



	Organizational Process Mapping
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Process:

Purchasing process

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Objective:	Acquire inputs and/or services for the development of unit activities.
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Previous Process:
Internal Purchase Requisition Service

Next Process:

Accountability process

Inputs
(materials, information, resources, requests)

Activities

(key process activities)

Tax document
(materials, information, resources, requests)

Output

Output requirements
(output compliance)

Purchase requisition

Analyze request according to criteria
Issue purchase requisition in MXM
Request 3 quotes
Make purchase
Send purchase order to supplier
Analyze request
Justify and close request

Purchase order received after request for quotation
Purchase request denied
Direct purchase made and tax document sent for accounting purposes

Certificate of receipt
Documento fiscal
Justified closure in the system

Monitoring
(possible controls, measurements and indicators that ensure the effectiveness of the process)

Time between order request and delivery (purchase cycle)	Time between order request and delivery (purchase cycle)
Limits of authority and budget approval	Percentage of Electronic vs. Mechanical Purchases
Number of suppliers (contacted, responding and selected)	Purchasing Savings Index (budgets)
Supplier response time	Product/service quality
Total Cost of Ownership (TCO)	
Return or Non-Conformity Rate	
Applicant satisfaction	
Percentage of Purchases Made on Time	

Knowledge
(specific knowledge required for the process)

Applicable Legislation
(standard, law, regulations that impact the process)

Technology and Resources
(necessary software, websites, programs and resources)

Risks
(risks associated with this process)

Opportunities
(opportunities of this process)

Budget
Using MXM and the Request System

Alpha's Resolution
Normative Instruction 001/05
Brazilian Law 8666/93
Alpha's Budget Code

MXM
Request tracking system (proposed)
e-procurement

Long waiting time during quotation and delay in order
Delay in management purchase authorization
Problems receiving
Low product quality

MXM notifies management when there is approval to do so
Purchase tracking through a system that communicates with MXM and to which the requester has access
Documents automatically generated in MXM and made available in the request

Preparation:

Approval:	
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Revision: