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| **ANNEX I - OPERATIONS CONTROL PLAN** | **PREPARED BY** | **REVIEWED BY** | **APPROVED BY** |
| (TRANSLATING)Pg. 1 of 1 |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- |
| Process Activity | **QP Ref.** | **Ref Standard** | **Process Parameter** | **Incompany Control Limits** | **Records Kept** | **Dept & Person Responsible** |
|  |  |  |  |  |  |  |
| **Sales Interface** | QP-SAL-01 | As per customer’s requirement | 1. Specification 2. Delivery | * Accuracy & completeness of data | * Web Order | * CEO * COO * Manager * Consultant |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Operations Planning** |  |  |  |  |  |  |
| A1 Translator Selection |  |  | 1. Customer required detail specification 2. Delivery / date / time | * Respond quickly * Accuracy & completeness of data | * MS Project Plan (for complex project) | * CEO * COO * Manager * Consultant |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Scheduling** |  |  |  |  |  |  |
| B1 Deployment  B2 Service Handover  B3 Counselling |  | As per customer’s requirement | 1. Correct schedule 2. Respond time | * Accuracy of translator data * Customer’s agreed schedule | * Project Schedule * Web Order | * CEO * COO * Manager * Consultant |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Job Processing** |  |  |  |  |  |  |
| C1 Job Interview |  |  | 1. Job details | * To ensure clarity of details & completeness | * Weekly Report   (Client name, contact #, scope, status, last update) | * CEO * COO * Manager * Consultant |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Monitoring & Control** |  |  |  |  |  |  |
| D1 Periodic Customer Feedback  D2 Review of Documents |  | In-house standard | 1. Detail / Schedule of rate | * Accuracy & completeness of data | * Tax Invoice | * CEO * COO * Manager * Consultant |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Service Delivery** | QP-OPS-01 |  | 1. On-time 2. Customer specifications | * Accuracy & completeness of data | * Work Order * Service Order | * CEO * COO * Manager * Consultant |
|  |  |  |  |  |  |  |

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| **ANNEX I - OPERATIONS CONTROL PLAN**  **(DESKTOP PUBLISHING)** | **PREPARED BY** | **REVIEWED BY** | **APPROVED BY** |
| Pg. 1 of 1 |  |  |  |

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| --- | --- | --- | --- | --- | --- |
| Process Activity | **QP Ref.** | **Process Parameter** | **Incompany Control Limits** | **Records Kept** | **Dept & Person Responsible** |
|  |  |  |  |  |  |
| Receive Project file from Consultant |  | 1. Specification | * Accuracy & completeness of data | * Project file (softcopy) such as source file | * IT Department |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Research |  | 1. Customer required detail specifications | * Accuracy & completeness of data | * Project file | * IT Department |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Edit entire brochure |  | 1. Job details | * Ensure clarity of details & completeness | * Project file | * IT Department |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Hand to Project Consultant |  | 1. On-time 2. Customer specification | * Customer’s agreed schedule * Accuracy & completeness of data | * Working file | * CEO * Manager * Consultant |
|  |  |  |  |  |  |

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| **ANNEX I - OPERATIONS CONTROL PLAN**  **(HOSTING)** | **PREPARED BY** | **REVIEWED BY** | **APPROVED BY** |
| Pg. 1 of 1 |  |  |  |

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| Process Activity | **QP Ref.** | **Process Parameter** | **Incompany Control Limits** | **Records Kept** | **Dept & Person Responsible** |
|  |  |  |  |  |  |
| Receive namelist from Managing Director |  | 1. Specification | * Accuracy & completeness of data | * Namelist | * IT Department |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Set-up Account & E-mail user |  | 1. Specification | * Password given to customer within 48 hours of payment | * Argosoft (email password) * Bulletproof (ftp password) | * IT Department |
|  |  |  |  |  |  |