

ABC Company Case Study

The purchasing department handles purchase requests from other departments in the company. People in the company who initiate the original purchase request are the “customers” of the purchasing department. A case worker within the purchasing department receives that request and monitors it until it is ordered and received. Case workers process requests for the purchase of products under \$1500, write a purchase order and then send it to the approved vendor. Purchase requests over \$1500 must first be sent out for bid from the vendor that supplies the product. When the bids return, the case worker selects one bid. Then, he or she writes a purchase order and sends it to the vendor.