CRM Customer Onboarding	CRM Franchise	CRM Realstate	CRM Event	CRM Email Marketing	CRM Callcenter	CRM Digital Marketing	CRM Website Marketing
GOALS TO ACHIEVE \$3M SALES	ASSIGN TO SALESPERSON	LEAD ASSIGNED TO SALESTEAM	ALREADY ORDERED	PRE-QUALIFICATION	PROPERTY DEMONSTRATED	CLASSIFY EVENT-Seminar/Webinar/Exhib	Design Email Advertisement content design	Setup Calling Project, Call Type and Budget for project	Target audience/Target market - Brand/Product/Service to be advertised	Domain name, SEO Keywords
TARGET XXXX PROSPECTS IN REGION Y	SALESPERSON DO FOLLOWUP, MEETING, DEMO	CONTACTED VIA PHONE, EMAIL, CHAT	PROVIDES GOOD REVIEWS	DUE DILIGENCE	UNIT SELECTED / FOLLOWUP	DO EVENT MARKETING	Email Send List prepared for Email Campaign	Assign people to call center project	Select Social Media for Lead buying or Digital Media Advertisement	Prepare Marketing script, leaflets, photos to be published
RESEARCH - MARKETING CHANNELS	QUOTATION/OFFER GIVEN	CUSTOMER IS TALKING	REFERS NEW CUSTOMERS	BUSINESS PLAN AND FINAL APPROVAL	OFFER MADE	INVITE PEOPLE	Send bulk email as per sendlist. Use bulk email software	Track people doing calls	Create Content as per Media Requirements	Enter or upload content in website builder
ALLOCATE BUDGET \$XXXX	RE-OFFER GIVEN FOR FINALIZATION	OPPORTUNITY CREATED	BECOMES PARTNER	SITE SELECTION	CONTRACT ACCEPTED	REGISTER PEOPLE	Check and enter emails delivered against total email sent	Enter/Check Leads Generated	Subscribe Social Media for SEO, Lead Buying @ IndaMart etc., Ads on FB, TW, IN, LKDN	Buy Domain name & publish website
CONTENT CREATION PPT, PDF, VIDEOS	WON/LOST/LATER DECISION TAKEN BY CUSTOMER			CONTRACT EXECUTION	INSPECTION / CLIENT DOCUMENT COLLECTION	SEND ACCESS PASS	Check and enter emails delivered against delivered	Identify Per Call Cost, Time Wasters and A/B Test + Results	Record/Capture Leads per Social Media	Do search engine publishing
EXECUTION - PO TO CHANNELS OR SEND EMAILS				STAFF HIRING AND TRAINING	FINANCING	ISSUE BADGE	Enter Leads Generated via incoming emails against sent		Analyze Leads per Social Media and A/B Test + Results	Register website with Google Analytics and see feedback of site hits received
ANALYSIS - REGISTER LEADS				STORE OPENING PROCESS	LOAN APPROVAL	CONDUCT EVENT	Deliverability, Open/Click Rate & A/B Test + Results			
REPORT - LEADS CONVERTED					ESCROW ACCOUNT SETUP	TAKE SURVEY				
					PREPARE FOR CLOSING	CLOSE EVENT				
					DELIVER UNIT AND CLOSE					

Tender				Service			B2C Sales			
Pre-Tender	Tender		Post-Tender	Bid Preparation	Estimation	OBM Service	Dropshipment	Wholesale	ConsignmentSales	CRM OnlineSales
Search for Prospective tenders	Tender Purchase / Download	Preparation of Commercial documents for submission	Bid Analysis Table	SHORTLISTED	INQUIRY	Schedule Client Appointment and Assign Ticket to Service Engineer	Drop shipment Client order details with delivery place received	Order received from Dealer Portal after stock check	Consumption or sales order identified for period	eCommerce order received on seller portal
Go / No Go	Distribution of tender to Engineering Departments	Submission of Tender	Lost Bid Analysis (If Lost)	PURCHASE	REQUIREMENT FEASIBILITY	Confirmation by Service Engineer	PO placed to drop shipping vendor	Do Order Approval after credit check	Replenishment Order prepared for consignment store	eCommerce seller portal updated to accept pickup
PQ match	Tender Study for commercial terms	Tender Opening - Technical	Receipt of Purchase Order (PO) (If Won)	TENDER-TBOQ	MATERIAL MASTER SETUP	Budget Allocation and Advance Sanction	DS-Delivery Slip, eWay Bill, Invoice, GatePass	Store transfer done by stores or warehouse	Store transfer entry done after stock check	Store transfer entry done after stock check for pickup
Bid / No Bid Decision	Preparation of Executive Summary (Key TB&C for Top Management	Post-Bid Meeting	PO Acceptance	RATEANALYSIS	PROCESS MASTER SETUP	Ticket Released for Execution	TR-Do Shipment & Do Shipment Tracking	TO-Picking Entry w/Barcode or Batchwise	TO-Picking Entry w/Barcode or Batchwise	TO-Picking Entry w/Barcode or Batchwise
	Receipt of Pre-Bid Queries from Engineering Departments	Post-Bid queries from Client	Release of PO to Project Department	ESTIMATE	PROJECT BOM SETUP	Technician Performs Service Call	LR-Delivery Approve/Completed with POD	PKG-QOC, Warranty Card and Pkg Material	PKG-QOC, Warranty Card and Pkg Material	PKG-QOC, Warranty Card and Pkg Material
	Submission of Pre-Bid Queries to Clients	Reply to Post-Bid Queries	Contract agreement with Client	PRICIBID	COPA ANALYSIS	Resolve Ticket: Enter Parts used etc	Backorder	DS-Delivery Slip, eWay Bill, Invoice, GatePass	DS-Delivery Slip, eWay Bill, Invoice, GatePass	DS-Delivery Slip, eWay Bill, Invoice, GatePass
	Receipt of Pre-Bid Replies from Clients	Acceptance of Technical Bid	Follow up with Client to get back the EMD	SUBMITTED	ESTIMATE	Client gives online Feedback	Client order details with delivery place received	TR-Do Shipment & Do Shipment Tracking	TR-Do Shipment & Do Shipment Tracking	Shipment tracked on seller portal
	Distribution of Pre-Bid Replies to Engineering Departments	Tender Opening - Commercial		OPENING	SUBMITTED	Expense Claim and Bill Upload by Technician	PO placed to drop vendor	LR-Delivery Approve/Completed with POD	LR-Delivery Approve/Completed with POD	Delivery tracked on seller portal
	Receipt of Technical / Commercial Amendments from Client	Price negotiation / Reverse Auction		NEGOTIATION	WON/LOST	Billable? Create Invoice & Close Ticket	DS-Delivery Slip, eWay Bill, Invoice, GatePass prepared	Retail POS	Warehouse Replenishment	Login or Register as Customer with mobileno
	Distribution of Technical / Commercial Amendments to Engineering Departments	Tender Won / Lost		Project	ACCEPTANCE	Sales Voucher Posting	TR-Do Shipment & Do Shipment Tracking	Login or Register as Customer with mobileno	Consumption or sales identified for period	Search & Select Products or Service to Order
	Receipt of Technical Offer from Engineering	If Won then Post-Tender process will start		Project PMI	CUSTOMER/SUNDRY DEBTOR CREATED	Collection Followup and Entry	LR-Delivery Approve/Completed with POD	Search & Select Products or Service to Order VIA Barcode or NFC	Replenishment Order prepared for store	Add product or service to shopping cart
				PROJECT INITIATE PREPARE DC/L1/L2/L3	PROJECT EXECUTION PREPARE MR/PO/MIR/DR/RABIL	SEND PROFORMA INVOICE	OBM Contract	Order cart prepared for delivery	Store transfer entry done after stock check	Select delivery location, date and time
				PROJECT PLANNING PREPARE BBU, PLAN, ESTIMATE, BUDGET	PROJECT CLOSURE MONITOR, CONTROL, DELIVER & SIGNOFF	CONTRACT REVIEW	CRM Service	New Contract Entry-AMC/CMC/WG/CC	Products packed in bag for delivery	TO-Picking Entry w/Barcode or Batchwise
						Logistics	Enter order with service items required	Service Delivery Plan Entry - Plan Tickets	Select payment method and collect payment	PKG-QOC, Warranty Card and Pkg Material
						SCM SHIPMENT	Execute Service, Edit and Approve Invoice with QOC	Sent Contract Renewal Offer/New Offer	Security check at gate	DS-Delivery Slip, eWay Bill, Invoice, GatePass

B2B Sales				Logistics			
MakeToOrder Mfg	MakeToStock Mfg	EngToOrder Mfg		SCM SHIPMENT			
SO-Resolve Sales Order Fulfillment Issues	Demand for products as per forecast given by customer or forecasting system of company	Receipt of Purchase Order	Submission of documents / drawings to Client	Follow up manufacturing status with factory	Start Journey - Pickup Done-Update Truck Card	Print invoice and send goods for delivery	Contract Offer Accepted / Rejected / Re-Offer
DO-Create DO / PO / MO. Wait if no Stock	MRP2 Planning and MfgOrder or PO Creation	Job No. allocation	Receipt of comments from Client	Coordination with Client	End Journey - Delivery Done - Update Truck Card	Sales Voucher and Outstanding Check	Sent Accepted Contract
DA-Create Invoice and issue goods for delivery	DA-Create Invoice and issue goods for delivery	Send un-priced PO to Factory	Revision of document / drawing	Coordination with Factory	Deliver POD-Proof of Delivery to Shipment	Send Contract Invoice	Research Solution
TO-Picking Entry w/Barcode or Batchwise	TO-Picking Entry w/Barcode or Batchwise	Send Priced PO to Finance	Resubmission of document / drawing to Client	Give dispatch clearance to Purchase Dept.	SCM COURIER	Receipt Voucher Entry when payments deposited	Execute Contract as per Planned WO Tickets
PKG-QOC, Warranty Card and Pkg Material	PKG-QOC, Warranty Card and Pkg Material	Coordination with Finance for PBG	Approval of document / drawing	Give invoice preparation instruction to Finance	Pickup Done by Courier	Contract Over and Due for Renewal	
DS-Delivery Slip, eWay Bill, Invoice, GatePass	DS-Delivery Slip, eWay Bill, Invoice, GatePass	Submit PBG to Client	Receipt of offer for bought out items	Follow up for dispatch of material	Delivery Done by Courier		
TR-Do Shipment & Do Shipment Tracking	TR-Do Shipment & Do Shipment Tracking	Preparation of monitoring schedule	Coordination with vendor	Coordinate with Client for receipt of material at site	Collect POD-Proof of Delivery from Courier	Export / Import	Time Office
LR-Delivery Approve/Completed with POD	LR-Delivery Approve/Completed with POD	Preparation of MR for boughtout items	Technical clearance of vendor offer	Follow up for payment release	SCM SECURITY	Exporter gives Confirmation of Order by Exporter via Order Acknowledgement	Imports
SV-Sales Voucher and Outstanding Check	SV-Sales Voucher and Outstanding Check	Send MR to purchase	Submission of approved drawing to factory	Follow up Client for release of payment	DEPARTURE: Material and Documents Check at Return: With POD	Bank Pre-Shipment Credit Applied to mfg goods, fund received and Voucher entries made	Employee Expense
RV-Receipt Voucher Entry when payments deposited	RV-Receipt Voucher Entry when payments deposited	Preparation of documents / drawings	Manufacturing clearance			EXPORT CLEARANCE CERTIFICATE	Employee Payroll

Planning			Purchase	Store	Warehouse
IOM/NonProject Supply	Procurement/Internal	Purchase	Stores Inward	Fulfillment	
Supply Requirements for period	ISSUE OF IOM - INTER OFFICE MEMO	ISSUE OF MR-MATERIAL REQUEST BY ENGG	UNAPPROVED PO RECEIVED AGAINST MR- Edit/Approve	Client order details with delivery place received	Importer appoints Clearing and Forwarding agent to do packing, marking, labelling, transport arrangement, customs clearance etc.
Master Production Schedule	ISSUE OF RFQ TO APPROVED VENDOR LIST BY PURCHASE	APPROVED PO SENT TO VENDOR - Print/Send	OFFER RECEIVED AND ENTERED BY PURCHASE	Sent TO IGC	Pre-Shipment: Export Documents are prepared and given to C&F agent along with Export Invoice
MRP2 Run - Generate Production Plan	OFFER RECEIVED AND ENTERED BY PURCHASE	ORDER ACCEPTANCE / VENDOR APPROVAL	OFFER RECEIVED AND ENTERED BY PURCHASE	GRN - Goods Receipt Note	Shipment: Goods ISSUED to Port of Shipment via DO->TO->MI
Production Requirement Planning	TECHNICAL REVIEW BY ENGINEERING	VENDOR DOCS RECEIVED AND UNLOADED BY PURCHASE	TECHNICAL REVIEW BY ENGINEERING	GRN - Barcode created for item	Port Formalities and Customs Clearance DONE
Capacity Requirement Planning	ENGG RAISE AND RESOLVE TECHNICAL QUERIES	ENGG REVIEWS VENDOR DOCS AND SEND TO CLIENT	TECHNICAL REVIEW BY ENGINEERING	TO-Transfer Order to Store Location	Clearing and forwarding agent dispatches all the documents to his
Freeze Production Plan	RECOMMENDATION OF PREFERRED VENDOR	RECOMMENDATION OF PREFERRED VENDOR	ENGG REVIEWS VENDOR DOCS AND SEND APPROVAL	Stores Outward	Post-Shipment: Certificate of Origin applied to Chamber of Commerce based on above documents received
MRP1 Run - Generate Material Requirement Plan	COMMERCIAL REVIEW BY PURCHASE	COMMERCIAL REVIEW BY PURCHASE	ENGG RAISE AND RESOLVE TECHNICAL QUERIES	Store Fulfillment	Exporter send Dispatch of Shipment Advice to the Importer
Freeze Material Requirement Plan	COMMERCIAL NEGOTIATION WITH VENDOR	COMMERCIAL NEGOTIATION WITH VENDOR	ENGG RAISE AND RESOLVE TECHNICAL QUERIES	Material Issue Request Received	Submission of Documents to Bank for realisation of his amount due to the importer and receipt voucher is entered
Generate Purchase Orders	ISSUE OF LETTER OF INTENT TO VENDOR	PURCHASE RECEIVE INSPECTION CALL FROM VENDOR	ENGG RAISE AND RESOLVE TECHNICAL QUERIES	Barcode based issue done for tagging	Exporter claims Claiming Export Incentives
Generate Production Orders	ISSUE OF PR TO PURCHASE W.R.T TOTAL REQUIREMENT	ISSUE OF PR TO PURCHASE W.R.T TOTAL REQUIREMENT	INSPECTION DONE BY CLIENT/TPI AGAINST INSPECTION CALL	Material issued and stock reduced	
Generate Subcontract Orders			ISSUE DISPATCH CLEARANCE TO VENDOR AGAINST RELEASE NOTE	Bundle/Kit Preparation	

QMS			QC	FINANCE		
			Bundle/Kit Issued to Warehouse Location	AR Invoicing	FRM Collections	Accounting
				Enter, Edit and Approve Proforma Invoice by accounts	Project or Marketing Salesmen collects payments and informs accounts	Enter Vouchers JV to Finalize Accounts
				Print & send Proforma to client or check invoice for its accuracy	Accounts receives the payments and post the voucher	Auditor Audit and Approve Vouchers
				Invoice, Sales Voucher and Outstanding Check by Manager	Manager checks receipt voucher entry along with TDS and GST Deductions if any	Finalize TB, BL & PL Reports to be submitted

Director		
Asset & Maintenance	BPA Business Process Automation	Legal
Asset requirement plan prepared for company needs	Define Process	Legal Contract SLA
Purchase the Asset by running proper procurement and purchase cycle	Share & Discuss Process	Legal Call Ticket
Enter Asset in Asset Register and tag with barcode stickers	Finalize & Freeze Process	Call allotment to Advocate
		Advocate Attends Court

QMS BRC-AUDIT	QMS ISO 9001:2015	QMS 5S Standards	QC Operations	Material Transfer	Invoice creation process via portal	Cheque/Cash/NST deposited in Bank	Income Tax Related Compliance Done?	Deploy Asset by putting it to Use with proper AssetLog and responsible person	Link Form, Report, Checklist, Drawings, Activities, Chatbots, Programs or Integration with ERP	Court Responds
OMS - Organization Management System	4.0 Quality Management System in old version	Eliminate unnecessary items from the Workspace	QC - Incoming Material QC	Transfer Order Received	Waybill creation Process via API or GST Portal at https://ewabillgst.gov.in	Payment so posted is credited in Bank or not? Do Bank Reconciliations	MCA Related Compliance Done?	Do Asset Working Compliance & Audit by Maintaining proper MaintenanceLog	Define users or department who will do this activity	Update Daily Board
SCM - Supply Chain Management System	5.0 Management Responsibility in old version	Arrange items so that they are easy to use, find and put away	LineQA-Quality Assurance	Transfer Stock Checking done	Edit Invoice to enter IRN, QR CODE AND eWaybill details by GST	Bank statement verified and reconciled	GST-Goods and Service Tax	Maintain Asset Depreciation Log and identify value of asset Pass value to accounts	Assign Standard Leadtime for user to do this activity or task or process operations	Enter Order & Close Card
QMS - Quality Management System	6.0 Resource Management in old version	Keep the items and work area neat and clean	QC - Outgoing Material QC	Material Transferred to New Location	Print final invoice with IRN and QR Code to send to customer	FRM Payments	GSTR1 Sales Return Filing	Check Life and Working condition of asset to decide retire or Dispose.	Define Progress of process to be recorded on completion of this activity or task or operation	PIA Compliance
FMS - Factory Management System	6.0 Resource Management in old version	Create a consistent approach to tasks and procedures	Warranty Card Preparation	Material Salvage	Outstanding collections are checked and followed up for payments done.	Outstanding Payment Advise Generated for bill passing by buyer or auto by system	Download GSTR2B, Upload and Match		Define Automation of Define Automation Trigger for process based on Activity, Time or Event	Factory Compliances
PLM - Product Lifecycle Management	7.0 Product Realization in old version	Make a habit of maintaining the correct procedures	Customer Registration for Warranty	Salvage Order Received	AP BillPassing Every bill downloaded and entered or updated by Accounts on daily basis. Other bills are	Purchase or Materials department does bill passing as per PO	Take ITC Credit and Pay Tax for Diff of Sales and Purchase		PLM R&D	Pollution Compliances
BPM - Business Process Management	8.0 Measurement, Analysis and Improvement in old version		QC Complains	Salvage checking done	Purchase confirms material received with invoice on site	Accounts does bill passing wrt terms and conditions	Treasury & Banking	Employee Taxation	PLM ICM/ECM	Taxation Compliances
HRM - Human Resource Management	8.0 Measurement, Analysis and Improvement in old version		Complain Analysed	Good Material Transferred to Stock	Accounts does bill posting or booking for GST Purpose in system by approving this bill.	Accounts does bill passing and also identifies TDS to be deducted	Download Bank Statement and Upload into ERP	Ask Employees to declare their income, savings and investments.	PLM DESIGN	Company Law Compliances
RMS - Risk Management Systems			Complain Resolved	Bad Material Scrapped	Accounts audit Purchase Voucher posted by bill Booking system	Accounts enters payments voucher, checks and deducts TDS in Voucher	Compare Books entry wrt Bank Statement and Reconcile Bank to Match Books	Check Declaration made by Employee and do Computation to identify TDS Tax Liability of Employee	PLM PRODUCT/LIFESPAN	Employee Compliances
TMS - Trading Management System			Party updated about resolution	Refurbished process starts for GM	Accounts enters payments voucher and issues wrrt full payment done. Reconcile supplier account	Print Cheque, Reconcile Party and send cheque to CEO for approval	Identify and do missing entries in books as per Banks and Reconcile again	Print or Email Form16A and give it to Employees	PLM VENDOR/QUALITY	Fire & Safety Compliances
CMS - Certification Management System				Refurbished process ends for GM			Reconciliation Done	Employee Income Tax is Filed	PLM RELEASE	Security Compliances

Execution

Execution				HR - Human Resource						
Manufacturing	Subcontracting	JobShop	Quarry/Mines	HR Recruitment		HR Orientation	HR Training	HR Appraisal	HR Separation	HR Retirement
PO for Raw Material if shortage in MO	Sales Order with design of product received	Repair or Jobshop order received	Extraction	Hiring Sanctioned	Select Candidate after interview is complete	Company SOP Orientation done	SEARCH TRAINING PROVIDERS	HOD REVIEW - 360 review	MGMT ACCEPT EMPLOYEE RESIGNATION	RETIREMENT VERIFIED @58
TO-Reserve Material for workorder	Bill of Material prepared for execution of subcontract order	Bill of Material prepared and estimate given	Crushing	Design Advertisement to publish	Print and send Offer Letter to candidate via email	Employee Job description Explained	TRAINING CAPABILITY CHECK	HR REVIEW	BEGIN SEPERATION PROCESS	BEGIN SEPERATION PROCESS
MO-Release Manufacturing Order	Material to execute subcon order is procured	Estimate to be approved by customer	Screening	Vacancy Publish to various media	File Acceptance of offer received via email by clicking Joined flag in Interview sheet	Employee daily reporting in ERP Explained	GIVE TRAINING ORDER	MANAGEMENT REVIEW	CONDUCT EXIT INTERVIEW	GRADUITY CALCULATED & PAID
SO-Shopfloor Operations	Subcon Manufacturing Work Order prepared	Job Assigned to Engineer	Segregation	Monitor CV entered by candidate against vacancy after chatbot pre-interview	Background Check candidate by calling/emailing feedback from past employees and enter form	Employee selfservice rights explained	DELIVER TRAINING	ISSUE DISCIPLINE NOTICE	SETTLEMENT PAYSILP PREPARE	SETTLEMENT PAYSILP PREPARE
LineQA-Quality Assurance	Manufactured product received in warehouse	Job Executed and product prepared	Stock piling	Verify Applied List on closing of Application Period	Enter Appointment Terms with Paylip Breakup	Employee attendance punching explained	ESTABLISH TRAINING RECORDS	ISSUE INCREMENT LETTER	HANDOVER CHARGE ENTRY	HANDOVER CHARGE ENTRY
MO Completed QC Check	Quality Control check of product done	Quality Control check of product done	Retrieval	Compare CV to make interview Call Decision	Send Appointment Letter via print or email	Organization chart and reporting explained	ACCESS TRAINING EFFECTIVENESS	ISSUE DEPARTMENT/POST CHANGE	PRINT RELIEVING LETTER	PRINT RELIEVING LETTER
Construction	DA-Create Invoice and issue goods for delivery	Invoice for the job created	Transportation	Select & Print CV for selected candidates for interview	Convert Candidate to Employee. Auto entry in employee entry	Products and business of company explained to new employee	UPDATE EMPLOYEE SKILL MATRIX	ISSUE WARNING LETTER	PRINT SERVICE CERTIFICATE	PRINT SERVICE CERTIFICATE
Site Clearance	TO-Picking Entry w/Barcode or Batchwise	Payment collected and Product Delivered	Filling Stations	Send email to candidate with website chatbot link to appear for online pre-interview based on set questionnaire		Company Disciplines explained	ISSUE TRAINING CERTIFICATE	ISSUE SEPERATION NOTICE	PRINT SALARY CERTIFICATE	PRINT SALARY CERTIFICATE
Excavation	PKG-OCQ, Warranty Card and Pkg Material		ECR-Empty Cylinder Receipt	Call Candidate for Physical interview with date and time who clears Pre-Interview		Employee Skill Matrix updated	TRAINING BILL PASSING		SEPARATE EMPLOYEE	PAYMENT SETTLEMENT DONE
Foundation	DS-Delivery Slip, eWay Bill, Invoice, GatePass		ECF-Empty Cylinder Filling Schedule	Send Call Letters or followup candidate for interview time					EMPLOYEE INFORMED	FAREWELL ORGANIZED
Piling	TR-Do Shipment & Do Shipment Tracking		ECF- Empty Cylinder Filling	Conduct interview as per interview questionnaire					PENDING SALARY PAID	SEPARATE EMPLOYEE
Finishing	LR-Delivery Approve/Completed with POD		FCD-Filled Cylinder Dispatched							