

# QAL Flow Chart

MC= Management Console (web site/ app?)

CRM= Customer Resource Manager

**Blue boxes= main procedures**

White boxes= secondary procedures  
(infrequent or done by customers)

(1)

QAL creates  
new customer  
account in  
CRM

(2)

QAL recvs.  
sample &  
enter sample  
information  
into MC.

(3)

Samples  
separated by  
matrix &  
given to  
techs

(4a)

Samples  
extracted &  
manual data  
written down

(4b)

Extracts  
analyzed on  
equipment &  
data file  
created

(5)

Manually  
recorded data  
entered  
into  
database;  
Data file  
from  
equipment  
exported to  
MC

(6a)

MC  
generates  
reports by  
batch

(6b)

Reports are  
reviewed  
and  
approved for  
release

Customer  
access  
data  
through  
MC

(7)

Notification  
sent to  
customer  
when reports  
are available  
in MC

Customer  
inputs sample  
information into  
MC, then  
sends sample  
to QAL

QAL receives  
sample  
logged in by  
customer;  
QAL  
"finalizes"  
login of  
sample

Report  
emailed to  
customer  
manually,  
upon  
request

