**1️ HR Department Workflow**

Roles:

HR Manager

HR Generalist

HR Assistant

Key Responsibilities:

Recruitment & Onboarding:

Job Posting & Sourcing: HR Assistant drafts job descriptions; HR Manager approves and oversees posting.

Candidate Screening & Interviewing: HR Generalist conducts initial interviews; HR Manager handles final selection.

Onboarding Process: HR Assistant facilitates documentation; HR Generalist conducts orientation sessions.

**Attendance & Leave Management:**

Monitoring Attendance: HR Assistant tracks daily attendance using the software.

**Leave Requests Processing:**

Branch Sales and other team members: Escalated leave request approved by HR department.

Managers, Cluster & Area Managers: Requests escalated to HR Manager for approval.

HR Department Staff: Leave requests approved by the General Manager (GM).

**Resignation Handling:**

Submission & Acceptance:

Employees & Managers: Resignations submitted to immediate supervisors; escalated to HR Manager.

HR Department Staff: Resignations submitted directly to the GM.

Exit Interviews & Clearance: HR Generalist conducts exit interviews; HR Assistant manages clearance processes.

**Performance Management:**

Appraisal Coordination: HR Generalist gathers performance data; HR Manager or GM reviews and finalizes appraisals.

Feedback Mechanism: Regular feedback sessions facilitated by HR Generalist.

Training & Development:

Needs Assessment: HR Generalist identifies training needs in consultation with department heads.

Program Implementation: HR Assistant coordinates logistics; HR Manager oversees content and delivery.

**Policy Compliance & Employee Relations:**

Policy Development & Communication: HR Manager drafts policies; HR Assistant disseminates information.

Grievance Handling: HR Generalist addresses employee concerns; escalates to HR Manager if necessary.

**Escalation Path:**

General Manager (GM): Final authority for escalated HR matters, including approvals for HR staff leave, office admin leave, resignations and appraisal requests.

**2️. Finance Department Workflow**

Roles:

Finance Manager

Accountants

Key Responsibilities:

Payroll Processing:

Data Collection: Payroll Specialists gather attendance and leave data from HR.

Salary Computation: Accountants calculate salaries, deductions, and incentives.

Approval & Disbursement: Finance Manager reviews payroll; GM provides final approval for disbursement.

Financial Transactions Management:

Vendor Payments: Accountants process invoices; Finance Manager reviews and seeks GM approval.

Expense Reporting: Departments submit expense reports; Finance team verifies and processes reimbursements.

Revenue Tracking & Reporting:

Data Compilation: Accountants collect sales data from all branches.

Analysis & Reporting: Finance Manager analyzes financial performance; prepares reports for GM and stakeholders.

**Escalation Path:**

General Manager (GM): Approves major financial decisions, including payroll and significant expenditures.

Leave : Apply to and approved by HR Manager.

**3️. Operations Department Workflow**

Roles:

Area Manager

Cluster Managers

Office Admin

Tele callers

IT professionals

Key Responsibilities:

Branch Performance Management:

Monitoring & Reporting: Branch Managers oversee daily operations; report to Cluster Managers.

Performance Analysis: Cluster Managers evaluate branch metrics; Area Manager consolidates data for regional assessment.

Staff Coordination & Support:

Telecallers & Office Admin: Provide administrative support to Branch Managers. Report to : HR Department / GM

Cluster Managers: Supervise Branch Managers; ensure alignment with company policies.

Area Manager: Oversees Cluster Managers; responsible for overall area performance.

**Issue Escalation & Resolution:**

Operational Challenges: Branch Managers escalate issues to Cluster Managers.

Further Escalation: Unresolved matters move from Cluster Managers to Area Manager, then to HR or GM based on issue nature.

**Escalation Path**:

Cluster Manager → Area Manager → HR/GM: Depending on the issue, escalations follow this hierarchy.

**4️. Maintenance Department Workflow**

Roles:

Maintenance Operations Manager

Site Supervisor

Electrician

Handyman

Key Responsibilities:

Maintenance Request Handling:

Request Submission: Branch Managers submit maintenance requests to Cluster Managers.

Escalation Process: Cluster Managers forward requests to Area Manager; significant issues escalated to Maintenance Operations Manager or GM.

Approval & Task Assignment:

Minor Maintenance: Area Manager approves; assigns tasks to Maintenance Team.

Major Projects (e.g., new outlet setup): GM reviews and approved; Maintenance Operations Manager coordinates execution.

Execution & Follow-Up:

Task Completion: Maintenance Team addresses issues as per priority.

Reporting: Maintenance Operations Manager updates relevant managers on task status and completion.

Escalation Path:

Branch Cluster → Manager → Area Manager → Maintenance Operations Manager/GM: Ensures timely resolution of maintenance issues.

**5. Warehouse Department Workflow**

Roles:

Warehouse Manager

Warehouse Supervisors

Warehouse Incharge

Warehouse Associates

Key Responsibilities:

1. Receiving:

Inspection: Warehouse Associates inspect incoming goods for accuracy and damage upon arrival.

Documentation: Inventory Control Specialists verify and record received items in the inventory management system.

Storage Assignment: Warehouse Supervisors allocate storage locations based on product type and demand.

2. Storage & Inventory Management:

Organization: Warehouse Associates store products systematically to optimize space and accessibility.

Inventory Tracking: Inventory Control Specialists maintain real-time inventory records, conducting regular audits to ensure accuracy.

Stock Replenishment: Warehouse Supervisors monitor stock levels and coordinate with the Purchasing Department for timely replenishment.

3. Order Fulfillment:

Order Processing: Warehouse Associates pick and pack products according to order specifications.

Quality Control: Warehouse Supervisors oversee the accuracy and quality of order fulfillment before dispatch.

Shipping Coordination: Warehouse Manager arranges transportation and ensures timely delivery of orders.

4. Returns Processing:

Inspection: Warehouse Associates assess returned items for defects or damages.

Restocking or Disposal: Inventory Control Specialists determine whether items are restocked or disposed of, updating inventory records accordingly.

5. Safety & Compliance:

Regulatory Adherence: Warehouse Manager ensures all operations comply with industry regulations and safety standards.

Training: Warehouse Supervisors conduct regular safety training sessions for all warehouse staff.

Equipment Maintenance: Warehouse Associates perform routine checks and maintenance of warehouse equipment to ensure operational safety.

Escalation Path:

Warehouse Associates report to Warehouse Supervisors.

Warehouse Supervisors report to the Warehouse Manager.

The Warehouse Manager reports to the Operations Manager or General Manager (GM), depending on the organizational hierarchy.

**Purchase Department, detailed workflow and task management.**

🔸 Who Can Initiate a Purchase Task?

✅ General Manager (GM): Assigns purchase tasks to the Purchase Manager.

✅ Purchase Manager: Assigns specific purchases to Senior Purchase Officers / Purchase Officers based on priority.

✅ Senior Purchase Officers / Purchase Officers: Can raise purchase requests based on branch requirements (must include justification).

🔸 Required Documentation for Raising a Purchase Request:

Detailed Requirement & Analysis Note (explaining the need for purchase).

Proof of Requirement (images from branches, stock details, damage reports, etc.).

Once submitted → Sent to Purchase Manager for review.

🔹 **2️. Purchase Order Creation**

🔹 Purchase Officer / Senior Purchase Officer

Selects items after verifying quality, quantity, and availability.

Negotiates & finalizes the best price from vendors.

Captures and uploads item details into the software:

✅ Product Code

✅ Product Name

✅ Quantity

✅ Color Name

✅ Selling Price (MRP / Rent Price)

✅ Purchase Price

✅ Vendor Name & Details

✅ Expected Delivery Date (editable)

✅ Expected Advance Payment Date

✅ Balance Payment Date

If done by Purchase Officer → Sent to Senior Purchase Officer for review.

Senior Purchase Officer forwards it to Purchase Manager for final approval.

🔹 **3️. Approval Process**

🔹 Purchase Manager

Reviews and approves/rejects the purchase request.

If approved:

✅ For Warehouse Team: Sends purchase details (excluding purchase price) along with the expected delivery date.

✅ For Finance Team: Sends purchase details (including purchase price) with expected advance & balance payment dates for escalation and approval.

If rejected, Purchase Officers are notified for rework.

🔹 **4️. Warehouse & Finance Processing**

🔹 Warehouse Team

Receives purchase details (excluding purchase price).

Prepares to receive stock as per the expected delivery date.

🔹 Finance Team

Receives purchase details (including purchase price, payment dates).

Escalates for GM approval (for advance/balance payments).

After GM approval, initiates vendor payments.

🔹 **5️. Warehouse Processing & Stock Update (Revised)**

1. Receiving Items & Verification

Warehouse Team receives items as per the purchase order.

Verifies item image, quantity, quality, and color against the purchase order.

If everything is correct → Proceed to the coding procedure and stock recording in the system software.

2. Handling Discrepancies (If Any Issues Found)

If there are any changes in quality, quantity, or color:

Report immediately to the Warehouse Manager.

Warehouse Manager escalates the issue to:

✅ Purchase Manager – To verify vendor-side corrections.

✅ Finance Manager – To ensure financial adjustments if required.

✅ General Manager (GM) – To keep higher management informed.

3. Further Actions

Purchase Manager takes corrective actions with vendors to resolve discrepancies.

If vendor replacements or adjustments are needed, Finance Manager and GM must approve before proceeding.

Once resolved, the Warehouse Team updates records and finalizes stock intake.

**🔹 6️. Escalation & Exception Handling**

✅ If vendor fails to deliver on time → Warehouse Team notifies Purchase Manager.

✅ If payment delays occur → Finance Team escalates to GM.

✅ If product mismatch or defects found → Warehouse Team reports back to Purchase Team.

Additional Notes:

Ensure role-based access for:

Purchase Manager

Senior Purchase Officers

Purchase Officers

Two separate reports must be generated:

1️. Warehouse Report (Excludes purchase price, includes delivery details).

2️. Finance Report (Includes purchase price, expected payment dates).

3. Purchase Manager will also be directly purchasing, so no further approval required for escalation to Finance & GM

The Purchase Manager is the final authority before escalating to Finance & GM.Allow editable expected delivery date for warehouse tracking. (Rule only for purchase manager)

Purchase tasks can be initiated by GM or requested by Senior Purchase Officers / Purchase Officers with required documentation.

✅ Summary of Hierarchy in Purchase Workflow:

📌 General Manager (GM) → Assigns tasks & approves financial escalations.

📌 Purchase Manager → Final authority on purchase approval & task assignment.

📌 Senior Purchase Officer → Supervises & reviews purchase requests before final approval.

📌 Purchase Officer → Executes purchases, negotiates with vendors, and submits purchase details.

📌 Warehouse Team → Prepares for stock intake, verifies received goods, and escalates discrepancies.

📌 Finance Team → Manages purchase payments & escalates approvals to GM