Revision No.: 6

Document Title: MAXIMO Combined Business Process

Prepared By: ______________________________

Reviewed By: ______________________________

Approved By: ______________________________

Revision History

Rev.	Details of Revision	Date	Prepared By	Reviewed By	Approved By
1	First revision to update business process related to contracts applications, add Projects related processes and minor modifications to other business processes.	01/05/2005	KIMS	KIMS	
2	KNPC logo updates	14/10/2005	KIMS	KIMS	
3	Update for internal recoverable work, update process counts, updates for designation changes to TL, updates for NRP/CFP	September 2006	Kevin Elliott	Kevin Elliott	
4	Update of Commercial processes.	September 2006	Manoj Verma	Manoj Verma	
5	Update Asset Management Process, Rotable Item Transfer, Invoice Process & Call-Off/Release for HOF.	Feb 2009	Mohammed Al-Ani & Manoj Verma	Nasr Khamis	
6	Update as per Maximo 7.5 changes	December, 2013	Manoj Verma		

Introduction

1.1 Mandate and Basis

During the KIMS Kick-Off Meeting, KNPC Chairman and Managing Director stated that: "Our Culture will be unified, integrated and commercially oriented…..I expect that all the KNPC staff and the KIMS Project Team members will demonstrate unified, integrated and a commercially oriented approach to the implementation of KIMS, and that they are given the support that they require to do this." These words inspire the KIMS project team to work together to deliver an information management solution for KNPC. One of the deliverables of the project is a Combined Business Process Document.

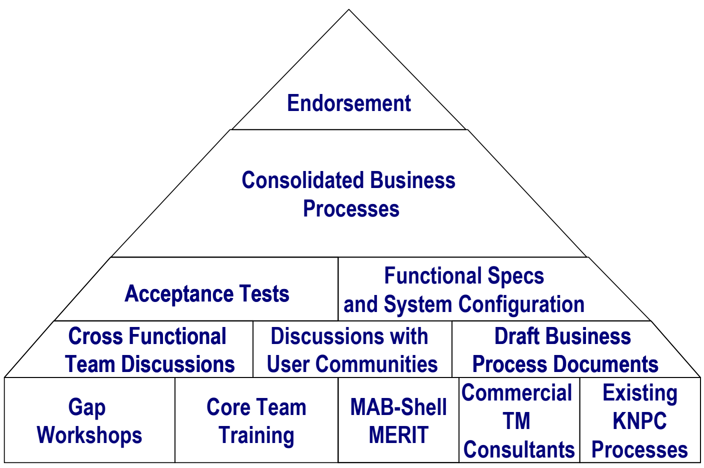
This Combined Business Process Document describes the operating procedures to carry out maintenance and commercial activities in KNPC.

The procedures were developed by the KIMS team, in collaboration with MAB Refinery's SHELL MERIT Group (for Refinery related processes) and TM Consulting (for Commercial related processes).

These processes form the basis of the MAXIMO implementation at KNPC. The processes were developed with the following goals in mind:

- Compliance with KNPC Policies.
- Provision of effective and efficient execution capability.
- Ensure control of major events, not detailed activity control.

The following diagram shows the building blocks upon which the business processes were developed:



This document will remain a **live** document and will be updated to reflect any change in MAXIMO reference and / or changes in Policy. The document will be issued to users as their procedure manual to MAXIMO related activities in the areas of Maintenance Work and Commercial Management.

This document will also be audited from time to time, to ensure that the objectives of efficiency and effectiveness are being met.

1.2 Structure

Each individual process contains the following sections:

- Flow diagram (showing the process flow, and interrelations, shaded blocks are activities carried out in MAXIMO).
- Purpose (reason why the process exists)
- Scope (the boundaries of the process)
- Process Stages (a detailed description of the flow diagram, including Responsibilities and remarks)
- Records (what records will be kept for the process)

The individual business processes are based on work in MAXIMO, and are divided as follows:

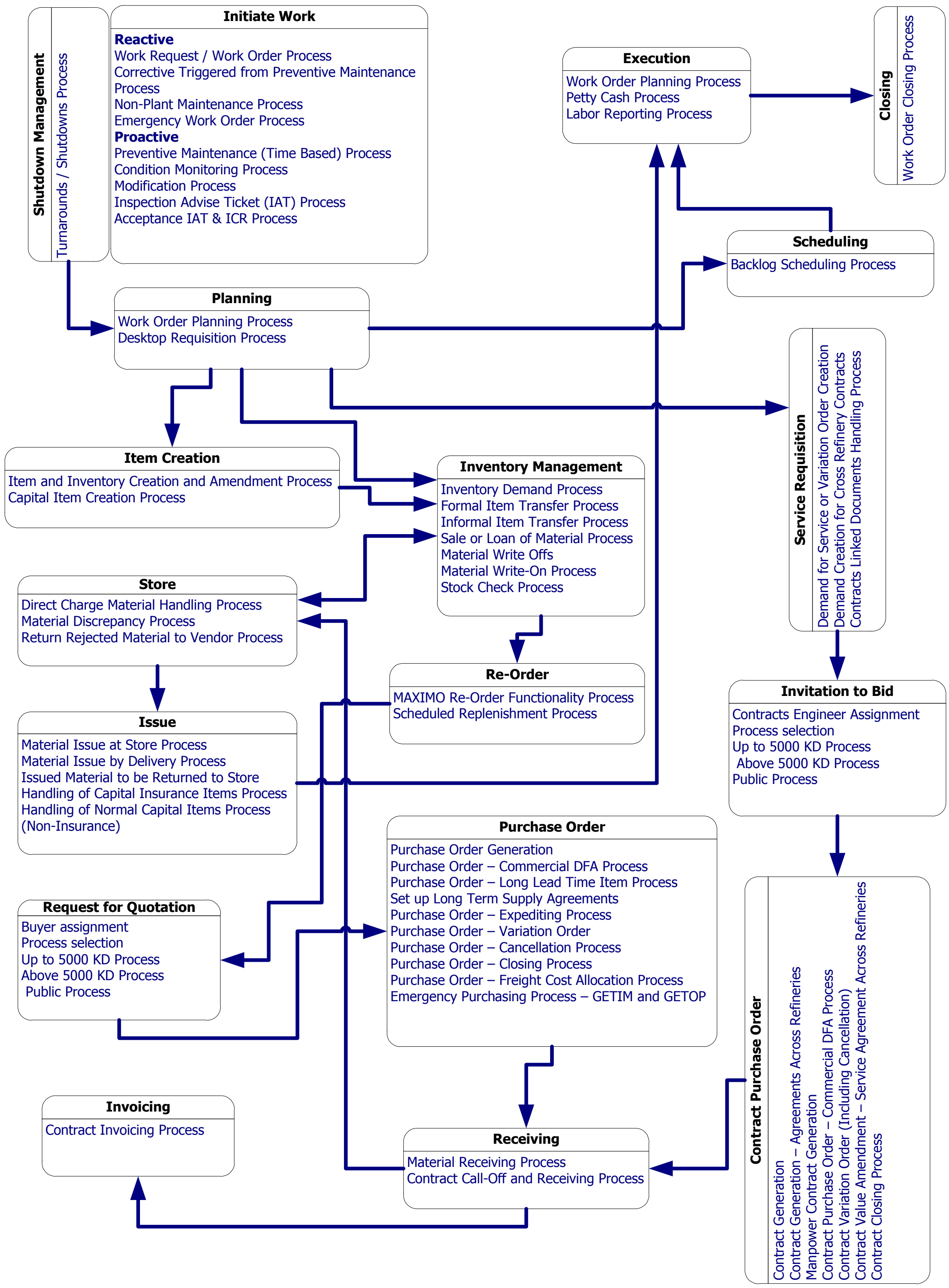
MAXIMO Modules

Work Orders	**PM's**
13 Processes	**2 Processes**
Equipment	**Inventory**
3 Processes	**17 Processes**
Purchasing	**Contracts**
12 Processes	**22 Processes**

Projects

10 Processes

The individual processes are integrated to cover all maintenance and commercial related activities, as shown in the following high-level diagram:



1.3 *Revision 1 additions: The business processes related to contracts management were modified and updated in the revision 1 of the combined business process documents. Additionally, the Projects related business processes were added which broadly covers the activities / tasks that are performed in a Capital Project Cycle right from project identification to the project close out.*

1.4 *Revision 2 additions: The business processes related to contracts management were modified and updated in the revision 2 of the combined business process documents. Additionally, the Projects related business processes were added which broadly covers the activities / tasks that are performed in a Capital Project Cycle right from project identification to the project close out.*

1.5 *Revision 3 additions: The business processes related to contracts management were modified and updated in the revision 3 of the combined business process documents. Additionally, the Projects related business processes were added which broadly covers the activities / tasks that are performed in a Capital Project Cycle right from project identification to the project close out.*

1.6 *Revision 4 additions: The business processes related to contracts management were modified and updated in the revision 4 of the combined business process documents. Additionally, the Projects related business processes were added which broadly covers the activities / tasks that are performed in a Capital Project Cycle right from project identification to the project close out.*

1.7 *Revision 5 additions: The business processes related to contracts management were modified and updated in the revision 5 of the combined business process documents. Additionally, the Projects related business processes were added which broadly covers the activities / tasks that are performed in a Capital Project Cycle right from project identification to the project close out.*

1.8 *Revision 6 additions: The business processes related to Purchase Order and Inventory management were modified and updated in the revision 6 of the combined business process documents. Additionally, the Consignment Items business processes were added which broadly covers the activities / tasks that are performed in a Consignment Contract Cycle right from Stock built up until the Contract close out.*

Abbreviations

Abbreviation	Description
ACCEPTED	Status in PO where Contractor accepts the PO
APPR	Approved
AWARD	Awarded
BM	Breakdown Maintenance Work Type
CAN	Work Order is Cancelled
CB	Contracts Buyer
CCAR	Catalogue Creation and Amendment Request
CS	Contracts Specialist (Commercial Department)
CEC	Contractor Evaluation Committee (same as above but for Contractors providing services)
CLOSE	The Status is Closed
CM	Corrective Maintenance Work Type
COMP	The Status is Completed
CPM	Corrective, triggered from scheduled preventive & predictive activities Work Type
CTAPPI	CTC Approve to Issue
CTAPAW	CTC Approve to Award
CTC	Central Tender Committee
DELAYED	Work Order is delayed
DFA	Delegation of Financial Authority (KNPC listing of positions and their financial approval authority levels.)
DOCFIN	Finalize Documentation
DR	Desktop Requisition

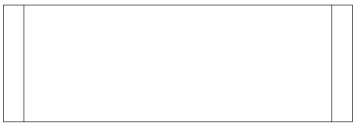
Abbreviation	Description
DRAFT	The status is Draft
DTR	Desktop Requisition
ENDORSED	Endorsed Status
ENGG	Work Order in Engineering stage
EVAL	Evaluation
HO	Head Office for KNPC
HTAPPI	HTC Approve to Issue
HTAPAW	HTC Approve to Award
HTC	Higher Tender Committee
IAT	Inspection Advice Ticket
IBG	Initial Bank Guarantee
IC	Inventory Controller
ICR	Inspection & Corrosion Report
INPRG	In Progress
ISSUED	It is a Synonym of an Approved PO and that the intention to award is sent to the Contractor
ITB	Invitation to Bid
ITC	Internal Tender Committee
ITAPPI	ITC Approved to Issue
ITAPAW	ITC Approved to Award
KNPC	Kuwait National Petroleum Company
LA/L	Legal Advice and Legislation – a Council of Ministers body that vets all Purchases / Contracts valued above KD 5 Million
LMD	Local Marketing Department
MAA	Mina Al Ahmadi Refinery

Abbreviation	Description
MAB	Mina Abdullah Refinery
MDR	Materials Discrepancy Report
MI	Materials Issue Voucher
MOD	Plant Modification Work Type
MoM	Minutes of Meeting
MTC	Material Test Certificate
PBG	Performance Bank Guarantee
PCD	Purchasing and Contracts Department
PCM	Predictive, Condition Monitoring Work Type
PCP	Petty Cash
PI	Inspection Work Type
PMR	Plant Modification Request
PO	Purchase Order
PR	Purchase Request
PSD	Planned Shutdown Work Type
PTM	Preventive, time based and cumulative hours run Work Type
RAM	Risk Assessment Matrix
READY	The Status is Ready
RFQ	Request for Quotation
SCHED	Work Order is Scheduled or Waiting for Scheduling
SHU	Shuaiba Refinery
SR	Service Requisition
TL	Team Leader
TPI	Third Party Inspection

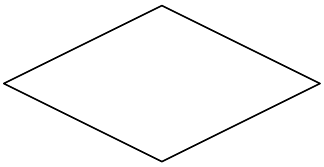
Abbreviation	Description
TR	Transfer Request
TOUSER	ITB with Requestor for Initial review and corrections of Scope of Work
USEREVAL	ITB With Requestor for Technical Evaluation of offers
V&CEC	Vendor & Contract Evaluation Committee (a committee to decide who is an approved vendor of Materials and Services.)
VO	Variation Order
VPREP	Vendor List Preparation
VPREPC	Complete Vendor List Preparation
WAPPR	Waiting for approval
WF	Workflow
WHSUP	Warehouse Supervisor
WMATL	Waiting for Materials
WO	Work Order
WPLAN	Work Order Awaiting Planning
WR	Work Request
XFT	Cross functional team

Flow Chart Symbols Translation

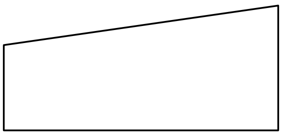
Process or Task



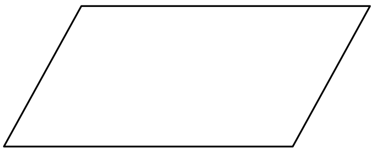
Predefined/ Sub Process



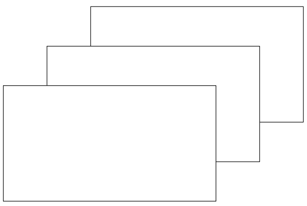
Decision



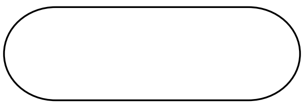
Manual Input



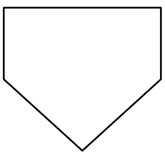
Notes or Conditions



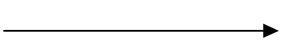
Multi Processes



End



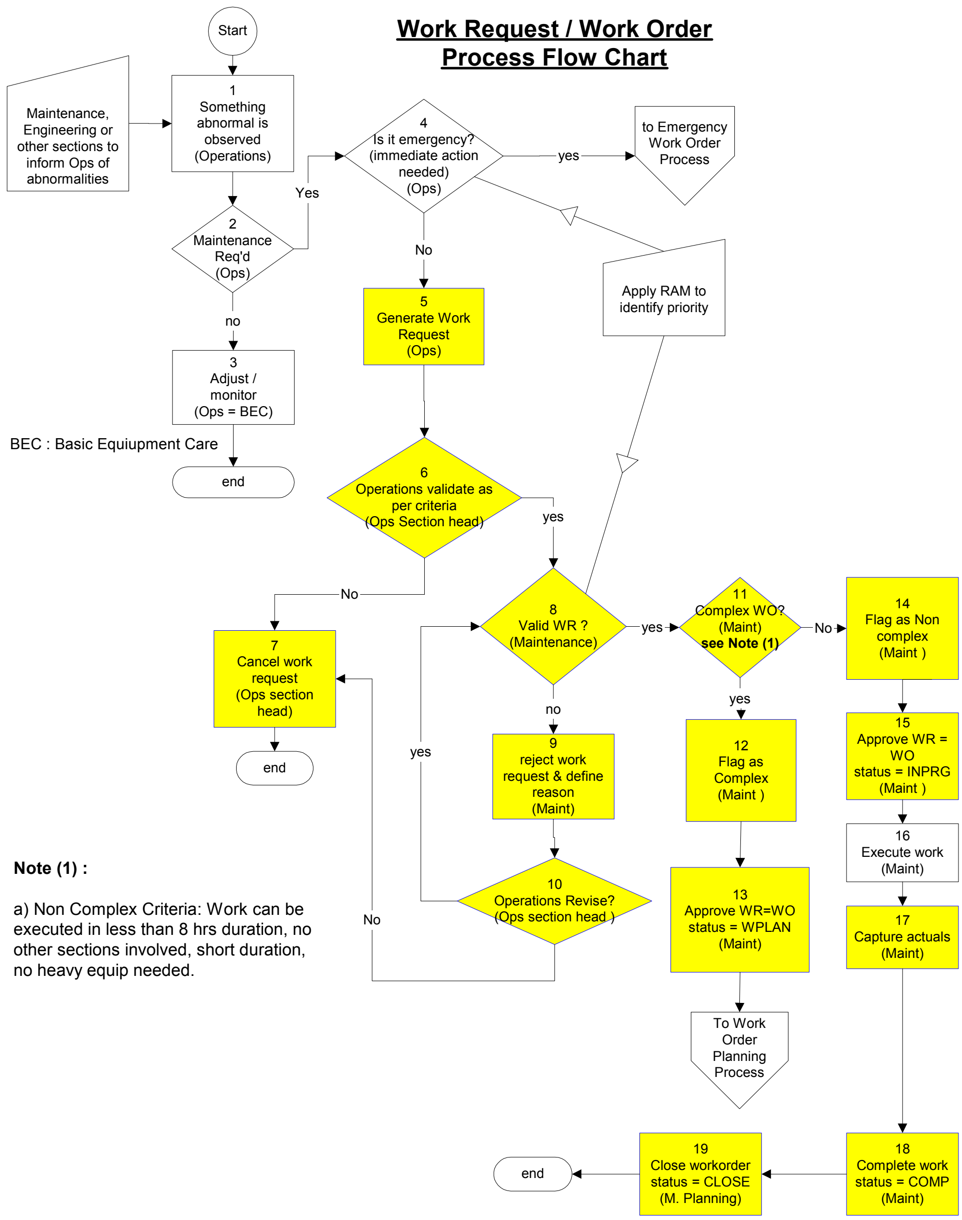
Other Process Reference



Directional Connector

Assets Management related Business Processes

2. Work Request / Work Order Process



2.1 Purpose

To define the methodology and responsibilities for initiating, validating and approving work requests for the types CM –Corrective & BM-Breakdown maintenance.

2.2 Scope

This procedure applies to all corrective maintenance work that is raised by Operations.

2.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. All corrective work is initiated using a Work Request, unless it is follow up work. This process starts with an abnormal condition being observed primarily by Operations. Maintenance may also observe abnormalities, but these will be reported via Operations.	Operations		
2 & 3. Operations make a decision about whether maintenance is required or not.	Operations Supervisor		
4. In the event of an emergency situation that demands immediate correction, the **Emergency Work Order Process** is followed.	Operations Supervisor		

Stage	Action By	Status	Remarks
5. Operations Shift Supervisor checks on MAXIMO for duplicated WR of the similar problem, by viewing a list of the current work orders, including CANCELLED WR. If it does not exist, he creates a WR in MAXIMO via the work requests screen. As much detail as possible is to be filled in to ensure a clear definition of the problem. Certain fields will be automatically populated depending on the data entered.	Operations Supervisor	WAPPR (Work Request is waiting for approval)	Problem Statement = Expected - Actual + Impact **Example:** Expected: Pump xyz is expected to have flow rate of 1000 M3/hr. Actual: Since July 7 pump xyz has a max. Flow rate of 800 M3/hr. Impact: This lower flow rate results in a 5,000/day production loss. The **RAM** (Risk Assessment Matrix) should be used to determine the priority of the work order.
6. After creation of the WR, MAXIMO will send the WR to the Operations Section Head, who validates the WR. The section head will have the authority to make changes to the WR as deemed necessary, including changing the WR priority.	Operations Section Head	WAPPR	
7. If the WR is not deemed valid, it can be cancelled by changing the status in MAXIMO to CAN (Cancelled). The WR will be returned to the initiator to acknowledge the cancellation.	Operations Section Head	CAN	CAN = Work Request is cancelled

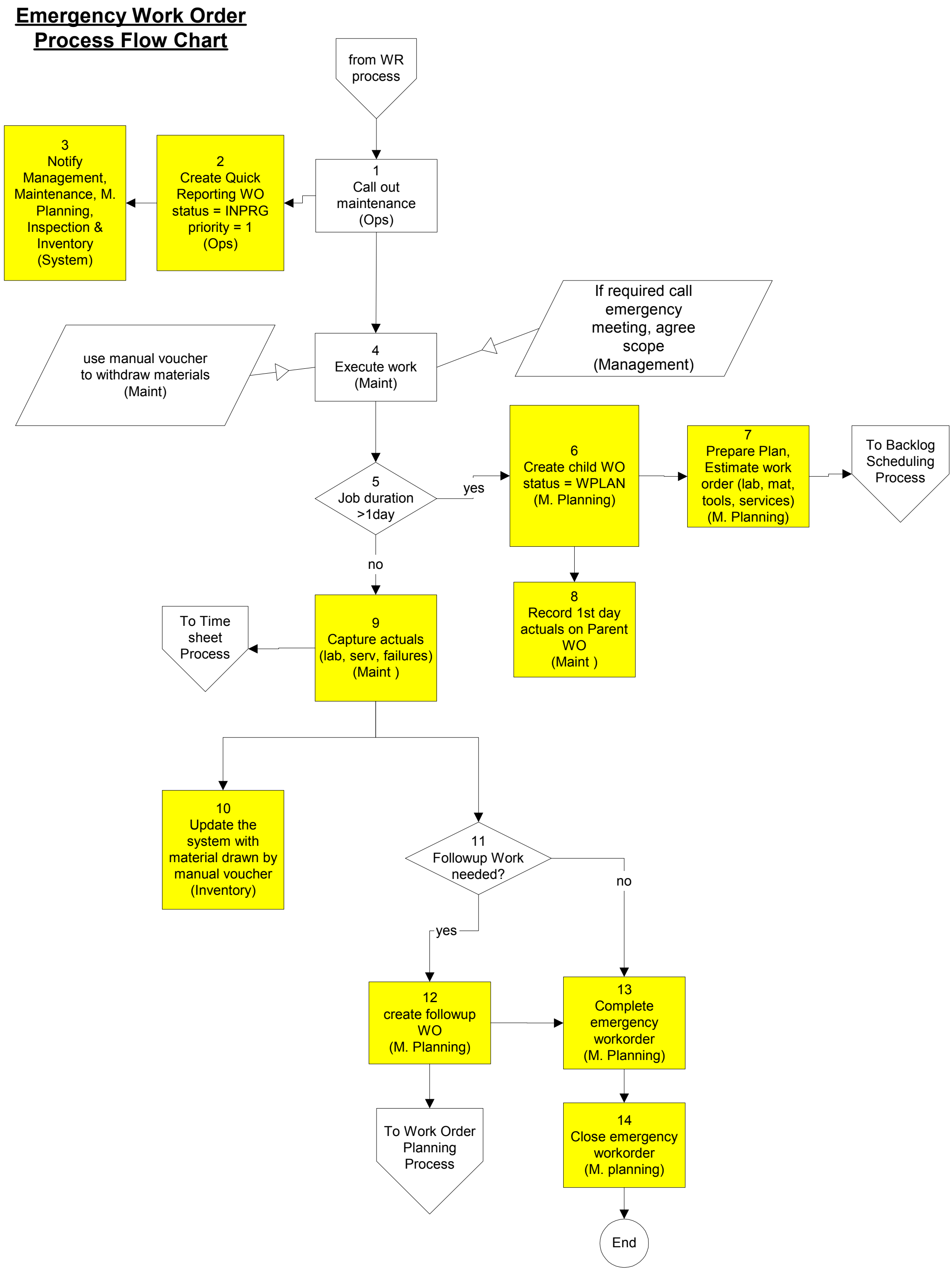
Stage	Action By	Status	Remarks
8. MAXIMO will route the validated WR to the appropriate maintenance engineer for approval. This is done by utilizing the Responsible Engineer field in the Location screen.	Maintenance Engineer		
9. If the WR is not deemed valid by maintenance, then the WR is rejected by inserting a "reason for rejection" code on the WR review screen, and the record is saved.	Maintenance Engineer		
10. MAXIMO will then return the WR back to the Operations Section Head to either revise or cancel the WR.	Operations Section Head		
11. If the WR is valid, the maintenance engineer will decide if the nature of work is complex or non-complex.	Maintenance Engineer		Non Complex Criteria: Work can be executed in less than 8 hrs duration, no other sections involved, short duration, no heavy equip needed.
12. If the nature of WR is complex, the maintenance engineer will flag the WR as Complex.	Maintenance Engineer	WPLAN	
13. The maintenance engineer will approve the WR. The WR will become Work Order waiting for planning. The **Work Order Planning Process** will next be followed.	Maintenance Engineer	WPLAN	
14/15. If the nature of WR is non-complex, the maintenance engineer will keep the flag as non-complex in the Work Request screen and then approve the WR. This will change the status of the WR to a WO In Progress.	Maintenance Engineer	INPRG	
16. The Work Order will be carried out.	Maintenance Engineer		

Stage	Action By	Status	Remarks
17. Time Sheets and failure reporting will be recorded in MAXIMO.	Maintenance Engineer		
18. The WO to be completed upon the physical completion of the work.	Maintenance Engineer	COMP	
19. Close the completed WO.	Planning Engineer	CLOSE	After insuring all actuals are captured

2.4 Records

- Work Requests
- Work Orders
- Labor Reporting (Time sheets)

3. Emergency Work Order Process



3.1 Purpose

To outline the procedure for handling emergency maintenance work.

3.2 Scope

Maintenance work raised due to plant emergency should follow this procedure.

3.3 Process Stages (including responsibilities)

Stage	Action By	Status	Remarks
1. Maintenance is called out for emergency Work Orders (using emergency call-out procedures) with execution beginning immediately.	Operations		
2. After handing out emergency work instruction and work has started, Operations will create WO using the Quick Reporting application in MAXIMO.	Operations Supervisor	INPRG	WO priority is set to 1 by the system.
3. E-mail notification will be sent to Management, Maintenance, M. planning, Inspection and Warehouse.	MAXIMO		Management will call emergency meeting, and agree scope if required.
4. Emergency work order is in progress.	Maintenance		Manual vouchers to be used to withdraw materials during emergency.
5/6. A child WO will be created in the WO Tracking application if the duration of emergency work is more than 1 day.	Planning Engineer	WPLAN	
7. A plan to be prepared for the emergency work including estimation of the required resources.	Planning Engineer	WPLAN	The planned WO is then scheduled for execution using the **Backlog Scheduling process**.
8. The first day actuals to be recorded on the parent WO.	Maintenance Engineer		Time sheet process describes the time sheets recording.

Stage	Action By	Status	Remarks
9. If the duration of emergency work is less than 1 day, The actuals (time sheets, services & failure reporting) has to be recorded.	Maintenance Engineer		Petty cash process will be used to capture the actual petty cash purchases.
10. Warehouse personnel will update the inventory system with actual materials withdrawn for the emergency work.	Warehouse Supervisor		
11. Check if follow up work is required for the completed emergency work.	Planning Engineer		This is mostly applicable if a temporarily job was done during emergency.
12. Follow up WO to be raised in the WO Tracking application if follow up work is required.	Planning Engineer	WPLAN	The **Work Order Planning Process** is followed next.
13. The original emergency WO to be completed after its physical completion (applicable in both cases where a follow up WO was raised or not).	Planning Engineer	COMP	
14. Close the emergency WO.	Planning Engineer	CLOSE	After insuring all actuals are captured

3.4 Records

- Quick reporting Work Order (Emergency Work Order)
- Follow up Work Orders
- Emergency maintenance work plan
- Materials issue voucher
- Labor Reporting (Time sheets)

4. Preventive Maintenance (Time Based) Process

Preventive Maintenance (Time Based) Process Flow Chart

2
Quarterly Review of rolling forecast for 12 months
(M. Planning)

1
Maximo Report

PM data
Jobplans

stop

3
next due date
< 1 month

no

no

4
leadtime (mat'l, service, contract, tools)
> 3months

6
Get approval for Postponment
(use Postponment Form)

yes

no

5
Execute next month?

yes

9
Select PMs for WO generation
(M. Planning)

no

7
Postponment approved?

Note (1): As per discipline
Inspection = PM records flagged as Inspection PM's.
Mech. Maint. = Other Mech. PM's.
Electrical = Electrical
Instrument = Instrument
Rotating Equipt. = Rotating

yes

10
Generate WO from PM
status = SCHED
(M. Planning)

yes

8
Extend due date,
Capture Reason for adjusted date
Note (1)

11
Modify PM's Job Plan?

yes

12
Unapprove WO,
change plan,
reapprove WO
status = SCHED
(M. Planning)

no

1) Check all followup WOs against Tag/ equip. including ICR/IAT WOs
2) Link all WO that must be done with the PM work as a child in coordination with Ops.

13
Followup WO outstanding exists against Tag / equip?
(M. Planning)

yes

14
link followup WO to PM WO as child WO
(M. Planning)

no

Backlog Scheduling Process

15
Enter to backlog
status = SCHED

4.1 *Purpose*

To define the procedure for generating & controlling preventive maintenance jobs.

4.2 Scope

All maintenance work raised by the time based preventive maintenance program.

4.3 Process Stages (Including Responsibilities)

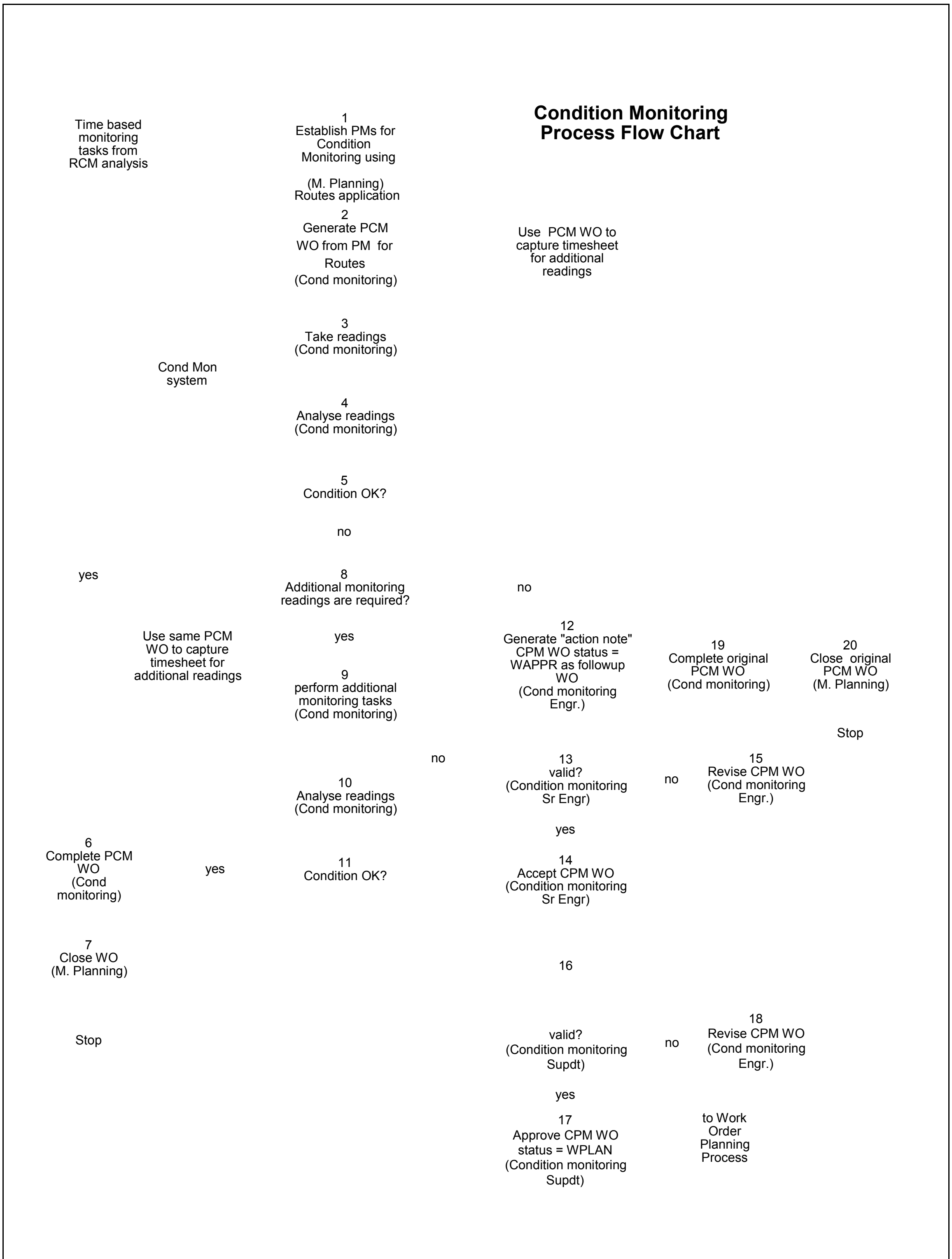
Stage	Action By	Status	Remarks
1/2. Generate on quarterly basis the Inspection Due / Over Due (For PM records flagged as Inspection PM's.) & the PM due/overdue report (For other PM records) from MAXIMO for the next rolling period of 12 months in advance, for all PM's.	Planning Engineer		
3. Segregate the PM's with due dates beyond next month.	Planning Engineer		
4. Check these PM's for long lead time materials, services, and tools (lead time is >3 months, by checking materials lead time per item on associated Job plan)	Planning Engineer		Work orders should be generated for PM's with long lead time materials, services or tools requirement (stage no. 10)
5. For the PM's due next month check for any reasons for delaying execution of the PM work.	Planning Engineer		
6. Approval for postponement of a PM job to be obtained (As per current procedure).			As per discipline Inspection = PM records flagged as Inspection PM's. Mech. Maint. = Other Mechanical PM's. Electrical = Electrical PM's. Instrument = Instrument PM's. Rotating Equip. = Rotating PM's
7. Generate WO If postponement is not approved.	Planning Engineer		

Stage	Action By	Status	Remarks
8. Extend PM due date, Capture Reason for adjusted date.	Inspection for PM's flagged as Inspection PM's. Planning for remaining PM's		
9. Select PM's for WO generation	Planning Engineer		
10. Generate WO from PM	Planning Engineer	SCHED	WO type = PTM WO priority = 3 (normal)
11. Check if the PM's job plan needs modification	Planning Engineer		
12. Un-approve the WO and modify the job plan. Re-approve the WO.	Planning Engineer	SCHED	WO type = PTM WO priority = 3 (normal)
13. Check if follow up WO outstanding exists against Tag / equip.	Planning Engineer		
14. Link all WO's that must be done with the PM work as child WO's to the main PM generated WO in coordination with Ops.	Planning Engineer		
15. These PTM WO's are now ready for scheduling & execution. Follow the **Backlog Scheduling Process**	Scheduling Engineer		After completion of any PTM WO, the next PM due date is updated from the last PTM WO completion date.

4.4 Records

- PM's due / overdue report
- PM's job plans
- PM postponement form
- PM Work Orders
- Follow up Work Orders

5. Condition Monitoring Process



5.1 Purpose

To establish the procedure for handling condition monitoring work orders & corresponding action notes or corrective triggered from predictive work orders.

5.2 Scope

All work orders generated from the condition monitoring scheduled program and the resulted corrective maintenance work orders.

5.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Enter all condition monitoring routes (group of Locations\Tags) in the Routes application and create PM records with frequencies for those condition-monitoring routes.	Planning Engineer		
2. Generate PCM Work Orders from preventive maintenance application for Routes to start condition monitoring tasks.	Condition Monitoring Engineer	INPRG	WO type = PCM Use PCM WO to capture timesheet.
3/4. Take readings and analyze them in the condition monitoring system.	Condition Monitoring Engineer		
5. Check the condition of the equipment based on the analysis.	Condition Monitoring Engineer		
6. If the condition is normal, the main or parent PCM WO to be completed.	Condition Monitoring Engineer		Completing the parent WO will complete the child WO's in the hierarchy; Hence their corresponding PM's will be updated accordingly.
7. Close the parent PCM WO	Planning Engineer		
8. Check if additional monitoring readings are required if the condition in stage 5 is not normal.	Condition Monitoring Engineer		

Stage	Action By	Status	Remarks
9/10. Take readings and analyze them in the condition monitoring system.	Condition Monitoring Engineer		Use same PCM WO to capture timesheet for additional readings
11. Check the condition of the equipment based on the analysis.	Condition Monitoring Engineer		Go to stage 6 If the condition is normal.
12. If the condition is still unsatisfactory, an action note will be created.	Condition Monitoring Engineer	WAPPR	WO type = CPM
13. The system will send this CPM WO to the in-box of the cond. Monitoring Sr. engineer for validation.	Sr. Condition Monitoring Engineer	WAPPR	
14. Approve the WO if it is valid.	Sr. Condition Monitoring Engineer	WAPPR	
15. The system will return the WO to the originator in case the WO was invalid & rejected by the Sr. cond. Monitoring engineer. The originator will revise the WO & send it back to his Sr. engineer or cancels the WO.	Condition Monitoring Engineer		
16. The system will send this CPM WO to the in-box of the cond. Monitoring/Rotating eqpt. Team Leader for approval.	Team Leader	WAPPR	
17. Approve the WO if it is valid. The WO goes back to the originator to assign the Section head that will be notified.	Team Leader	WPLAN	Work order goes to the **Work Order Planning Process.**

Stage	Action By	Status	Remarks
18. The system will return the WO to the originator in case the WO was invalid & rejected by the Team Leader. The originator will revise the WO & send it back to his Sr. engineer or cancels the WO.	Condition Monitoring Engineer		
19. Complete the main or parent PCM WO.	Condition Monitoring Engineer		Completing the parent WO will complete the child WO's in the hierarchy; Hence their corresponding PM's will be updated accordingly.
20. Close the main or parent PCM WO.	Planning Engineer		

5.4 Records

- Condition Monitoring PM records
- Condition Monitoring Schedules
- Condition monitoring readings
- Condition monitoring analysis reports
- Condition Monitoring "Action Notes" or CPM Work Orders

6. Inspection Advise Ticket (IAT) Process

Inspection IAT
Process Flow Chart

1
Request for
inspection

2
Any WO exists that
req's inspection

WO's in
MAXIMO

3
Call inspection
(Maint / Ops)

4
Inspect
(Inspection)

5
Action Req'd. ?
(Inspection)

no

Inspection Engr will not
create IAT, M. Planning
will complete inspection
task in the WO

end

yes

6
Create IAT - Inspection
advice ticket
(Inspection Eng)

7
Valid IAT ?
(Sr Insp Egr)

no

8
Revise IAT
(Inspection
Eng)

yes

Note : Challenge IAT
outside system

Yes

9
Approve IAT
(Sr Insp Egr)
Note

9A
System to notify the
responsible maint.
engineer for new IAT

10
Original WO
exists?
(M. Planning)

yes

12
Is original WO type
PTM?
(M. Planning)

yes

13
1) Link the IAT
WO as child WO
2) Change WO
type to CPM
(M. Planning)

no

1

14
Link the IAT WO
as child WO &
change WO type
to same type as
parent WO
(M. Planning)

no

1

11
Use the IAT WO
Change WO type
to the relevant
code
(M. Planning)

Work Order
Planning
Process

1

1

6.1 Purpose

To establish the procedure for initiation and approval of Inspection Advise Ticket (IAT).

6.2 Scope

All inspection advise tickets (IAT's) initiated by Inspection & Corrosion Team.

6.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. The inspection process starts either from request for inspection by Operations or Maintenance.			
2. Or WO that exist in the system that require inspection (either from PM's, or from previous IAT/ICR).			
3. Call Inspection.	Maintenance / Operations		
4. Perform inspection activities.	Inspection		
5. Is maintenance action required as a result of inspection?	Inspection		If no action is required, Inspection Engineer will not create IAT, Maint. Planning Engineer will complete inspection task in the WO
6. If action is required, Create IAT in MAXIMO.	Inspection / Corrosion Engr.	WAPPR	WO type = PI
7. MAXIMO will send the IAT to the originator's Sr. Engineer for approval.	Sr. Insp. / Corr. Engr.	WAPPR	
8. The Sr. Engineer will reject the IAT if it is not valid and the system will return it back to the originator for revision or cancellation.	Inspection / Corrosion Engr.		If the originator revises the IAT it will be forwarded to his Sr. Engr. for approval.

Stage	Action By	Status	Remarks
9. The IAT will be approved if it is valid.	Sr. Insp. / Corr. Engr.	WPLAN	WO type = PI
9A.Notify the responsible maintenance engineer for issuance of the new IAT.	Maximo		
10. The Planning engineer will query for new IAT's in the system and checks if a WO already exist related to the newly issued IAT.	Planning Engineer	WPLAN	WO type = PI
11. The same IAT WO will be used for planning & scheduling the job if a related WO does not exist in the system. Change the IAT WO type to the relevant code.	Planning Engineer	WPLAN	Work order goes to the **Work Order Planning Process.**
12. If a WO exists in the system that is related to the IAT, check if it is a PTM type WO.	Planning Engineer	WPLAN	
13. If the related WO is type PTM, link the IAT WO as child WO to the PTM WO and change WO type to CPM.	Planning Engineer	WPLAN	Work order goes to the **Work Order Planning Process.**
14. If the related WO is not type PTM, link the IAT WO as child WO and change its type to the same type as parent WO.	Planning Engineer	WPLAN	Work order goes to the **Work Order Planning Process.**

6.4 Records

- Inspection Advise Tickets (IAT's)
- IAT's Status Report
- IAT's Work Orders

7. Acceptance IAT & ICR Process

Acceptance IAT & ICR Process Flow Chart

1
Work related to Inspection or required Inspection is completed

2
Create IAT to notify acceptance (Inspection Eng)

2A
System to notify the responsible Maint.. Engineer for new IAT

3
Close "acceptance" IAT's WO (M. Planning)

4
Is WO type = PTM? (Preventive maint. job) (Planning Eng.)

yes

5
Complete WO - system calculates next due date - (Inspection Eng)
Note (1)

no

Note (1) : PM frequency can be changed if required

6
ICR - Inps. & Corrosion Report - Required?

no

end

Note (2) : Challenge ICR recommendations outside system

yes

7
Create ICR (Inspection Eng)
Note (2)

8
Is corrosion review required?

no

12
Valid ICR ? (Sr Insp Eng)

no

13
Revise ICR (Inspection Eng)

yes

yes

14
Validate ICR (Sr Insp Eng)

10
Revise ICR (Inspection Eng)

no

9
Valid ICR ? (Sr Corr Eng)

yes

15
Approve ICR (TL, I&C)

no

16
Revise ICR (Inspection Eng)

11
Validate ICR (Sr Corr Eng)

yes

17
Approve ICR (TL, I&C)

18
Action Req'd. ? (M. Planning)

no

19
Close ICR's WO (M. Planning)

20
Use the ICR main WO for planning (M. Planning)

Work Order Planning Process

7.1 Purpose

To outline the procedure for certifying or accepting maintenance work raised by an IAT in addition to initiation and approval of Inspection & Corrosion Report (ICR).

7.2 Scope

All Inspection Advise Tickets (IAT's) accepting maintenance work and all Inspection & Corrosion reports (ICR's) initiated by Inspection & Corrosion Div.

7.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Work related to Inspection or required Inspection is completed			
2. Create an IAT to notify acceptance of the maintenance work	Inspection / Corrosion Engr.	WPLAN	WO type = PI IAT will be approved as per same procedure outlined in previous IAT process.
2A. Notify the responsible maintenance engineer for issuance of the new IAT.	MAXIMO		
3. Planning engineer will find & review this IAT during his daily routine for checking issued IAT's in his area. Planning engineer should ensure that all concerned parties are aware of this IAT. Planning engineer should close this IAT after viewing.	Planning Engineer	CLOSE	
4. Check if the Work Order is preventive maint. Work – WO type = PTM and related to PM record flagged as Inspection.	Planning Engineer		

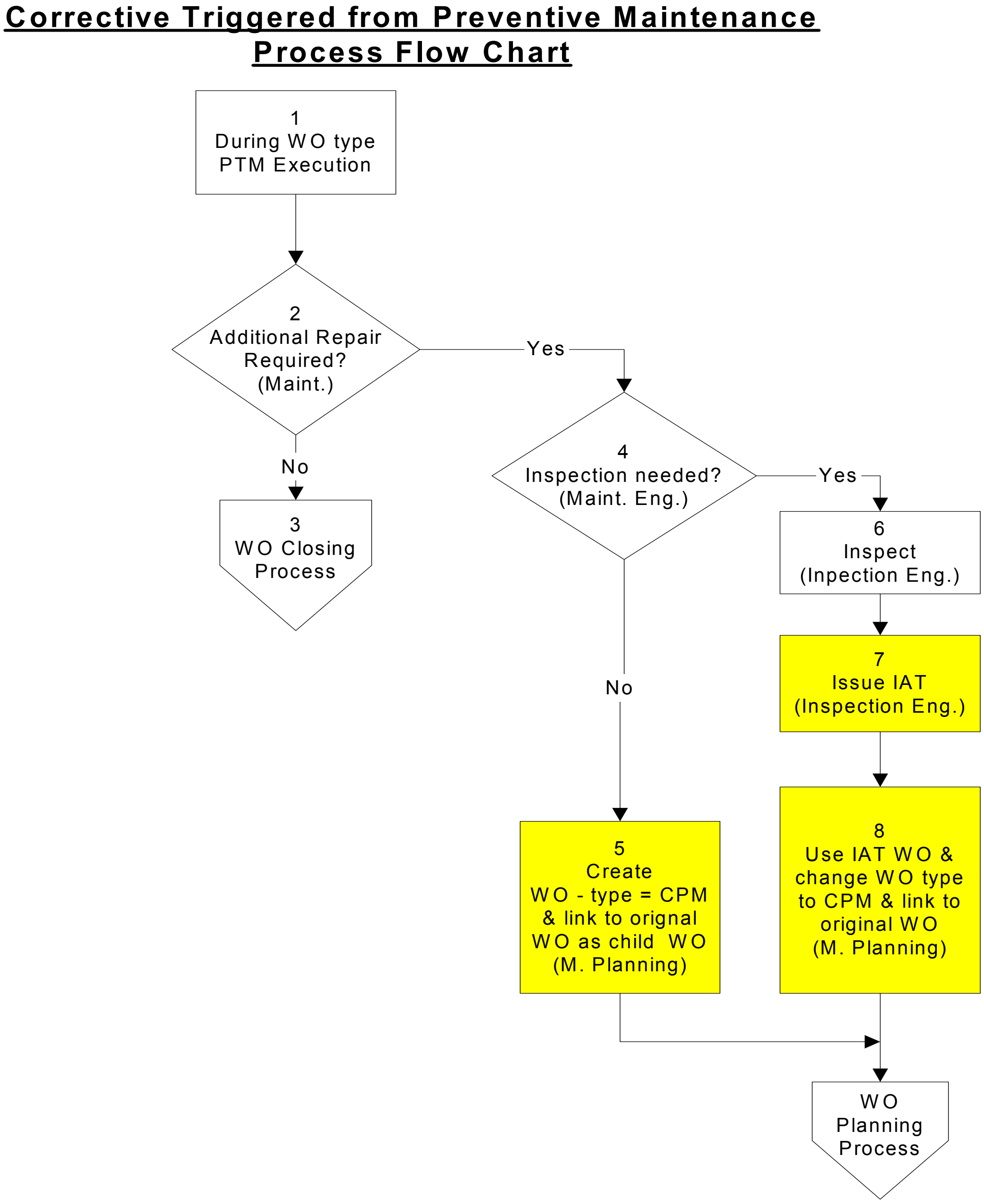
Stage	Action By	Status	Remarks
5. Complete the WO if it is PTM type WO and PM flagged as Inspection. The system will calculate next due date. PM frequency can be changed if required.	Inspection Engineer		The Planning engineer will complete the WO If the WO is not related to a PM record flagged as inspection.
6. ICR - Inspection & Corrosion Report - Required?	Inspection / Corrosion Engr.		
7. If yes, Create ICR.	Inspection / Corrosion Engr.		Process will end if an ICR is not required.
8. System will ask if corrosion review is required.	Sr. Insp. / Corr. Engr.	WAPPR	
9. If the originator selected the option “Corrosion review is required”. The ICR will be forwarded to the Sr. Corrosion engineer for validation.	Sr. Corrosion Engineer.	WAPPR	In case corrosion review is not required, the system will forward the ICR to the Sr. Inspection engineer for validation.
10. Sr. Corrosion engineer will reject the ICR if it is not valid. The system will return the ICR to the originator for revising.	Inspection / Corrosion Engr.	WAPPR	The originator will either revise the ICR or cancel it.
11. Sr. Corrosion engineer will accept the ICR if it is valid.	Sr. Corrosion Engineer.	WAPPR	
12. The ICR will be forwarded to the Sr. Inspection engineer for validation.	Sr. Inspection Engineer.	WAPPR	
13. Sr. Inspection engineer will reject the ICR if it is not valid. The system will return the ICR to the originator for revising.	Inspection / Corrosion Engr.	WAPPR	The originator will either revise the ICR or cancel it.
14. Sr. Inspection engineer will accept the ICR if it is valid.	Sr. Inspection Engineer.	WAPPR	

Stage	Action By	Status	Remarks
15. The ICR will be forwarded to TL, Inspection & Corrosion for final approval.	TL, Inspection & Corrosion	WAPPR	
16. TL, Inspection & Corrosion will reject the ICR if it is not valid. The system will return the ICR to the originator for revising.	Inspection / Corrosion Engr.	WAPPR	The originator will either revise the ICR or cancel it.
17.TL, Inspection & Corrosion will approve the ICR if it is valid.	TL, Inspection & Corrosion	WPLAN	WO type =PI
18. Planning engineer will find and review all new ICR's issued related to his area. Planning engineer will check if the ICR contains recommendations that require action to be taken.	Planning Engineer		
19. Close the ICR If it does not warrant any action to be taken.	Planning Engineer	CLOSE	
20.Use the ICR main WO if there is action to be taken based on the ICR's recommendations.	Planning Engineer	WPLAN	WO's goes to **Work Order Planning Process.** Only the ICR's main WO to be used for planning and linked to the PTM WO. If the ICR's recommendations are to be implemented at different time intervals, the ICR main WO should not be completed/closed till execution of all recommendations. Necessary new tasks to execute the ICR recommendations can be generated from the related PTM WO's and planned separately.

7.4 Records

- Inspection Advise Tickets (IAT's)
- IAT's Status Report
- IAT's Work Orders
- Inspection & Corrosion Reports (ICR's)
- ICR's Status Report
- ICR's Work Orders

8. Corrective Triggered from Preventive Maintenance Process



8.2 Purpose

To set the procedure for handling the corrective maintenance work generated as a result from carrying out preventive maintenance.

8.3 Scope

All work orders created to cater for corrective maintenance work requirement resulted from performing preventive maintenance job.
These work orders will be associated with the code CPM as their WO type.

8.4 Process Stages (Including Responsibilities)

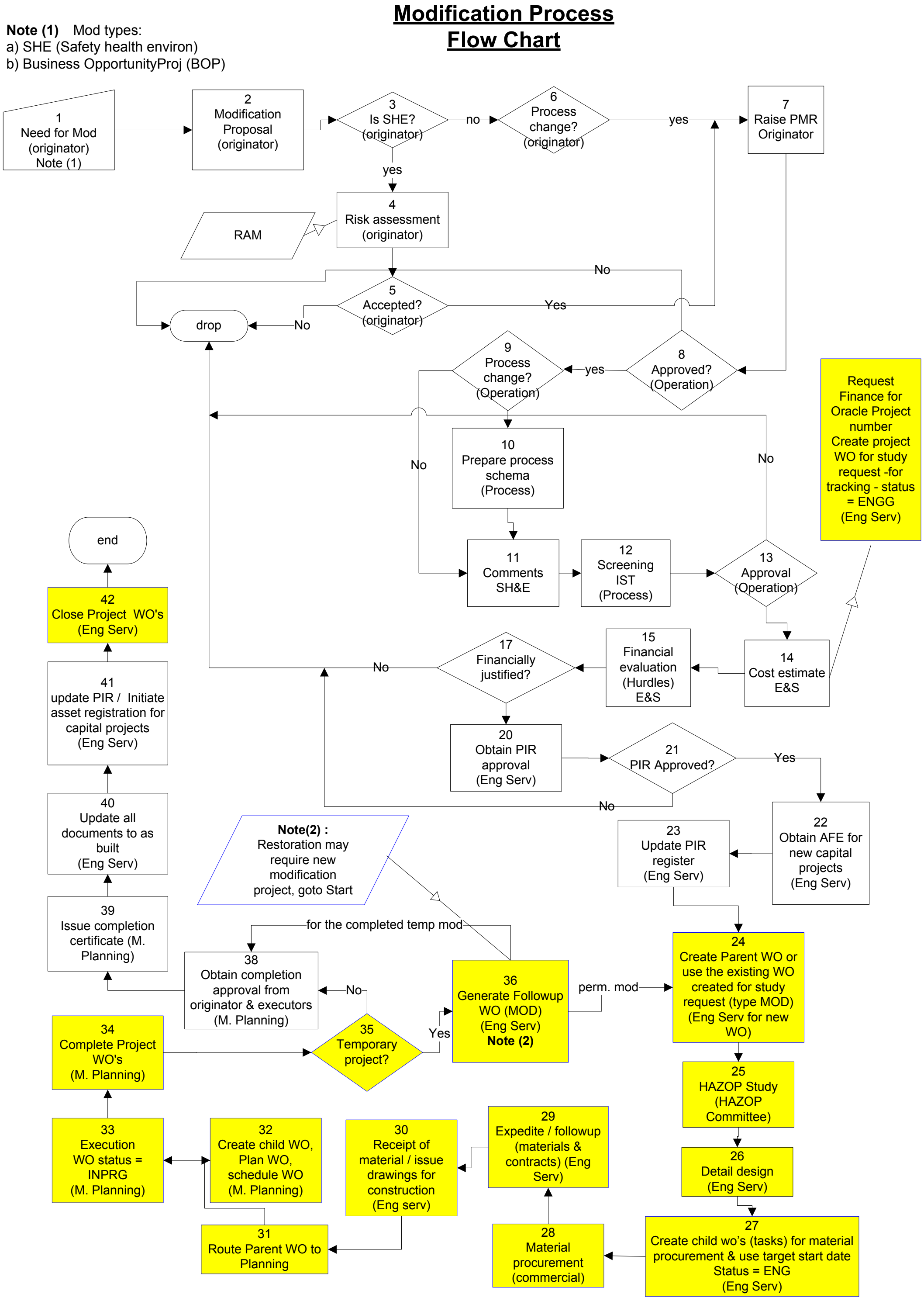
Stage	Action By	Status	Remarks
1. The process starts with preventive maintenance work order under implementation.		INPRG	WO type = PTM
2. Is additional work required; i.e. in addition to PM job plan?	Maintenance Engineer *		* The Maint. Engineer who is responsible for the PM work.
3. The PTM work order will go to **Work Order Closing Process**, if additional work is not required.			
4. Additional work is required; check if Inspection advice is needed.	Maintenance Engineer		
5. If Inspection advice is not needed, create a new WO with type CPM and link it to the main PTM WO as child work order.	Planning Engineer	WPALN	WO type = CPM Work order goes to the **Work Order Planning Process.**
6. In case Inspection advice is needed maintenance will call Inspection to check.	Inspection / Corrosion Engr.		
7. Inspection will create an IAT. It will be processed and approved as per IAT procedure.	Inspection / Corrosion Engr.	WPLAN	WO type = PI

Stage	Action By	Status	Remarks
8. Use IAT' work order. Change WO type to CPM & link it to the main PTM WO as child work order.	Planning Engineer	WPLAN	WO type = CPM Work order goes to the **Work Order Planning Process.**

8.5 Records

- Preventive Maintenance Work Orders (PTM WO's)
- Inspection Advise Tickets (IAT's)
- Corrective Triggered from Preventive Maintenance Work Orders. (CPM WO's)

9. Modification Process



9.1 Purpose

To define the procedure for handling modifications work from initiation to design & estimate to implementation and final closing.

9.2 Scope

All modifications/projects whether business opportunity related or SHE related.

This procedure covers modifications in both expense and capital nature.

9.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Need arises for Modification type of work (MOD).			MOD types: a) HS&E (Health Safety & Environment) b) Business Opportunity Project (BOP)
2. All modifications will start with a proposal raised by originator.	Originator		
3. Check the MOD is HS&E related.	Originator		
4. If yes, carry out Risk Assessment Exercise using RAM matrix.	Originator		
5. Does the MOD pass the Risk Assessment? If no, the MOD should be dropped. If yes, proceed to the next stage.	Originator		
6.The MOD is BOP type?	Originator		
7.Provide profit / saving figures	Originator		
8.Raise PMR & seek Operation review & approval Drop the MOD if approval is not granted.	Originator		

Stage	Action By	Status	Remarks
9. Review & approve. Check if the MOD will result in process change.	TL, Operation		
10. If yes, Develop process scheme.	Process engineering		If MOD will not result in process change, proceed to stage no. 11
11. Comments by HS&E	HS&E		
12.Screening by Idea Screening Team (Headed by TL, Process Engineering) Drop the MOD if approval is not granted.	Process engineering		
13. Seek approval from Operation (TL/ MO). Drop the MOD if approval is not granted.	Operation		
14. Perform cost estimate for the MOD and create WO for study request.	Engineering Services	WAPPR	Request Finance for ORACLE project number. Create study Project WO & link project number and task nuber. Creating WO at this stage will enable tracking and better control on all MOD's.
15/16. Perform financial evaluation - business hurdles – if the MOD is Business Opportunity type of Project (BOP).	Engineering Services		
17. Is the MOD justified financially (passes the business hurdle)?	Engineering Services		
18. If no, Drop the MOD.	Engineering Services		Update register

Stage	Action By	Status	Remarks
19. If yes, Finalize when the MOD will be implemented (Budget Year).	Engineering Services		
20. Obtain PIR approval as per DFA. Forward the proposal again to Engineering Services for processing.	Originator		Update study PWO with actuals, then close study PWO and instruct Finance to close study project in ORACLE.
21. Is the PIR approved? If no, Drop the MOD.	Originator		Update register by Engineering Services
22. Obtain AFE (Authorization For Expenditure) in case the MOD is Capital in nature.	Engineering Services		
23. Update PIR register.	Engineering Services		For capital projects, request Finance to create new project record in ORACLE. Create new PWO in MAXIMO –status ENGG and link ORACLE project # & task #. Create Parent WO linking study as child WO and new capital project as another child WO.
24. Create Parent WO or use the existing WO created for study request.	Engineering Services	WAPPR	WO type = MOD Use Activity Code to indicate type of project
25. Perform HAZOP study.	HAZOP Committee		

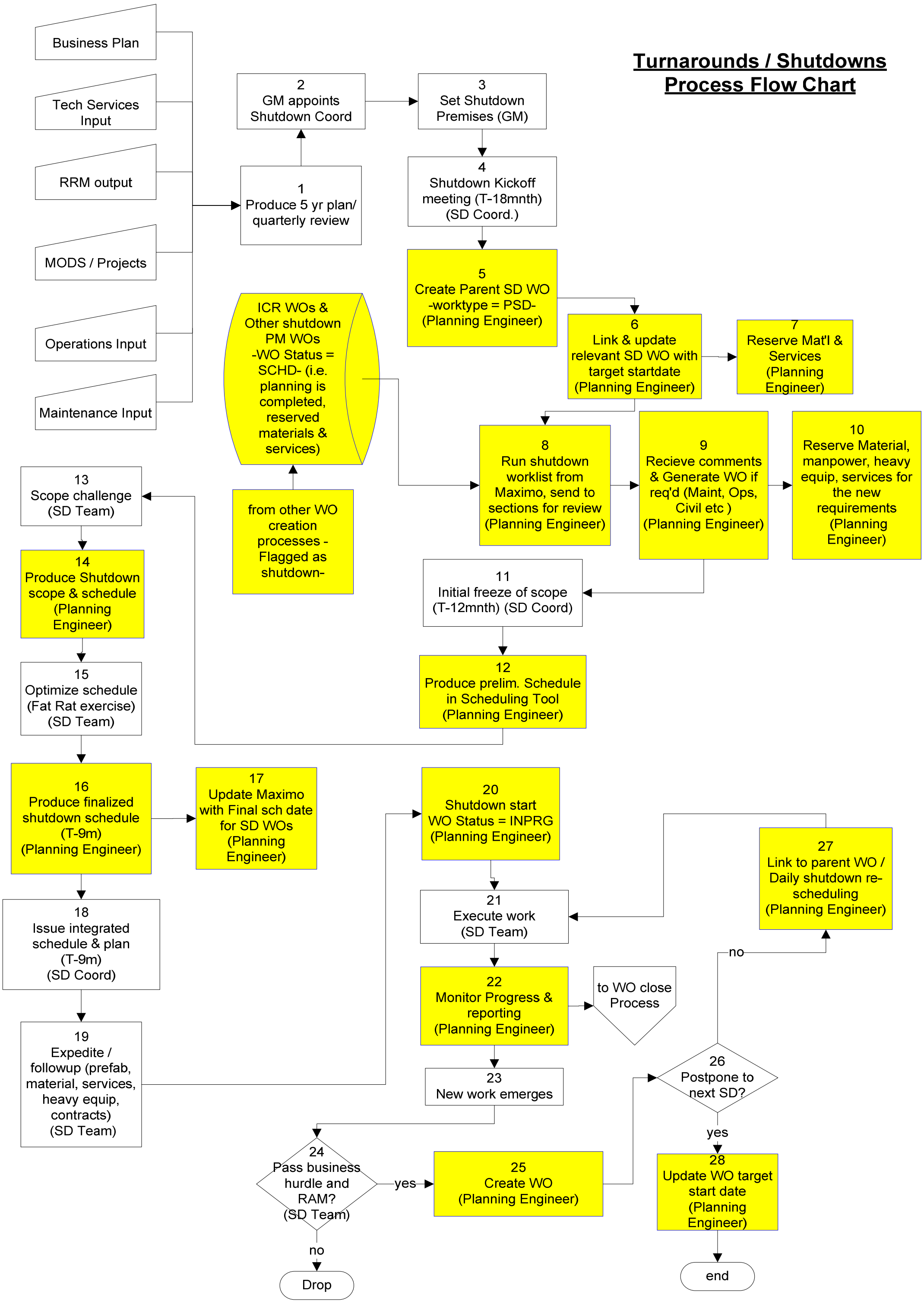
Stage	Action By	Status	Remarks
26. Detail design & booking required materials (issue draft drawings to concerned dept's for comments).	Engineering Services		Engineering Service Engineer will enter all the work required into the created Work Order in the form of high level tasks specifying the required materials, resources and contracts (if required).
27.Create child WO's (tasks) for material procurement & use target start date, Status = ENGG.	Engineering Services	ENGG	
28. Procure required materials & services.	Commercial Dept.		
29. Expedite and follow up (materials & contracts)	Engineering Services		In coordination with Focal Point Supdt.
30/31. Upon completion of design, and receiving the required material, Engineering Services will issue the project for execution.	Engineering Services		
32. Maintenance Planning will create child Work Orders from the original Work Order. All necessary planning and scheduling will be done at this stage.	Planning Engineer		
33.MOD implementation starts. Change the Child WO's status to in progress	Planning Engineer	INPRG	
34. MOD work is completed. Change Main WO status.	Planning Engineer	COMP	

Stage	Action By	Status	Remarks
35/36. If the MOD is done on a temporary basis, A follow up WO will be generated for the permanent modification job and the same procedure to be followed for the initiation, design, procurement & implementation.	Engineering Services		Restoration may require new modification project, go to Start.
37/38. If the MOD is not a temporary job, Obtain completion approval from originator & executors.	Planning Engineer		
39. Issue the project completion certificate.	Planning Engineer		
40. Update all documents to as built.	Engineering Services		
41. Update PIR / Initiate asset registration for capital projects.	Engineering Services		
42. Change the status of the PWO to CLOSE.	Engineering Services	CLOSE	If capital project, inform Finance to close the project in ORACLE.

9.4 Records

- MOD Proposal
- MOD process scheme & HAZOP study
- MOD Environmental Impact Study
- Project Initiation Request (PIR)
- MOD cost estimate
- MOD work orders
- Project drawings & Bill of materials
- Project completion certificate

10. Turnarounds / Shutdowns Process



10.1 Purpose

To define the procedure and responsibilities for handling and controlling the Turnaround or Shutdown work.

10.2 Scope

This procedure covers all planned Turnaround or Shutdown work.

10.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. A five year Turnaround plan should be produced where a review of the plan to be performed on quarterly basis.	Management		Inputs for the plan comes from Corporate business plan, the department in the refinery, refinery projects or modifications and RRM output.
2. A Shutdown coordinator is selected for the specific unit S/D.	DMD		
3. Set Shutdown Premises.	DMD		Shutdown premises Topics should include (but not be limited to): Start date, duration, cost, HS&E performance, desired post shutdown cycle length, level of desired mechanical availability post shutdown, policy on scope freezing, Projects to be implemented, general description of work to be carried out, and policy on scope challenge.
4. Hold Shutdown Kickoff meeting (minimum 18 months prior to Shutdown start)	Shutdown Coordinator		
5. Create Parent SD WO.	Planning Engineer	WPALN	WO type = PSD

Stage	Action By	Status	Remarks
6. Link & update all relevant S/D WO's with target start date.	Planning Engineer		All PM'S related to Inspection should be linked in separate level under a parent PM WO to enable Inspection to globally update the next PM due date for all equipment irrespective of their actual finish dates.
7. Reserve required S/D materials & Services.	Planning Engineer		
8. Run S/D work list report from MAXIMO and send it to sections for review.	Planning Engineer		The input to the Work list will be from ICR WO's, other shutdown PM WO's and from other WO creation processes (WO's flagged as shutdown)
9. Receive comments & generate WO's if required.	Planning Engineer		
10.Reserve material, manpower, heavy equip, services for the new requirements.	Planning Engineer		
11. Initial freeze of S/D scope of work (12 months prior to S/D start).	Shutdown Coordinator		
12. Produce preliminary Schedule in Scheduling Tool.	Planning Engineer		Scheduling Tool is P3e or MS Project.
13. Conduct S/D scope challenge exercise.	S/D Team		The S/D coordinator heads S/D team.
14. Produce S/D scope & schedule	Planning Engineer		
15. Optimize S/D schedule (Fat Rat exercise).	S/D Team		
16. Produce finalized S/D schedule (9 months prior to S/D start).	Planning Engineer		
17. Update MAXIMO with Final scheduled dates for SD WO's.	Planning Engineer		

Stage	Action By	Status	Remarks
18-Change S/D WO's status	Planning Engineer	SCHED	
18. Issue integrated S/D schedule & plan (9 months prior to S/D start).	Shutdown Coordinator		
19. Expedite / follow up (prefab, material, services, heavy equip, contracts).	S/D Team		Pre-SD activities (e.g. scaffolding, blinds preparation, tagging of valves, contractors mobilization, etc.) should be completed at least one week before SD start date.
20. Change S/D WO's status when S/D starts.	Planning Engineer	INPRG	
21. Execute S/D work.	S/D Team		
22. Monitor Progress & reporting. Daily S/D review meetings will be conducted and Maintenance Planning will update the schedule accordingly.	Planning Engineer		The S/D WO's are updated & completed as per The **WO Closing Process.** Maintenance will update actual labor timing in the system as per **Labor Reporting Process**
23. New / Additional work emerges during the S/D.			Proceed as per S/D plan if no new work has emerged.
24. Conduct Business Hurdle exercise and apply the RAM on the new emerged work.	S/D Team		New work will not be carried out if it does not pass the Business Hurdle and the RAM.
25. Create WO for the new work.	Planning Engineer		If it passes the Business Hurdle.
26. Check if the new WO to be done in the current S/D or postponed to the next S/D.	S/D Team		
27. Link the new WO to the parent S/D WO & include it in the schedule if it is to be done in the current S/D.	Planning Engineer		

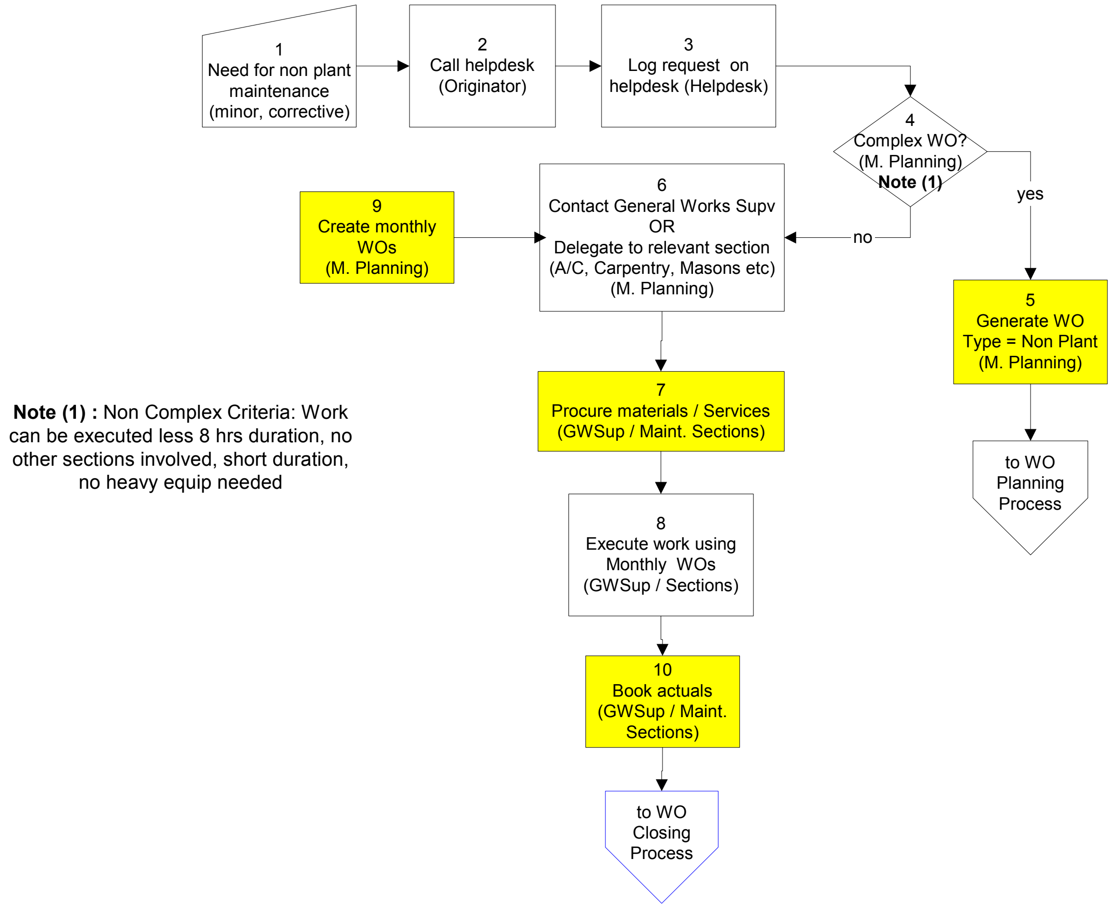
Stage	Action By	Status	Remarks
28. Update the new WO target start date with the next S/D date if it is to be postponed.	Planning Engineer		

10.4 Records

- Refinery Five Year Turnaround Plan
- Shutdown Premises
- Shutdown Work List
- Shutdown Schedule
- Shutdown Plan
- Shutdown Work orders

11. Non-Plant Maintenance Process

Non Plant Maintenance
Process Flow chart



11.1 Purpose

To establish the procedure for managing non-plant maintenance work orders.

11.2 Scope

All work orders generated to do repair work on non-plant maintenance i.e. maintenance work on non-process related equipment or facilities.
Work order type will be NONPLANT.

11.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks

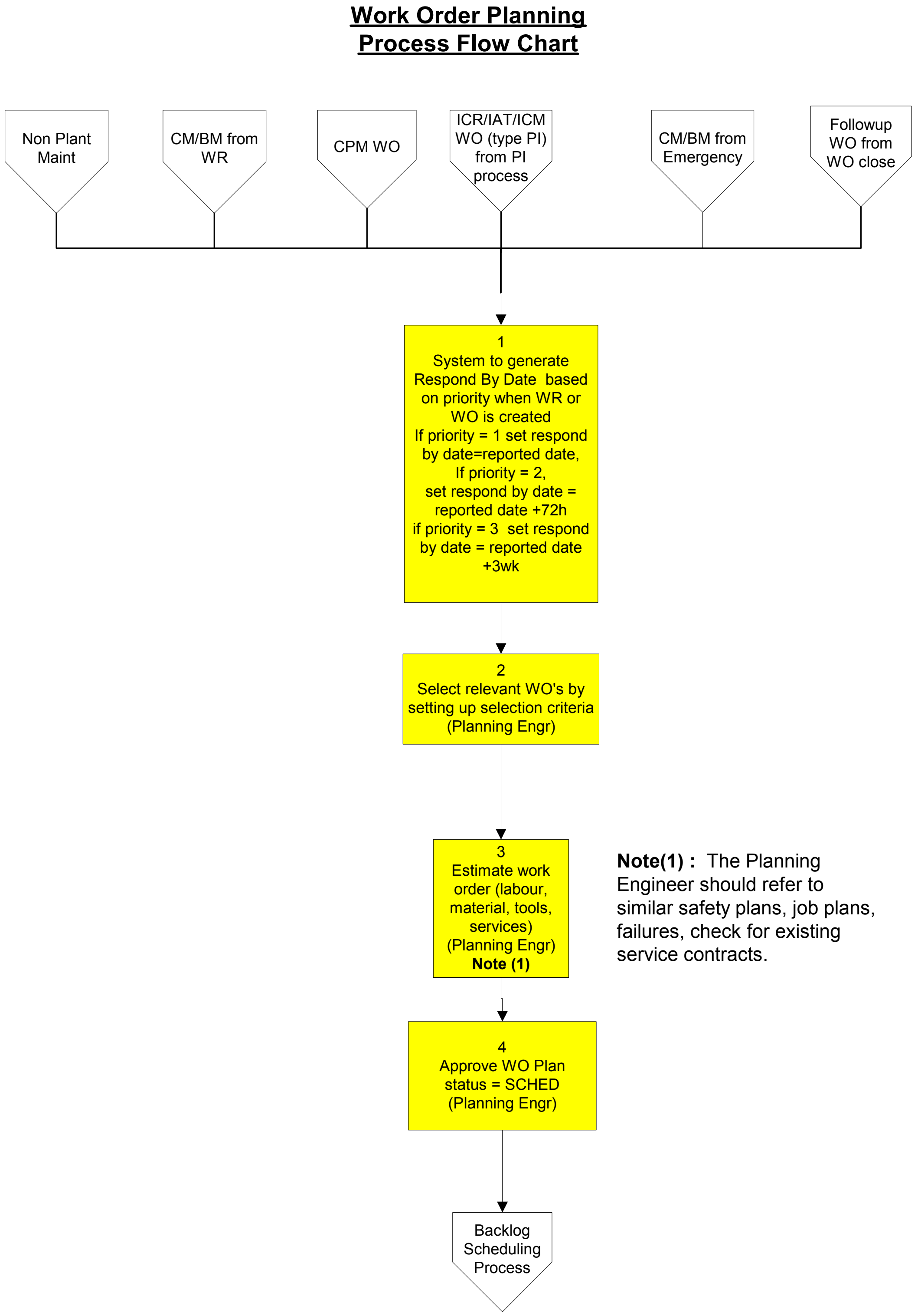
Stage	Action By	Status	Remarks
1. There is maintenance requirement for non-process related asset (equipment, buildings, roads, etc.).			
2. The requestor will call Help Desk to report the problem.	All Refinery staff can request		
3. Log the request/problem.	Help Desk Operator		
4. Check if the problem is non-complex in nature.	Planning Engineer (Responsible for the non-plant-maint.)		Non Complex Criteria: Work can be executed less 8 hrs duration, no other sections involved, short duration, no heavy equip needed
5. Create a WO if the required job is complex in nature.	Planning Engineer (Responsible for the non-plant-maint.)	WPALN	WO type = NONPLANT. Work order goes to the **Work Order Planning Process.**
6. In case the required job is not complex contact General Works Supervisor or delegate to relevant section (A/C, Carpentry, Masons etc.)	Planning Engineer (Responsible for the non-plant-maint.)		
7. Procure materials / Services.	General Works Supervisor /Maint. Sections		Obtain materials by the DTR for stock items or by the petty cash for non-stock items.
8. Execute work using monthly WO's.	General Works Supervisor /Maint. Sections	INPRG	WO type = NONPLANT These WO's should created on monthly basis by the Planning Engineer.

Stage	Action By	Status	Remarks
9. Create monthly non-plant maintenance WO's for the non-complex jobs.	Planning Engineer (Responsible for the non-plant-maint.)	INPRG	WO type = NONPLANT
10. Book actuals using the monthly WO's.	General Works Supervisor /Maint. Sections	INPRG	WO type = NONPLANT. The WO's should be completed at end of the month as per **Work Order Closing Process.**

11.4 Records

- Help Desk Log.
- Non-Plant Maintenance Monthly Work Orders (Non-complex WO's).
- Non-Plant Maintenance Work Orders (Complex WO's).

12. Work Order Planning Process



12.1 Purpose

To set the procedure for planning and estimating of resources for the maintenance work orders.

12.2 Scope

Plan all the resources (manpower, material, services and heavy equipment) for all reactive and proactive work orders.

12.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. The Work Order respond by field will be filled by the system based on each Work Orders priority when a WR or WO is created.	MAXIMO		If priority = 1 set respond by date=reported date, If priority = 2, Set respond by date = Reported date +72h If priority = 3 set respond by date = reported date +3wk
2. Select relevant WO's by setting up selection criteria.	Planning Engineer	WPLAN	Approved Work Requests or directly generated Work Orders will be given the status WPLAN; Which will group these Work Orders and make them accessible to the planning Engineer to start their planning process.
3. The planning Engineer will view Work Orders that belong to his area and will start defining the steps required to carry out the work including the assignment of crafts, labor hours, heavy equipment and materials.	Planning Engineer	WPLAN	The Planning Engineer should refer to similar safety plans, job plans, & failures and check for existing service contracts.

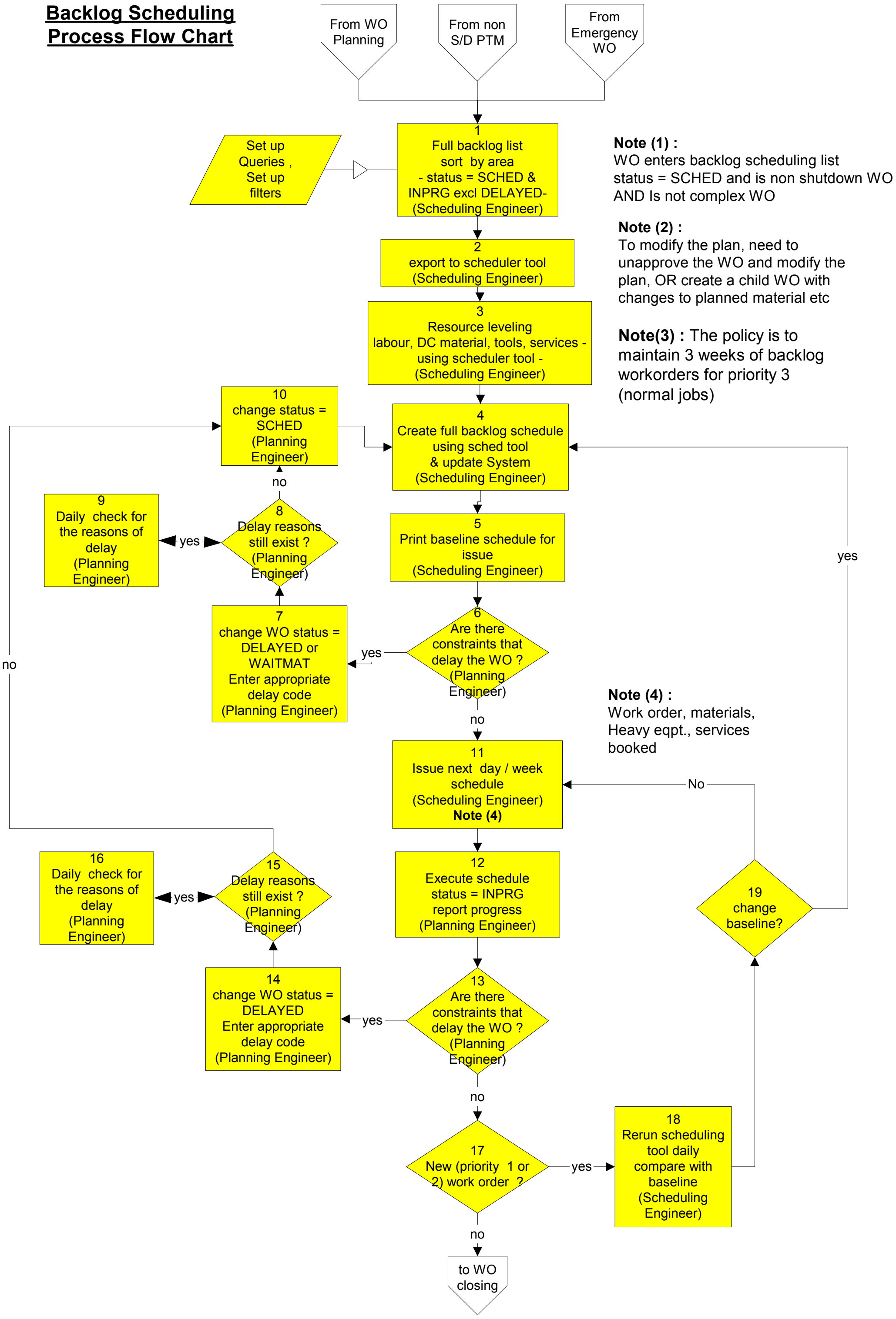
Stage	Action By	Status	Remarks
3a. It will be assumed that stock items will be available by the WO materials REQUIRED BY dates. The system will consider the status date of the Work Order as the required by date for materials in case that both target start & scheduled start dates are not filled.	MAXIMO		
3b. Use the Hard Reservation check box and fill the target start date for requirements of long lead items which will reserve the material and set the required by date. This will be applicable for Shutdowns, Projects, ICR'S recommendations and PM jobs.	Planning Engineer		
3c. For demanding a Direct charge item it has to be created first in the catalogue by the Catalogue Creation & Amendment Request (CCAR) application and then ordered using the Desktop Requisition (DTR) application.	Engineering Services Engineer		Refer to **Item & Inventory Creation and Amendment Process.** Refer to **Desktop Requisition Process.**
3d. Materials delivery dates (shown on the w/house pick list report) will be based on the scheduled start dates of the Work Orders.	MAXIMO		
3e. If the job requires services the Planning Engineer will hyperlink to the Contract module, and will access the list of available services contracts and will pick the required services. The planning Engineer will then issue a release (PO of Type REL) against that service line and will include a reference to the Work Order.	Planning engineer		Refer to the **Contract Call-Off and Receiving Process.**

Stage	Action By	Status	Remarks
3f. If the required service is not available on an existing contract, then the Planning Engineer will initiate a Service Requisition.	Planning engineer		Refer to the **Demand for Service or Variation Order Creation Process.**
4. After completion of the **Work Order Planning Process** the planning Engineer will change the status of the Work Order to SCHED; which will send the Work Order to the backlog scheduling pool and will raise a demand for the materials & services.	Planning Engineer	SCHED	Refer to **Backlog Scheduling Process.**

12.4 Records

- Work Orders
- Work Orders Job Plans

13. Backlog Scheduling Process



13.1 Purpose

To establish the procedure for scheduling the backlog work orders.

13.2 Scope

All backlog work orders that are ready to be scheduled.

13.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Review of full backlog list, sort by area or discipline. Set up queries & filters.	Scheduling Engineer	SCHED or INPRG	WO enters backlog scheduling list Status = SCHED, non-shutdown WO and is not complex WO. To modify the plan, need to un-approve the WO and modify the plan, OR create a child WO with changes to planned material etc.
2. The maintenance schedule is prepared in scheduling application (Primavera P3e or MsProject). The Work Orders will be selected using pre-defined criteria, and will be transferred to the scheduling application.	Scheduling Engineer	SCHED or INPRG	Work Orders that cannot be started due to materials constraint, Operations not releasing equipment or other reasons for delays will be given the status DELAYED or WMATL and the relevant delay code. These Work Orders will be excluded from the scheduling process.
3. Schedule the imported Work Orders by resource leveling and considering date constrains (i.e. target start date or actual start date). A backlog schedule will be created and Work Orders will be updated with the scheduled start and finish dates.	Scheduling Engineer	SCHED or INPRG	
4. A backlog schedule will be created and Work Orders will be updated with the scheduled start and finish dates.	Scheduling Engineer	SCHED or INPRG	

Stage	Action By	Status	Remarks
5. Print baseline schedule for issue.	Scheduling Engineer		A baseline schedule will be printed (two week's schedule) and issued to the concerned sections. The M/P loading will be 80% in the 1st week & 60% in the 2nd week.
6. Check if there constraints that delay the WO before starting.	Planning Engineer		
7. Change the WO status to DELAYED or WMATL and enter appropriate delay code if there are constraints.	Planning Engineer	DELAYED Or WMATL	If there are direct charge materials in the WO, then MAXIMO will automatically change the status of the WO to WMATL.
8/9. Check continuously if the WO delay reasons still exist.	Planning Engineer		
10. Change the WO status back to SCHED when the delay reasons are resolved in order to reschedule the WO.	Planning Engineer	SCHED	
11. Issue next day / week schedule if there are no constraints.	Scheduling Engineer	SCHED	The schedule should include work orders, materials, Heavy equipment and services booked.
12. Execute schedule and report progress.	Planning Engineer	INPRG	
13. Check if there constraints that delay the WO after starting.	Planning Engineer		
14. Change the WO status to DELAYED or WMATL and enter appropriate delay code if there are constraints.	Planning Engineer	DELAYED Or WMATL	
15/16. Check continuously if the WO delay reasons still exist.	Planning Engineer		

Stage	Action By	Status	Remarks
10. Change the WO status back to SCHED when the delay reasons are resolved in order to reschedule the WO.	Planning Engineer	SCHED	
17. During execution of the schedule new work requests/work orders can be generated with priority 1 or 2.			The scheduled WO will be updated and closed as per the **WO Closing Process** (if no new WR's / WO's were generated).
18. Re-schedule the backlog schedule and compare with base line plan. Issue schedule.	Scheduling Engineer		
19. Alter the base line plan if required. Issue schedule.	Scheduling Engineer		

13.4 Records

- Backlog Work Orders
- Backlog Work Orders Schedule

14. Work Order Closing Process

WO Closing Process Flow Chart

From CPM

From Backlog Sched

from SHUT

From Non Plant Maint

1
Capture actuals (Maint)

to Labor Reporting

2
Work is completed

3
Complete the work order
Note (1)

Note (1) : Maintenance need to enter failure reporting & complete non-complex WO's & tasks/child's of complex WO's. Parent complex WO's to be completed by Maint. Planning Preventive Maint. WO's flagged as Inspection to be completed by Inspection

4
WO Shutdown flag = Y?

yes

5
Startup activities

no

8
Followup work needed? (Planning Engineer)

yes

6
Produce shutdown report

no

7
Post Shutdown Review Meeting

9
create followup WO (Planning Engineer)

10
Check feedback Close work order - end date +1m - (Planning Engineer)

End

to WO Planning

14.1 Purpose

To set up the procedure for completing & closing the Work Order.

14.2 Scope

The procedure is applicable to all Work Orders.

14.3 Process Stages (Including Responsibilities)

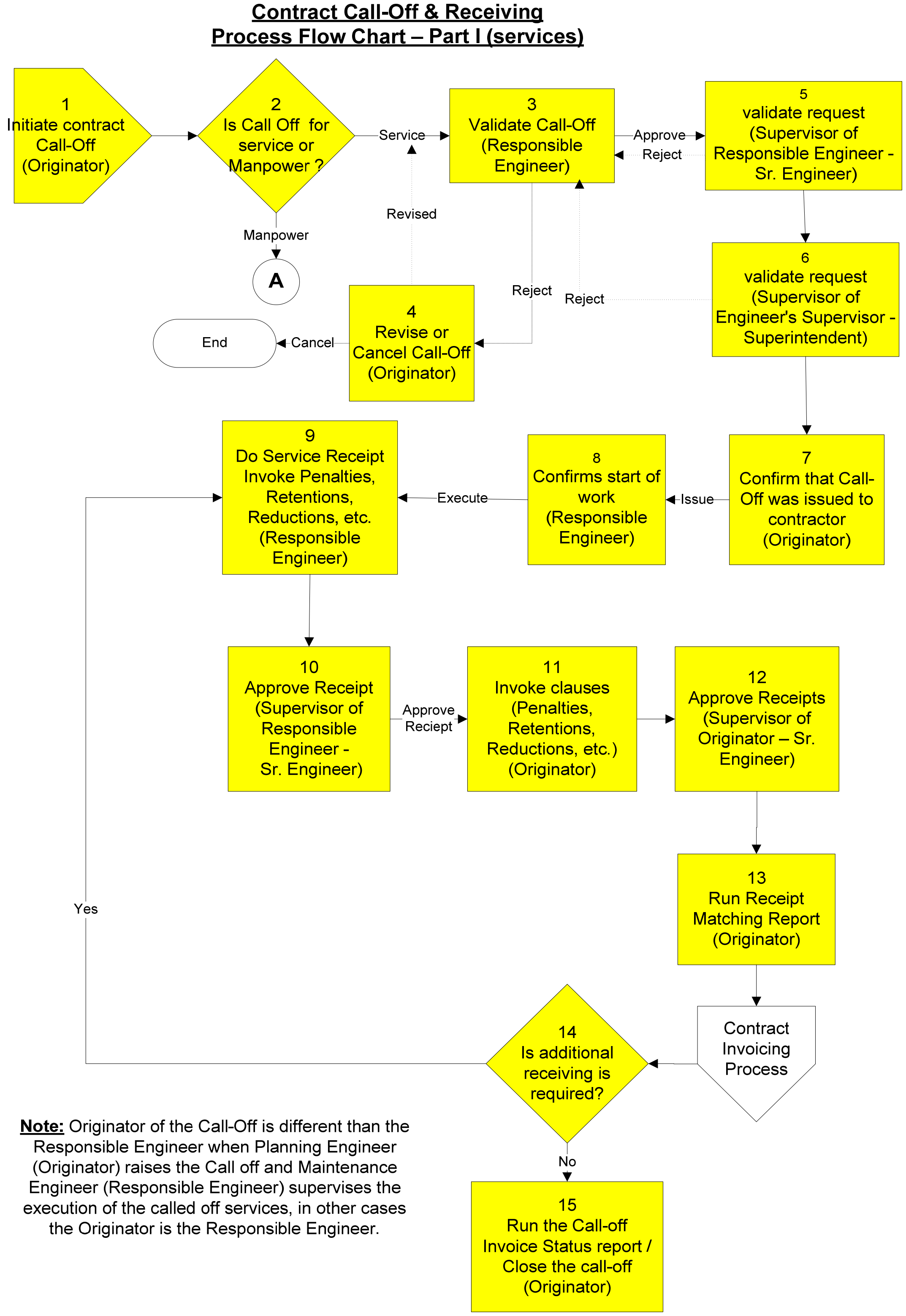
Stage	Action By	Status	Remarks
1. Capture actuals (time sheets, materials, services & heavy equipment).	Maintenance Engineer / Supervisor	INPRG	For materials actuals refer to **Materials Issue At Store Process** and **Materials Issue By Delivery Process.**
2. Work is completed.			
3. Complete the work order.	Maintenance Engineer / Planning Engineer*	COMP	*Maintenance need to enter failure reporting & complete non-complex WO's & tasks & child's of complex WO's. Parent complex WO's to be completed by Maint. Planning. Preventive Maint. WO's flagged as Inspection to be completed by Inspection.
4. Is the WO nature flagged as Shutdown?	Planning Engineer	COMP	
5/6/7. If the WO nature is Shutdown then post S/D report will be produced and reviewed where the need for follow up WO's can be ascertained.	Planning Engineer		
8. Check if follow up work needed.	Planning Engineer		
9. If yes, Create follow up WO.	Planning Engineer	WPLAN	Work order goes to the **Work Order Planning Process.**

Stage	Action By	Status	Remarks
10. Check feedback is reported and close work order (after min. 1 month from completion date).	Planning Engineer	CLOSE	Ensure failure reporting is recorded by **Maint. Engineer** for CM & BM Work Orders.

14.4 Records

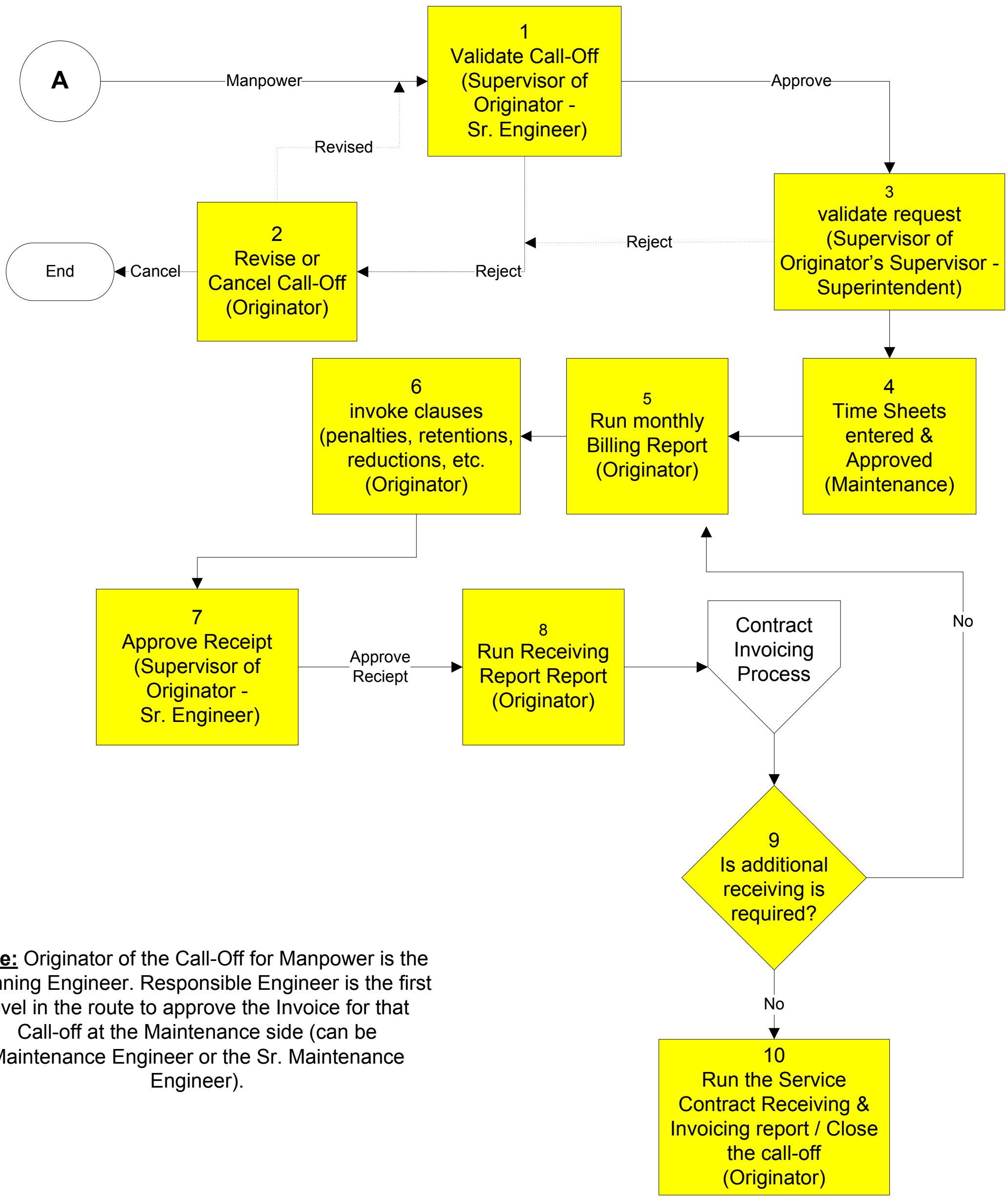
- Completed Work Orders
- Closed Work Orders
- Follow up Work Orders

15. Contract Call-Off and Receiving Process



Note: Originator of the Call-Off is different than the Responsible Engineer when Planning Engineer (Originator) raises the Call off and Maintenance Engineer (Responsible Engineer) supervises the execution of the called off services, in other cases the Originator is the Responsible Engineer.

Contract Call-Off & Receiving
Process Flow Chart – Part II (Manpower)



Note: Originator of the Call-Off for Manpower is the Planning Engineer. Responsible Engineer is the first level in the route to approve the Invoice for that Call-off at the Maintenance side (can be Maintenance Engineer or the Sr. Maintenance Engineer).

15.1 Purpose

To define the methodology and responsibilities for initiating, validating and approving contracts call-off and receiving.

15.2 Scope

All contracts call-off's (Services / Manpower)and their corresponding receipts.

15.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Initiate contract call-Off from a valid blanket CPO and start work flow for approval.	Originator	WAPPR	
2. Is Call off for Services or Manpower? If Services proceed to part I, If Manpower follow part II.	System	WAPPR	
Part I 3. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Responsible Engineer	WAPPR	**Note:** Originator of the Call-Off is different than the Responsible Engineer when Planning Engineer (Originator) raises the Call off and Maintenance Engineer (Responsible Engineer) supervises the execution of the called off services, in other cases the Originator is the Responsible Engineer.
4. Revise or Cancel the Call-Off if it is rejected.	Originator	WAPPR	
5. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Supervisor of Responsible Engineer (Sr. Engineer)		The Call-Off will be returned to Responsible Engineer if it is rejected.
6. Receive Call-Off in the In-box and validate it. Approve or Reject Call-Off.	Supervisor of Resp. Engr's Supervisor (Supdt.)	APPR	The Call-Off will be returned to Responsible Engineer if it is rejected.
7.Receive Call-Off in In-box and issue to Contractor to start work.	Originator	ISSUED	
8. Confirms start of work	Responsible Engineer	EXECUTE	

Stage	Action By	Status	Remarks
9. Do Service Receipt in Receiving application upon completion of work. Invoke Penalties, Retentions, Reductions, etc.	Responsible Engineer	EXECUTE	Check first for existing Receipts against the Call-off. The status of the receipt should be NONE.
10.Approve Receipt.	Supervisor of Responsible Engineer (Sr. Engineer)	ISSUED	The receipt status will remain in Partial until all the Call-Off lines are received including penalties and retention lines.
11. Invoke contract clauses (e.g. Penalties, Retentions, etc.) as required & approve the receipt.	Originator	ISSUED	
12. Approve Receipts.	Supervisor of Originator (Sr. Engineer)	ISSUED	
13. Run Receipt Matching Report.	Originator	ISSUED	The Receipt Matching Report to be provided to the contractor in order to submit it along with the invoice to Finance Help Desk for invoice processing. Approved Receipts will go to **Contract Invoicing Process.**
14. Is additional receiving required for the Call off? If yes go back to step 9 (Do service receipts).	Responsible Engineer	ISSUED	

Stage	Action By	Status	Remarks
15. If no additional receiving is required: after approval of the invoice, run the service contract receiving & invoicing report and ensure that all call-off related invoices are approved (in APPR or PAID status). Close the call-off If the invoice is approved and no further receipts are required.	Originator	CLOSE	Upon approval of the Invoice, MAXIMO will send e-mail notification to the originator of the call-off.
Part II 1. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Supervisor of Originator (Sr. Engineer)	WAPPR	**Note:** Originator of the Call-Off for Manpower is the Planning Engineer. Responsible Engineer is the first level in the route to approve the Invoice for that Call-off at the Maintenance side (can be Maintenance Engineer or the Sr. Maintenance Engineer).
2. Revise or Cancel the Call-Off if it is rejected.	Originator	WAPPR	The Call-Off will be returned to Originator if it is rejected.
3. Receive Call-Off in the In-box and validate it. Approve or Reject Call-Off.	Supervisor of originator Supervisor (TL.)	APPR	The Call-Off will be returned to Originator if it is rejected.
4. Time Sheets for the contracted manpower will be entered and approved	Maintenance		Via Labor Reporting Application.
5. Run the Monthly Billing Report after completion of time sheets entry and approval.	Originator	APPR	Note: The results of the report should be checked prior to posting the transactions; after posting the transactions the receipts will be approved by the system.

Stage	Action By	Status	Remarks
6. Invoke contract clauses (e.g. Penalties / Retentions, etc.) as required & approve the receipt.	Originator	APPR	
7. Approve receipts from the previous step.	Supervisor of Originator (Sr. Engineer)	APPR	Approved Receipts will go to **Contract Invoicing Process.**
8. Run Receiving Report.	Originator	APPR	
9. Is additional receiving required for the Call off? If yes go back to step 5 (Run the Monthly Billing).	Originator	APPR	
10.If no additional receiving is required: after approval of the invoice, run the service contract receiving & invoicing report. Close the call-off If the invoice is approved and no further receipts are required.	Originator	CLOSE	Upon approval of the Invoice, MAXIMO will send e-mail notification to the originator of the call-off.

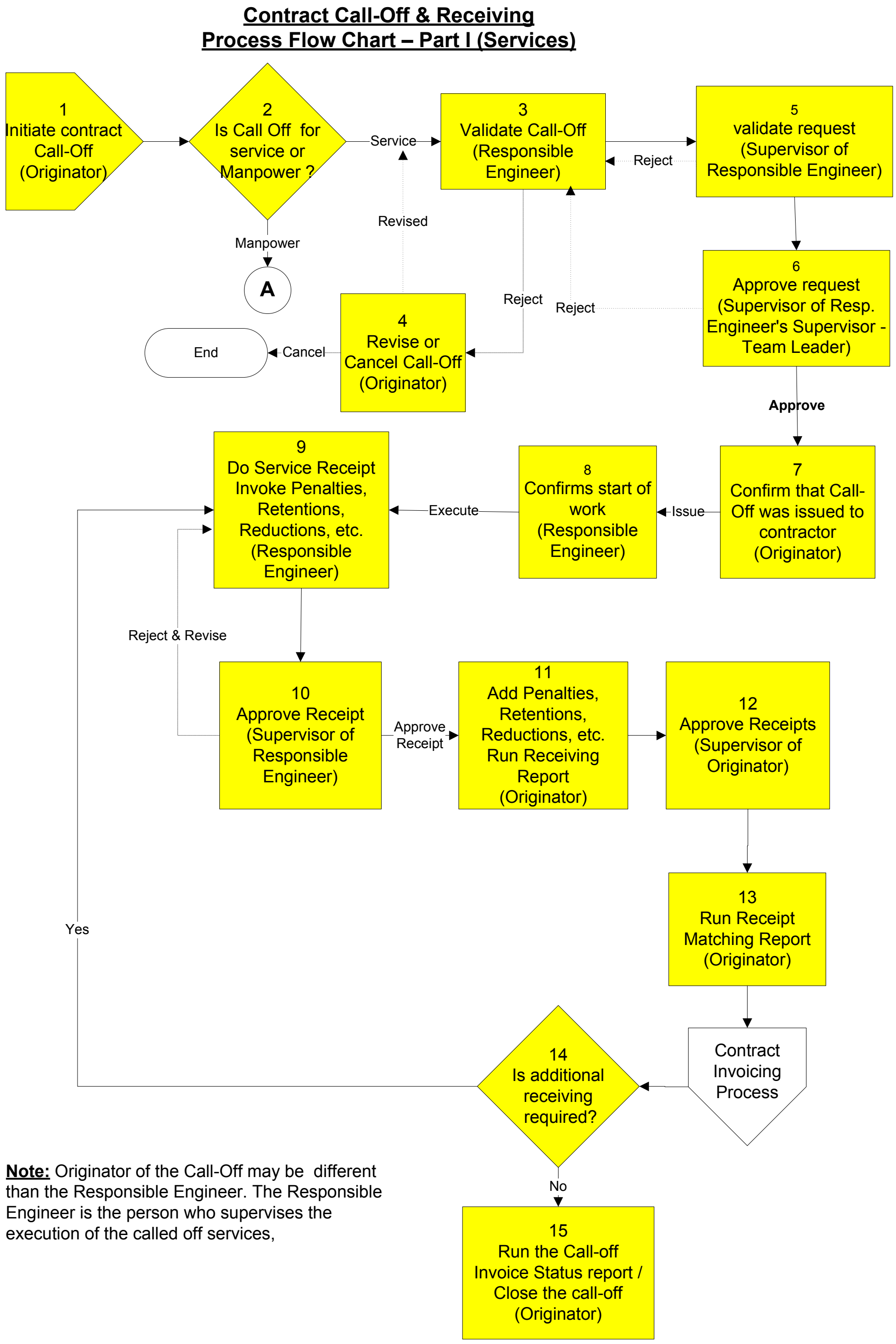
15.4 Records

- Contracts Call-Off's
- Contracts Receipts
- Call off Receipt Matching Report
- Monthly Billing Report
- Contract Invoices

Note:

Call off CPO shall be Created and Approved as soon as the work starts with estimated cost of the work.

16. Contract Call-Off and Receiving Process (REF)



16.1 Purpose

To define the methodology and responsibilities for initiating, validating and approving contracts call-off and receiving.

16.2 Scope

All contracts call-off's (Services/ Manpower) and their corresponding receipts.

16.3 Owner

Department Manager

16.4 Auditing Team Members

- Department Manager (Chairman)
- Department Team Leader

16.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Initiate contract call-Off from a valid blanket CPO and start work flow for approval.	Originator	WAPPR	
2. Is Call off for Services or Manpower? If Services proceed to part I, If Manpower follow part II.	System	WAPPR	
Part I 3. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Responsible Engineer	WAPPR	**<u>Note:</u>** Originator of the Call-Off may be different than the Responsible Engineer.
4. Revise or Cancel the Call-Off if it is rejected.	Originator	WAPPR	
5. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Supervisor of Resp. Engineer		The Call-Off will be returned to Responsible Engineer if it is rejected.
6. Receive Call-Off in the In-box and validate it. Approve or Reject Call-Off.	Supervisor of Resp. Engineer's Supervisor (Team Leader)	APPR	The Call-Off will be returned to Responsible Engineer if it is rejected.
7. Receive Call-Off in In-box and issue to Contractor to start work.	Originator	ISSUED	
8. Confirms start of work	Responsible Engineer	EXCUTE	

Stage	Action By	Status	Remarks
9. Do Service Receipt in Receiving application upon completion of work. Invoke Penalties, Retentions, Reductions, etc.	Responsible Engineer	EXCUTE	Check first for existing Receipts against the Call-off. The status of the receipt should be NONE.
10. Approve or Reject Receipt.	Supervisor of Resp. Engineer	PARTIAL	The status will remain in Partial until all the Call-Off lines are received including penalties and retention lines. If the Receipt is rejected it will be returned to Resp. Engineer to revise.
11. Add (Invoke) Penalties / Retentions & approve the receipt. Run Receiving Report	Originator	COMP/ PARTIAL	
12. Approve Receipts.	Supervisor of Originator	COMP/ PARTIAL	
13. Run Receipt Matching Report.	Originator	COMP/ PARTIAL	The Receipt Matching Report to be provided to the contractor in order to submit it along with the invoice to Finance Help Desk for invoice processing. Approved Receipts will go to **Contract Invoicing Process.**
14. Is additional receiving required for the Call off? If yes go back to step 9 (Do service receipts).	Originator	COMP	On selection of Option 'No Additional Receiving required' system will Complete Receipts.
15. If no additional receiving is required: after approval of the invoice, run the Call-off invoice status report. Close the call-off If the invoice is approved and no further receipts are required.	Originator	CLOSE	Upon approval of the Invoice, MAXIMO will send e-mail notification to the originator of the call-off.

Stage	Action By	Status	Remarks
Note: *At present HOF users do not use Labor reporting process in Maximo, hence section below to be ignored till the time Labor reporting is adopted.*			
Part II 1. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Supervisor of Originator	WAPPR	**Note:** Originator of the Call-Off for Manpower is the Human Resource Planning dept. Responsible Engineer is the first level in the route to approve the Invoice for that Call-off.
2. Revise or Cancel the Call-Off if it is rejected.	Originator	WAPPR	The Call-Off will be returned to Originator if it is rejected.
3. Receive Call-Off in the In-box and validate it. Approve or Reject Call-Off.	Supervisor of Responsible Person's Supervisor (Team Leader)	WAPPR	The Call-Off will be returned to Originator if it is rejected.
4. Time Sheets for the contracted manpower will be entered and approved	PERSONNEL		Via Labor Reporting Application.
5. Run the Monthly Billing Report after completion of time sheets entry and corrections.	Originator	WAPPR	Note: The results of the report should be checked prior to posting the transactions; after posting the transactions the receipts will be approved by the system.
6. Add (Invoke) Penalties / Retentions & approve the receipt. Run Receiving Report	Originator	PARTIAL/ COMP	
7. Approve receipts from the previous step.	Supervisor of Originator (Sr. Engineer)	PARTIAL/ COMP	Approved Receipts will go to **Contract Invoicing Process.**

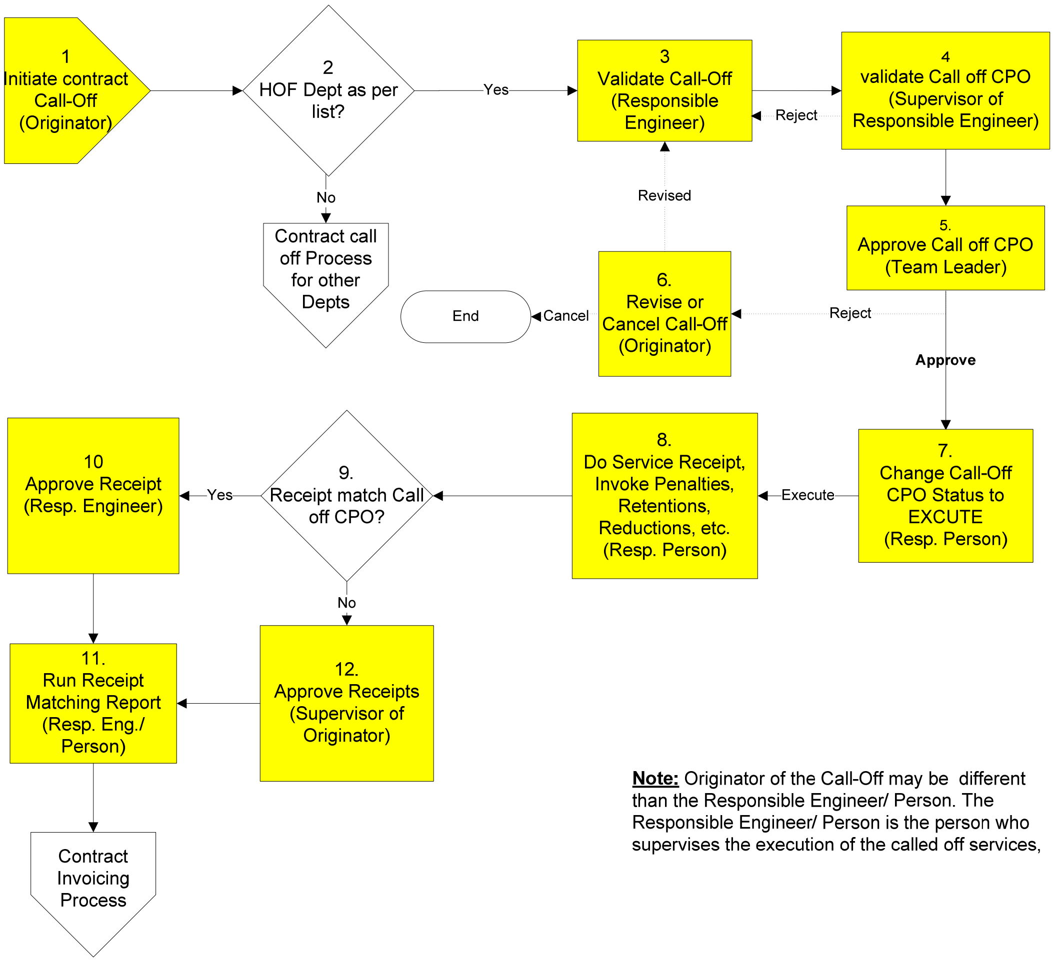
Stage	Action By	Status	Remarks
8. Is additional receiving required for the Call off? If yes go back to step 6 (Do service receipts).	Originator	COMP	If Additional Receiving is not required system will update the Receipts to 'COMPLETE'
9. If no additional receiving is required: after approval of the invoice. Run the Call-off invoice status report. Close the call-off, if the invoice is approved and no further receipts are required.	Originator	CLOSE	Upon approval of the Invoice, MAXIMO will send e-mail notification to the originator of the call-off.

16.6 Records

- Contracts Call-Off's
- Contracts Receipts
- Call off Receipt Matching Report
- Contract Invoices

17. Contract Call-Off and Receiving Process (HOF)

Contract Call-Off & Receiving
Process Flow Chart – HOF departments)



Note: Originator of the Call-Off may be different than the Responsible Engineer/ Person. The Responsible Engineer/ Person is the person who supervises the execution of the called off services,

17.1 Purpose

To define the methodology and responsibilities for initiating, validating and approving contracts call-off and receiving.

17.2 Scope

All contracts call-off PO (Services/ Manpower) and their corresponding receipts.

17.3 Owner

Department Manager

17.4 Auditing Team Members

- Department Manager (Chairman)
- Department Team Leader

17.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Initiate contract call-Off from a valid blanket CPO and start work flow for approval.	Originator	WAPPR	
2. Is Call off for Services or Manpower? If Services proceed to part I, If Manpower follow part II.	System	WAPPR	
3. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Responsible Engineer	WAPPR	**Note:** Originator of the Call-Off may be different than the Responsible Engineer.
4. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Originator	WAPPR	
5. Receive Call-Off in the In-box and validate it. Approve or Reject Call-Off.	Supervisor of Resp. Engineer	APPR	The Call-Off will be returned to Responsible Engineer if it is rejected.
6. Revise or Cancel the Call-Off if it is rejected.	Supervisor of Resp. Engineer's Supervisor (Team Leader)	WAPPR	The Call-Off will be returned to Responsible Engineer if it is rejected.
7. Change Call off CPO status to EXCUTE	Responsible Engineer	EXCUTE	
8. Do Service Receipt in Receiving application upon completion of work. Invoke Penalties, Retentions, Reductions, etc.			
9. Is Sum of Receipts is same as Call off CPO value?	System	EXCUTE	Check first for existing Receipts against the Call-off. The status of the receipt should be NONE.

Stage	Action By	Status	Remarks
10. Approve Receipt.	Resp. Engineer		The Receipt status will change to COMP. and CPO Receipts status will change to COMPLETE.
11. Run Receipt Matching Report.	Originator		
12. Approve Receipts.	Supervisor of Originator		The CPO Receipt status will change to COMPLETE/ PARTIAL based on receipt cost.
13. Is additional receiving required for the Call off? If yes go back to step 8 (Do service receipts).	Originator		On selection of Option 'No Additional Receiving required' system will Complete Receipts.
To Contract Invoicing process	Originator		The Receipt Matching Report to be provided to the contractor in order to submit it along with the invoice to Finance Help Desk for invoice processing. Approved Receipts will go to **Contract Invoicing Process.**
15. If no additional receiving is required: after approval of the invoice, run the Call-off invoice status report and change the CPO Receipt status to COMPLETE.	Originator	EXCUTE	Upon approval of the Invoice, MAXIMO will send e-mail notification to the originator of the call-off.
Note: *At present HOF users do not use Labor reporting process in Maximo, hence section below to be ignored till the time Labor reporting is adopted.*			
1. Receive Call-Off in the In-box and validate it. Accept or Reject Call-Off.	Supervisor of Originator	WAPPR	**Note:** Originator of the Call-Off for Manpower is the Human Resource Planning dept. Responsible Engineer is the first level in the route to approve the Invoice for that Call-off.

Stage	Action By	Status	Remarks
2. Revise or Cancel the Call-Off if it is rejected.	Originator	WAPPR	The Call-Off will be returned to Originator if it is rejected.
3. Receive Call-Off in the In-box and validate it. Approve or Reject Call-Off.	Supervisor of Responsible Person's Supervisor (Team Leader)	APPR	The Call-Off will be returned to Originator if it is rejected.
4. Time Sheets for the contracted manpower will be entered and approved	PERSONNEL		Via Labor Reporting Application.
5. Run the Monthly Billing Report after completion of time sheets entry and corrections.	Originator	APPR	Note: The results of the report should be checked prior to posting the transactions; after posting the transactions the receipts will be approved by the system.
6. Add (Invoke) Penalties / Retentions & approve the receipt. Run Receiving Report	Originator	PARTIAL/ COMP	
7. Approve receipts from the previous step.	Supervisor of Originator (Sr. Engineer)	PARTIAL/ COMP	Approved Receipts will go to **Contract Invoicing Process.**
8. Is additional receiving required for the Call off? If yes go back to step 6 (Do service receipts).	Originator	COMP	If Additional Receiving is not required system will update the Receipts to 'COMPLETE'
9. If no additional receiving is required: after approval of the invoice. Run the Call-off invoice status report. Close the call-off, if the invoice is approved and no further receipts are required.	Originator	CLOSE	Upon approval of the Invoice, MAXIMO will send e-mail notification to the originator of the call-off.

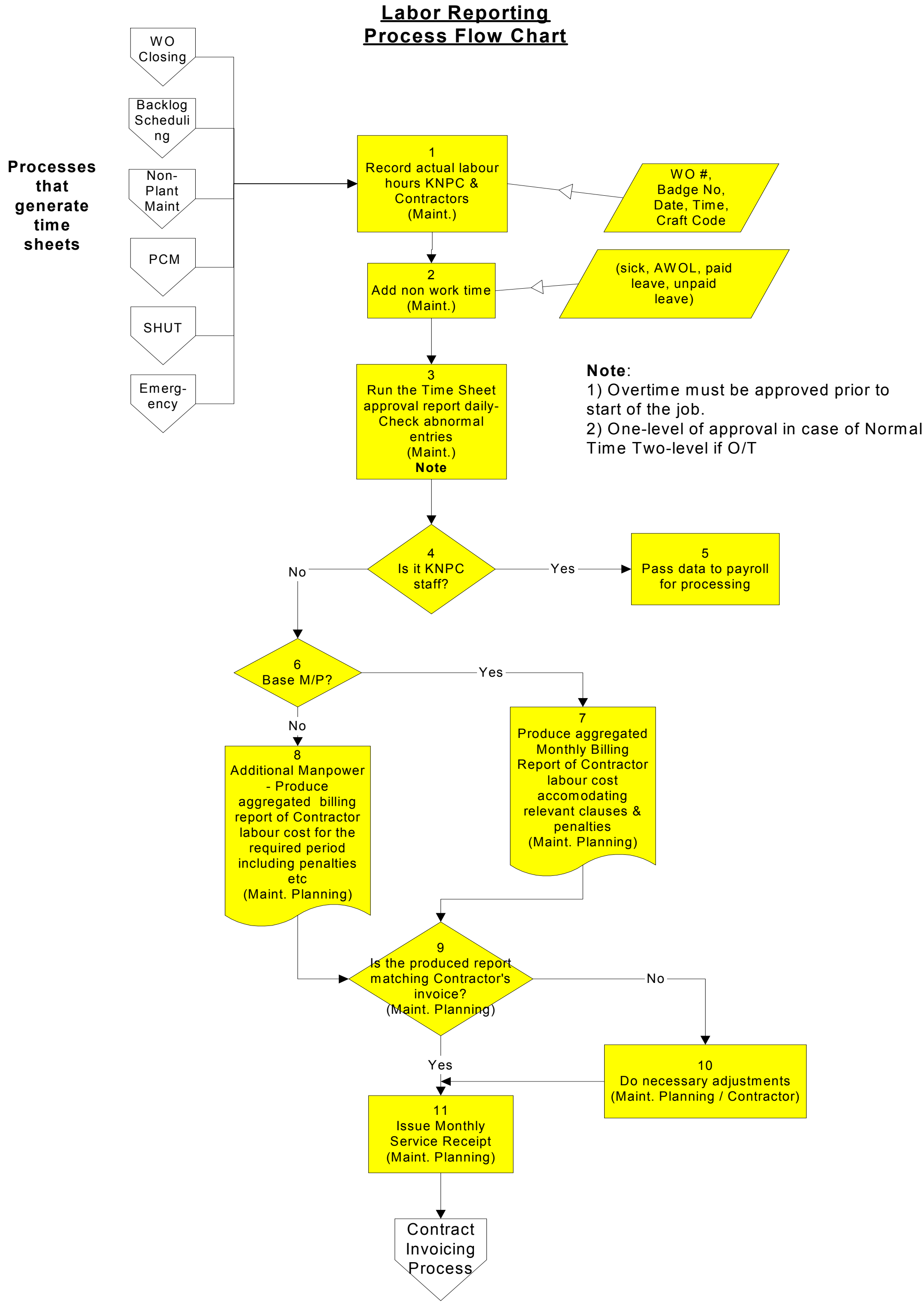
17.6 Records

- Contracts Call-Off's
- Contracts Receipts
- Call off Receipt Matching Report
- Contract Invoices

Note:

Call off CPO shall be Created and Approved as soon as the work starts with estimated cost of the work.

18. Labor Reporting Process



18.1 Purpose

To establish the procedure for handling the labor reporting (time sheet) process.

18.2 Scope

The procedure to be followed for reporting time and booking manpower cost for contracted labor and KNPC reporting employees.

18.3 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Record actual labor hours KNPC staff & Contractor's labor.	Maintenance Supervisor		Required Information: WO #, Badge No, Date, Time, Craft Code. G.L. account to be used to for labors not working directly on work orders.
2. Add non-work time.	Maintenance Supervisor		
3. Run the Time Sheet approval report daily- Check abnormal entries and inform Sr. Engineer to approve time sheets.	Maintenance Engineer		Approving the report will approve the time sheet entries automatically. One-level of approval in case of Normal Time (Sr. Engineer). Two-level (Supdt.) if there is O/T.
4. Is it KNPC staff ?	MAXIMO		
5. If yes, Pass data to payroll for processing.	MAXIMO		
6. If no, (i.e. contracted m/p) Check if it is base or additional m/p.	Planning Engineer		
7. For the Base m/p, Produce aggregated Monthly Billing Report of Contractor labor cost adding relevant clauses & penalties.	Planning Engineer		Separate reports are available to calculate absenteeism and to calculate penalties if required.

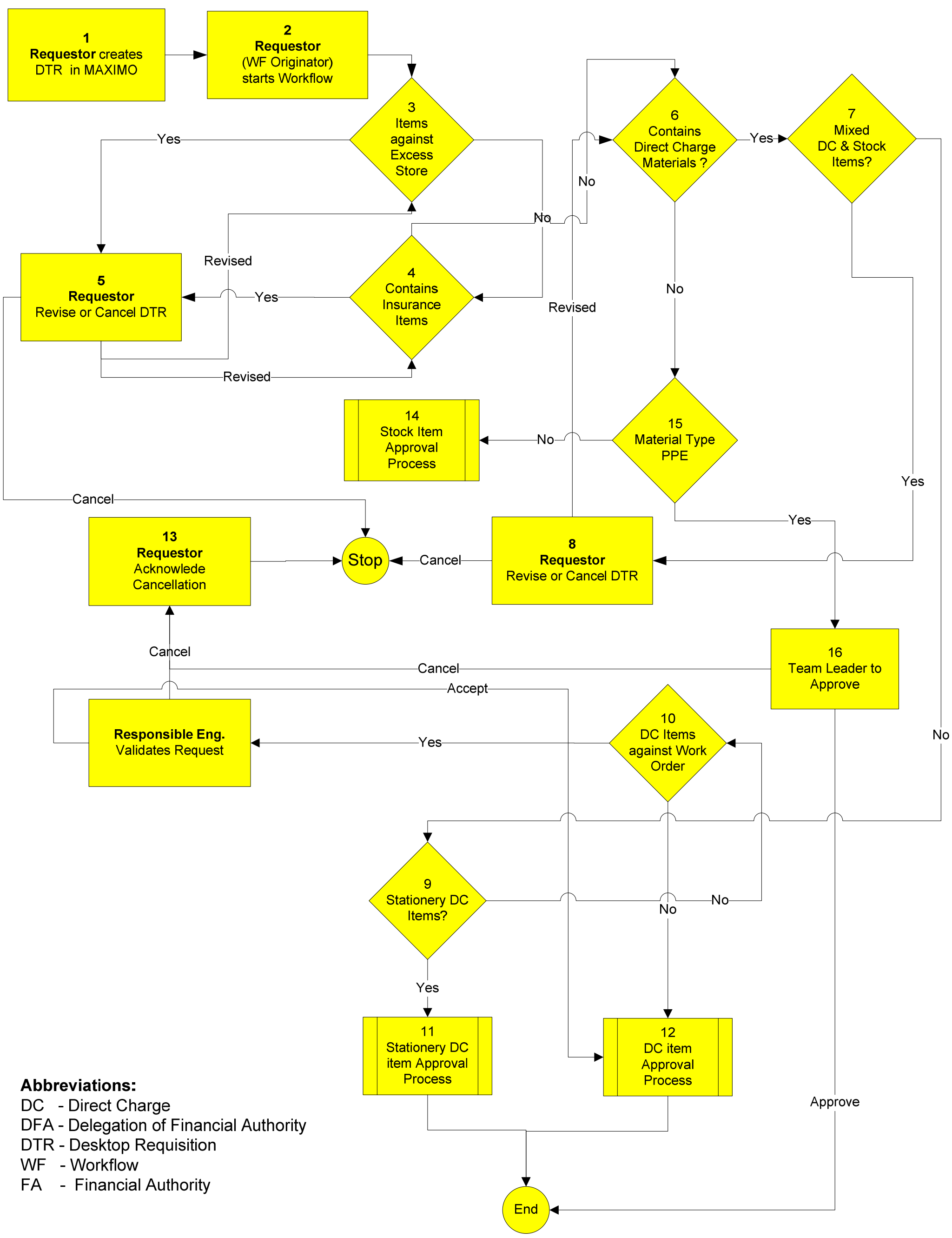
Stage	Action By	Status	Remarks
8. For the additional m/p, Produce aggregated billing report of Contractor labor cost for the required period including penalties etc.	Planning Engineer		Additional labor treated separately as different contract Call-off is created when additional labor is required.
9. Check, Is the produced report matching Contractor's invoice?	Planning Engineer		
10. Do necessary adjustments if required.	Planning Engineer & Contractor		
11. Issue Monthly Service Receipt.	Planning Engineer		The contract payment will be processed thru the **Contract Invoicing Process.**

18.4 Records

- Work Orders.
- Labor Reporting Entries.
- Time Sheet Approval Report.
- Calculate Absences Report.
- Monthly Billing Report.
- Manpower Contract Receiving Report.

19. Desktop Requisition Process

Main Desktop Requisition Process



Abbreviations:
DC - Direct Charge
DFA - Delegation of Financial Authority
DTR - Desktop Requisition
WF - Workflow
FA - Financial Authority

19.1 Purpose

To define the methodology and responsibilities for using the Desktop Requisition Application (DTR) to request materials and spare parts.

19.2 Scope

The procedure to be followed for all materials requests done thru the DTR application.

19.3 Owner

Department Manager

19.4 Auditing Team Members

- Department Manager (Chairman)
- Department Team Leader

19.5 Process Stages (Including Responsibilities)

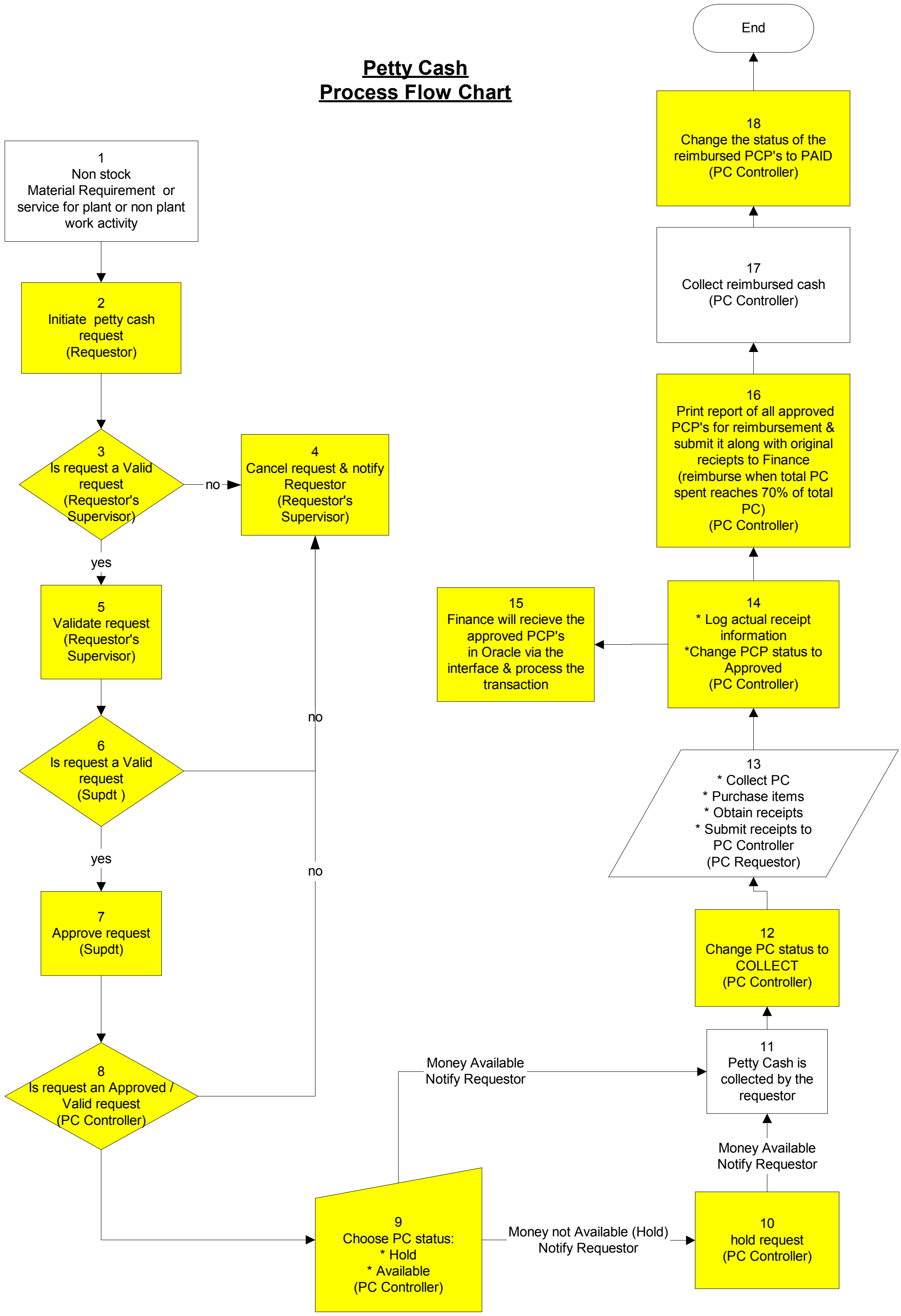
Stage	Action By	Status	Remarks
1. Create DTR record in MAXIMO.	Requestor	WAPPR	
2. Start Workflow for this DTR record.	Requestor	WAPPR	
3. MAXIMO will check if the items are from %EXCESS storeroom	MAXIMO	WAPPR	If items are from %EXCESS storeroom requestor is advised to delete Storeroom from DTR Line.
4. MAXIMO will check if the DTR contains Insurance stock items.	MAXIMO	WAPPR	
5. If Yes, the DTR will be returned to requestor to revise or cancel.	Requestor	WAPPR	Insurance Items need to be planned on WO and procured by raising PR by Engineering Services.
6. If No, MAXIMO will check if the DTR contains Direct Charge items.	MAXIMO	WAPPR	Stock Category = ‘NS’
7. If Yes, MAXIMO will further check if the DTR contains mix of normal stock items (e.g. stock & D/C items?)	MAXIMO	WAPPR	
8. If Yes, the DTR will be returned to the requestor to revise or cancel.	Requestor	WAPPR	Separate DTR should be created for D/C items.
9. MAXIMO will further check if the DTR contains Stationery DC Items.	MAXIMO	WAPPR	

Stage	Action By	Status	Remarks
10. If No (i.e. DTR contains only Refinery D/C items); the DTR record will be routed for approval as per the DFA rules. The Responsible Engineer field in the referenced WO will determine the starting point for the approval route.	MAXIMO	APPR	Approval of DTR will generate Approved Purchase Requisition (PR). Purchasing Processes starts with the **Request for Quotation – Buyer Assignment Process.**
11. If Yes; the DTR will be routed to the Admin Services for review and Approval DTR.		WAPPR	
12. If the DTR does not contain D/C items, it will be routed to the requestor's supervisor for validation.	Requestor's Supervisor	WAPPR	
13. Acknowledge the DTR cancellation.	Requestor	CAN	
14. If the DTR is accepted, MAXIMO will check the type of the requested Stock items. The DTR will be automatically approved if the stock items are maintenance type materials.	MAXIMO	APPR	The Approved DTR's will proceed further as per the **Material Issue at Store Process.**
15. The DTR will be further validated if it contains stock items other than maintenance type (e.g. safety shoes, gloves, etc.).	Supervisor of the Requestor's Supervisor	WAPPR	
16. If the DTR contains safety materials it will be routed to respective Team Leader for final Approval	Departmental Team Leader	APPR	The Approved DTR's will proceed further as per the **Material Issue at Store Process.**

19.6 Records

- Desk Top Requisition
- Purchase Requisition
- Inventory

20. Petty Cash Process



20.1 Purpose

To define the procedure for handling the Petty Cash from request to approval to reimbursement.

20.2 Scope

The procedure is applicable to all Petty Cash requests.

20.3 Owner

Department Manager

20.4 Auditing Team Members

- Department Manager (Chairman)
- Department Team Leader

20.5 Process Stages (Including Responsibilities)

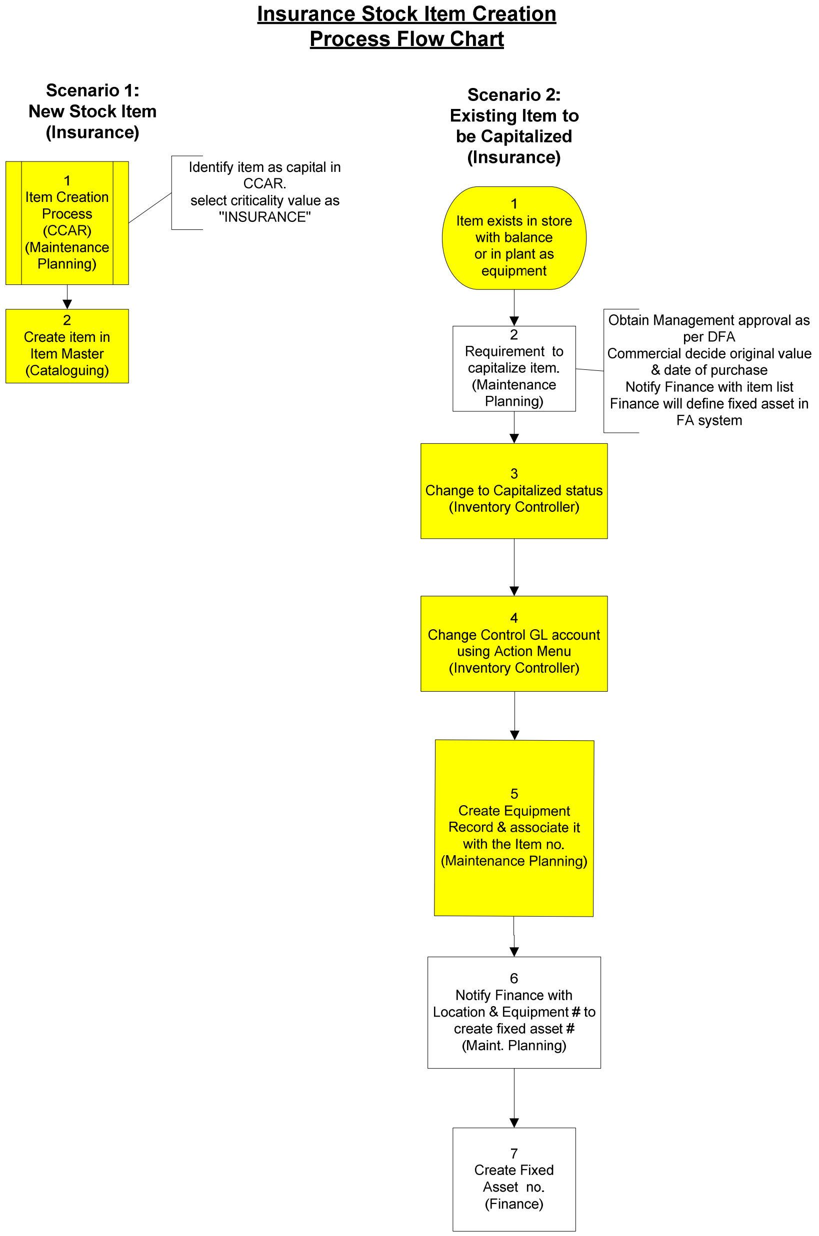
Stage	Action By	Status	Remarks
1. Process start when there is need for non-stock material or service for plant or non plant work activity			
2. Initiate petty cash request (PCP) in MAXIMO.	Requestor*	ENTERED	* Normally Maintenance Engineer
3. Receive PCP in the In-box and validate the PCP.	Requestor Supervisor**	ENTERED	**Normally a Sr. Engineer
4. Cancel the PCP if it is not valid.	Requestor Supervisor	ENTERED	MAXIMO will notify the requestor via E-mail
5. Accept the PCP	Requestor Supervisor	ENTERED	
6. Receive PCP in the In-box and validate the PCP.	SUPDT ***	ENTERED	*** Supdt. Of the requestor
7. Cancel the PCP if it is not valid.	SUPDT	ENTERED	MAXIMO will notify the requestor via E-mail
8. Accept the PCP	SUPDT	ENTERED	

Stage	Action By	Status	Remarks
9. Receive PCP in the In-box and choose either - Cancel or - Hold or - Available	PC Controller (Gen. Supdt. Maint.)		Cancel = Not a valid PCP. Hold = Valid PCP but cash is not available. Available = Valid PCP and cash is available.
10. The PCP will remain in the PC Controller In-box until cash becomes available, then he should choose the action Available.	PC Controller		In all the three cases the requestor will be informed by MAXIMO via the E-mail.
11.Collect Petty cash.	Requestor		
12. Change PC status to COLLECT	PC Controller	COLLECT	This will indicate that Petty cash was collected.
13. Collect PC, Purchase items, Obtain receipts and Submit receipts to PC Controller.	Requestor		
14. Log actual receipt information and Change PCP status to Approved	PC Controller	APPR	Actual receipt information are the actual amount and the voucher no.
15. Finance will receive the approved PCP's in Oracle via the interface & process the transaction.	Finance	APPR	
16. Print report of all approved PCP's for reimbursement & submit it along with original receipts to Finance.	PC Controller	APPR	Reimburse when total PC spent reaches 70% of total PC.
17. Collect reimbursed cash.	PC Controller		
18. Change the status of the reimbursed PCP's to PAID.	PC Controller	PAID	These PCP's will not be selected in the report for the next reimbursement.

20.6 Records

- PCP request
- PCP receipts
- PCP reimbursement report

21. Capital Insurance Item Creation Process



21.1 Purpose

To define the methodology and responsibilities for introducing new capital Insurance items into stock.

21.2 Scope

The procedure covers all capital Insurance stock items (newly acquired or existing).

21.3 Owner

Department Manager

21.4 Auditing Team Members

- Department Manager (Chairman)/ Item Setup & Review Committee
- Department Team Leader

21.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Scenario 1: New Stock Item (Insurance Item)			
1. Request new item thru CCAR application. 2. Select criticality value as "INSURANCE".	End User		As per the **Item & Inventory Creation and Amendment Process.**
3. Create item in Item Master and Inventory.	Cataloguing Engineer		
Scenario 2: Existing Item to be Added to Stock as Insurance Item			
1. Item exists in store with balance.			
2. Convey requirement to capitalize item to Inventory.	Maintenance Planning		Obtain Management approval as per DFA. Use CCAR application to inform Inventory about change. Use **Item and Inventory Creation and Amendment Process**
3. Change to capitalized status.	Inventory		Provide original purchased value of the item & date of purchase and notify Finance
4. Change GL control account using Action Menu 'Change Capitalize Status'.	Inventory		Stock Items shall be Capitalized against GL Account provided by Finance department ('??-00000-123522-00-000000-000-000')

Stage	Action By	Status	Remarks
5. Create equipment record and associate it with item number in MAXIMO.	Maintenance Planning		This action is needed only in the case of new Capital assets procurement. If the item is marked as Rotable, the rotating asset number is automatically generated at the item receipt
6. Notify Finance with Location & Equipment number to create fixed asset.	Maintenance Planning		
7. Create Fixed Asset number.	Finance		W/H Value=0 CC=Engg. & Maint. Dept. - Insurance Depreciation Cost Centre Natural Account=Asset Account

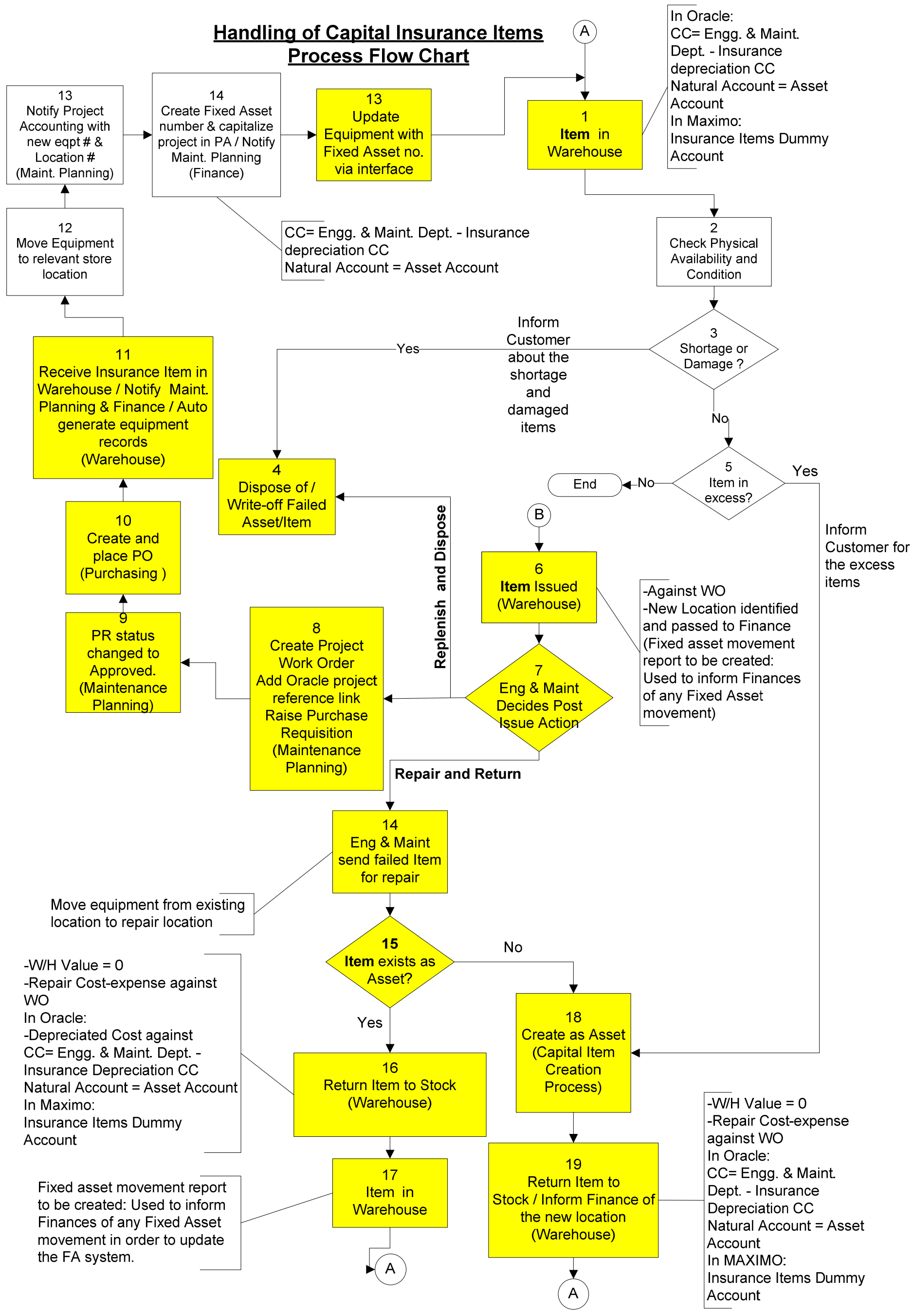
21.6 Records

- CCAR for new Insurance and Capital Items.
- Inventory records for Insurance and Capital Items.
- Fixed Assets (Oracle).
- Asset (Maximo).
- Equipment Tag/ Location

21.7 Notes

- Direct Charge Capital Items shall never be marked as Capitalized since these have to capitalize after installation.
- Stocked Capital items are to be capitalized against GL Debit account (??-00000-123522-00-000000-000-000) provided by Finance Fixed assets

22. Handling of Capital Insurance Items Process



22.1 Purpose

To define the methodology and responsibilities for the Insurance Stock Items those are capital assets

22.2 Scope
All stock items that are labelled as insurance and capital.

22.3 Owner
Department Manager

22.4 Auditing Team Members
- Department Manager (Chairman)
- Department Team Leader

22.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Insurance item exists in Warehouse.			In Oracle fixed assets: CC= Engg. & Maint. Dept. - Insurance depreciation CC Natural Account = Asset Account In MAXIMO: Insurance Items Dummy Account: Site: 99 Cost Centre: 00000 Natural account: 112105 Function: 11 Project no: 999999 FU1: 000 FU2: 000
2/3. Check Physical Availability and Condition. Inform customer if there is shortage or damage.	Warehouse		Customer to decide if procurement action is required for the shortage or damaged items.
4. Dispose of / Write-off Failed Asset/Item.	Maintenance Planning / Finance		Move the equipment record (asset) to salvage location in MAXIMO by Maintenance Planning. Inform Finance to update their Fixed Asset System.

Stage	Action By	Status	Remarks
5. Inform Customer if there is excess in the existing stock.	Warehouse		
6. Item Issued for maintenance work.	Warehouse		-Against WO -New Location identified and passed to Finance
7. Decide Post Issue Action. (Replenish & dispose old item Or Repair old item & return)	Eng. & Maint. Section		
8. Raise PR (Purchase Requisition) if the item is to be re-ordered.	Inventory Controller	WAPPR	-Inventory Controller shall confirm procurement action from End User before taking action.
9. Create and place PO.	Purchasing	APPR	Follow the Purchasing Processes starting with the Request for Quotation – Purchasing Specialist Assignment.
10. Receive Insurance Item in Warehouse.	Warehouse	COMP	Warehouse shall not issue item(s) user until Capital status is toggled
Inventory Control team shall toggle the Item Capitalization status to send Capital Item cost to Oracle Financials	Commercial		Notify Finance to transfer the amounts to Fixed Assests
11. Create Fixed Asset Number. Notify Maintenance Planning	Finance		CC= Engg. & Maint. Dept. - Insurance depreciation CC Natural Account = Asset Account
12. Create Equipment & update with Fixed Asset number.	Maintenance Planning		Required only when new Equipment is to be installed.
13. Send failed/old Insurance Item for repair.	Engg. & Maint. Section		Move equipment from plant location to repair location in Maximo by Maintenance Planning.
14. Repaired item to be returned to Storeroom?	Maintenance Planning		Create Return Request to move the repaired Item to Storeroom.

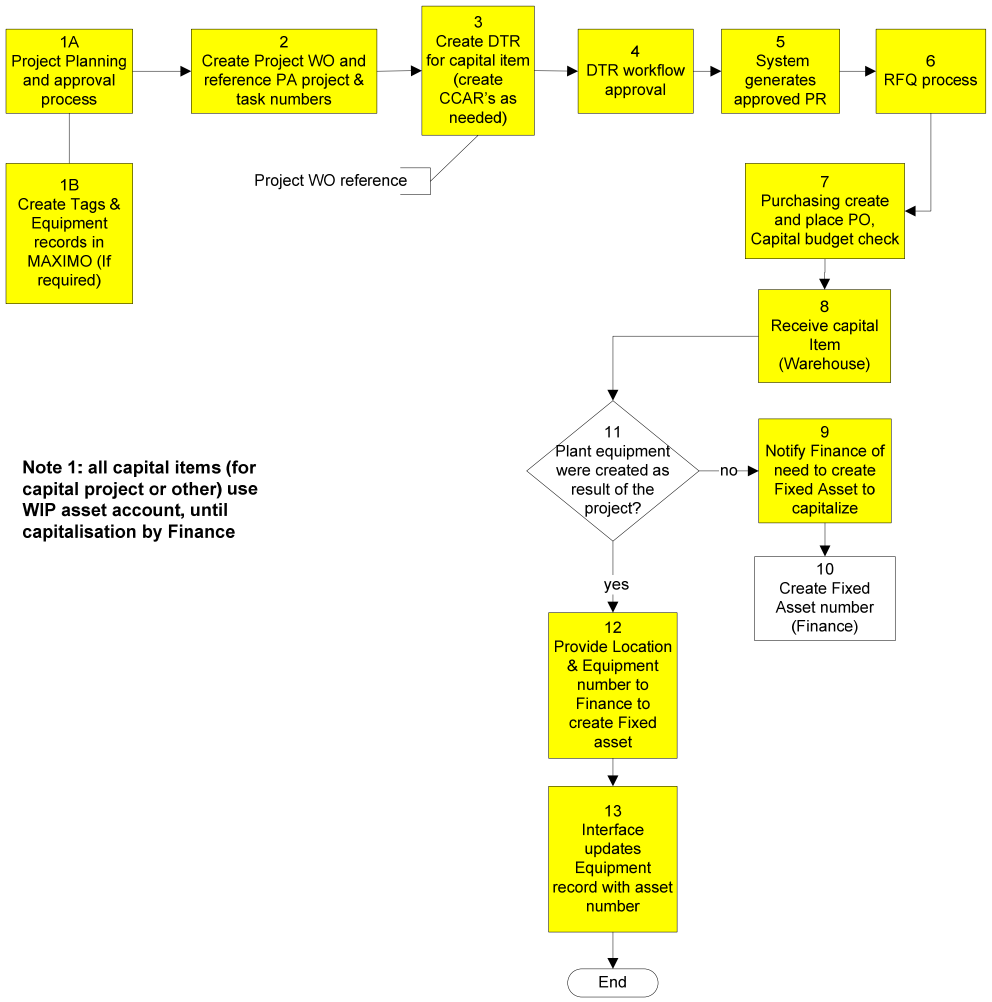
Stage	Action By	Status	Remarks
15. If yes, Return Item to Warehouse. Notify Finance of the new location of the asset (Storeroom).	Engg. & Maint. Section		-W/H Value = 0 -Repair Cost-expense against WO In Oracle: -Depreciated Cost against CC= Engg. & Maint. Dept. - Insurance Depreciation CC Natural Account = Asset Account In Maximo: Insurance Items Dummy Account
16. Item In Store. Update Fixed Asset System by Finance.	Warehouse / Finance		In Oracle: -Depreciated Cost against CC= Engg. & Maint. Dept. - Insurance Depreciation CC Natural Account = Asset Account In Maximo: Insurance Items Dummy Account Fixed Asset Movement Report to be sent to Finance weekly.
17. If No, Create as Asset.	Maintenance Planning		Follow **Capital Item Creation Process (Scenario 2)**
18. Return Item to Stock.	Warehouse		-W/H Value = 0 -Repair Cost-expense against WO In Oracle: CC= Engg. & Maint. Dept. - Insurance Depreciation CC Natural Account = Asset Account In MAXIMO: Insurance Items Dummy Account

22.6 Records

- Work Orders (demanding Insurance items).
- PR (Purchase Requisitions).
- RFQ (Request for Quotation)
- PO (Purchase Orders).
- CCAR (Catalogue Creation & Amendment Request).
- Item Return Requests.
- Asset Records (Maximo).
- Fixed Assets Records (Oracle).
- Material Receipts

23. Handling of Normal Capital Items Process (Non-Insurance)

Handling of Normal Capital Items (Detailed)
Process Flow Chart



23.1 Purpose

To establish the procedure for handling normal capital items (non-insurance stock items).

23.2 Scope

All capital items, those are non-insurance stock.

23.3 Owner

Department Manager

23.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, QA & SS

23.5 Process Stages (Including Responsibilities)

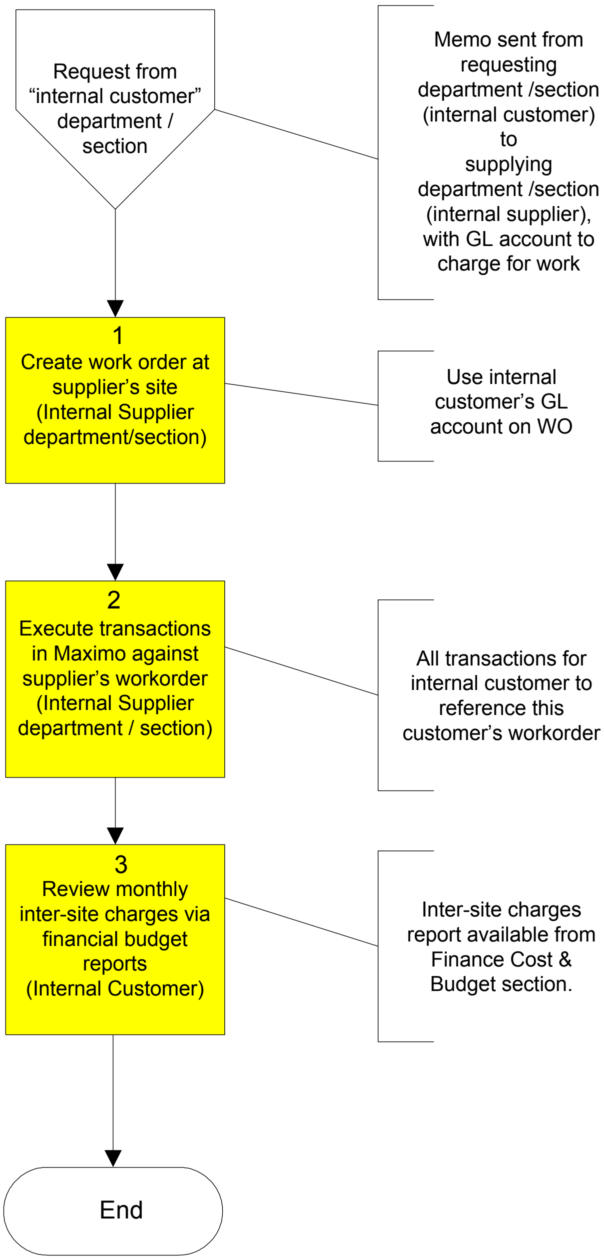
Stage	Action By	Status	Remarks
1A. Project Planning and approval process including Capital budget approval by Finance.	Engineering Services		
1B. Create Tags & equipment records in MAXIMO if the project will result in new plant assets.	Engineering Services		
2. Create Project Work Order and reference PA project & task numbers.	Engineering Services		
3. Raise DTR to request the capital items. Ensure the correct Project Work Order and GL is entered.	Engineering Services		Request to add item in the Catalogue if it doesn't exist using the CCAR application. Identify item as capital. Site= Site code CC=Dept. Cost Centre Function code= "11" Reference Project WO. FU1 & FU2= "000"
4. DTR Workflow approval	Management		
5. Create approved Purchase Requisition (PR) for the Capital items.	MAXIMO	APPR	Capital Budget check is done by MAXIMO.
6. Request For Quotation (RFQ).	Purchasing		**Request for Quotation – Purchasing Specialist Assignment Process**
7. Create and place PO.	Purchasing	APPR	
8. Receive capital Item in Warehouse (Physically). Issue the item to the requestor.	Warehouse		Capital Budget check is done by MAXIMO.

Stage	Action By	Status	Remarks
9. Plant equipment was created as result of the project.	Engineering Services		
10. Notify Finance of need to create Fixed Asset to capitalize and the location/tag of each asset (equipment).	Engineering Services		
11. Create Fixed Asset number.	Finance		Fixed asset number report to be created: to inform Warehouse & customer of the FA numbers allocated
12. If yes, Enter Fixed Asset number in the related equipment record.	Engineering Services		
13. ORACLE-PA/MAXIMO interface updates Equipment records with relevant Asset numbers.			

23.6 Records

- DTR (Desktop Requisitions)
- PR (Purchase Requisitions)
- RFQ (Request or Quotations)
- PO (Purchase Orders)
- CCAR (Catalogue Creation & Amendment Request)
- Locations
- Equipment
- Fixed asset numbers

24. Internal Recoverable Jobs (Internal to KNPC)



24.1 Purpose

To establish the procedure for handling internal recoverable jobs (inter-department or inter-refinery) where one department / section requests services or labor from another department or section, across site boundaries.

For example MAB Rotating Maintenance request provision of contracted manpower to be supplied by SHU Rotating Maintenance contract (In this example, MAB will be referred to as the "internal customer", and SHU is referred to as the "internal supplier".)

24.2 Scope

All internal recoverable jobs excluding recoverable from third parties.

24.3 Owner

Department Manager

24.4 Auditing Team Members

- Department Manager (Chairman)
- Department Team Leader

24.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside Maximo: Request for recoverable work is initiated by one department (internal customer), and request via memo is sent to the supplying department (internal supplier).	Internal Customer Department / section		
1. Create Work Order on internal supplier's site and reference GL account of customer.	Internal Supplier Department /section		This reference work order will be used in all future transactions, for example on any contract release, any DTR, timesheets, etc.
2. Internal Supplier executes work referencing same work order. All transactions are automatically charged against the internal customer's account, based on the work order GL debit account.	Internal Supplier Department /section		
3. Internal Customer reviews monthly charges from supplier site via financial budget reports, provided by Cost& Budget section, showing all transactions per month charged from another site.	Internal Customer Department / section		This report is available in Oracle Financial system, from Finance Cost & Budget Section, on request.

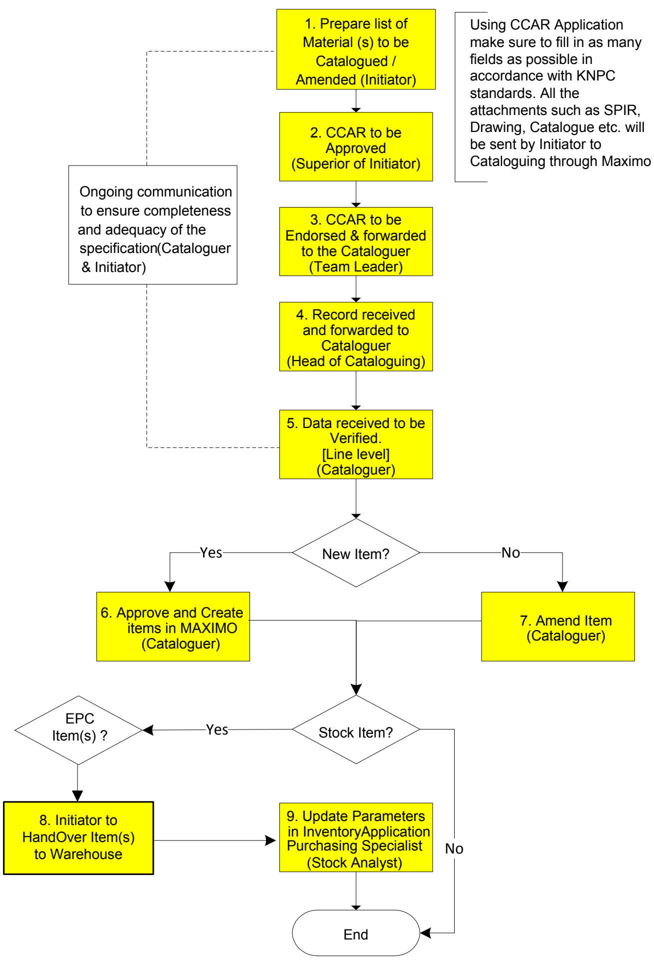
24.6 Records

- Work Orders and related transactions referencing the work order.
- Inventory Usage records

Commercial related Business Processes

25. Item and Inventory Creation and Amendment Process (CCAR)

Item Creation and Amendment Process Flow Chart



25.1 Purpose

To define methodology to create and amend Items.

25.2 Scope

No demands can be created without an item in the Item Master and therefore all items must be created via this process if they not in the Item Master.

25.3 Owner

Department Manager

25.4 Auditing Team Members

- Department Manager (Chairman)/ Item Setup/ Review Committee
- Department Team Leader
- Team Leader, Procurement
- Team Leader, QA & SS

25.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: CCAR			
1. Create a CCAR record listing material(s) to be created as catalogued Items, or amended and attach available support documentation.	Initiator (Customer)	WAPPR	The cataloguing of new Item does NOT mean that the Item must be Stocked. The initiator should specify whether the Item being requested to be Stocked. He/ she has to specify a demand pattern in the specified area. Requestors contact information should be included. Make sure to fill as many fields as possible in CCAR Application in accordance with KNPC standards. Additional Documents may include – SPIR, Project document, management memo, etc. Each line on the CCAR has to be verified for completeness and adequacy of specification, duplication of existing Catalogue items, Line management approval and an estimated value.
2. CCAR to be Approved.	Superior of Initiator (Sr. Engineer)	APPR	
3. CCAR to be Endorsed & forwarded to the Cataloguing department.	Team Leader (Initiator)	ENDORSED	
4. Record to be allocated to a cataloguer.	Sr. Cataloguing Engineer	ENDORSED/ INPRG	Routing of CCAR to assigned Cataloguing Engineer/ Inventory Controller changes status
5. Each line on the request has to be verified for completeness and adequacy of specification.	Cataloguer	INPRG	Each line has to be accepted by cataloguer and if rejected reason is to be given in the memo/remark field. If line is not accepted tick Item not to be created box. There will be ongoing communication between the Cataloguer and Initiator during this step in the process.

Stage	Action By	Status	Remarks
MAXIMO Application: Item Master			
6. Approved items are created in MAXIMO upon clicking on 'Create Item' button on each line.	Cataloguer	INPRG	Item details must to be specified in MAXIMO Item Master. Catalogue Engineer should ensure that all the details are correctly transferred to Item Master & Inventory. If the items are identified as to be supplied by EPC Contractor, CCAR will be forwarded to Initiator
7. Amend Item	Cataloguer	COMPL	Update records in MAXIMO.
8. Initiator prepares handover note and delivers the items to Warehouse	Initiator	INPRG	After handover of items to WH initiator will confirm in the system to route the assignment to Commercial dept. for further action.
MAXIMO Application: Inventory Application			
9. Updating Inventory Parameters	Purchasing Specialist (Stock Analyst)	COMPL	This action to ensure correct re-order parameters are in Inventory This action will be for Stock Items only.

25.6 Records

- Catalogue Creation and Amendment Request (CCAR)
- Item Master
- Inventory
- CCAR Report

25.7 Notes:

Completion of amendment CCAR record will update Item and Inventory parameters along with the open PR/ RFQ/ PO records. Fields included are:

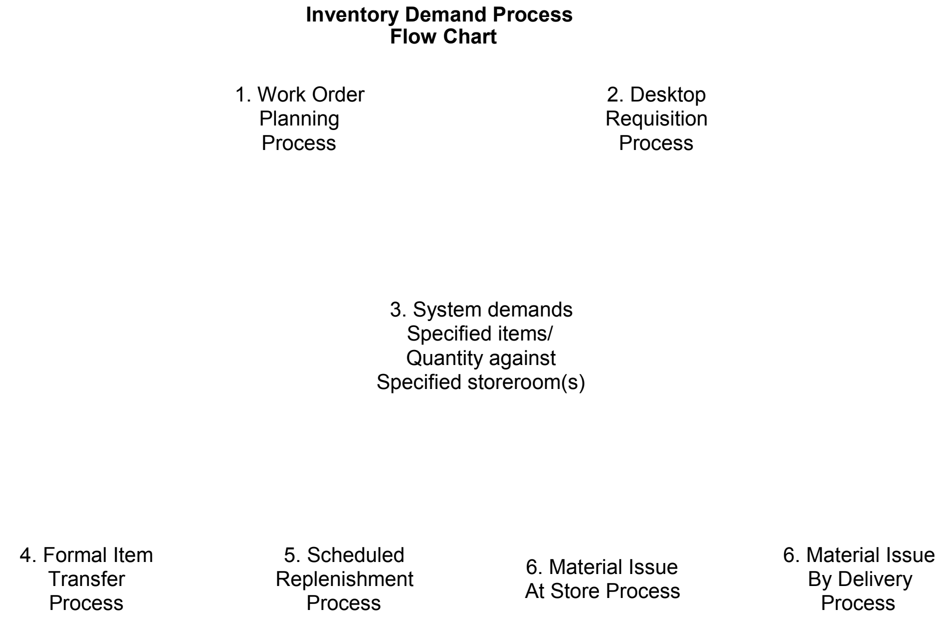
1. Item – Long description
2. Item – VEC Class, VEC Sub Class
3. Item – Add to Storeroom
4. Item – Attached Documents
5. Inventory – Manufacturer
6. Inventory – Primary Vendor
7. Inventory – Stock Category

Open PR: PR not converted to PO
Open RFQ: RFQ not published on CWP or RFQ Status earlier than SENT
Open PO: PO not issued to Vendor, (status = WAPPR, APPR or ISSUE)

While attaching new document(s) to Item Amendment line make sure that the record is saved after creating each and every attachment

Before creating new attachment for KNPC Standards make sure that it does not exist in the Maximo Document library, else create link using already uploaded document from the library

26. Inventory Demand Process



26.1 Purpose

To display the methodology how demand can be created against a storeroom.

26.2 Scope

All Stock & Direct Charge item demand creation & fulfillment processes.

26.3 Owner

Department Manager

26.4 Auditing Team Members

- Department Manager (Chairman)
- Department Team Leader

26.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Work Order			
1. From **Work Order Planning Process**			• At Work Order planning stage a Report should be run to identify situation where the material required date is less than the material lead time. • For Additional Material after approval of Work Order, a Report should be run to identify situation where the material required date is less than the material lead time.

Stage	Action By	Status	Remarks
MAXIMO Application: Desktop Requisition			
2. From **Desktop Requisition Process**			• At DTR planning stage a Report should be run to identify situation where the material required date is less than the material lead-time.
MAXIMO Application: Inventory			
3. System demands specified items/Quantity against specified storeroom(s)	System	N/A	
4. To **Formal Item Transfer Process**			
5. To **Scheduled Replenishment Process** and **MAXIMO Re-Order Functionality Process**			
6. To **Material Issue at Store Process** and **Material Issue by Delivery Process**			

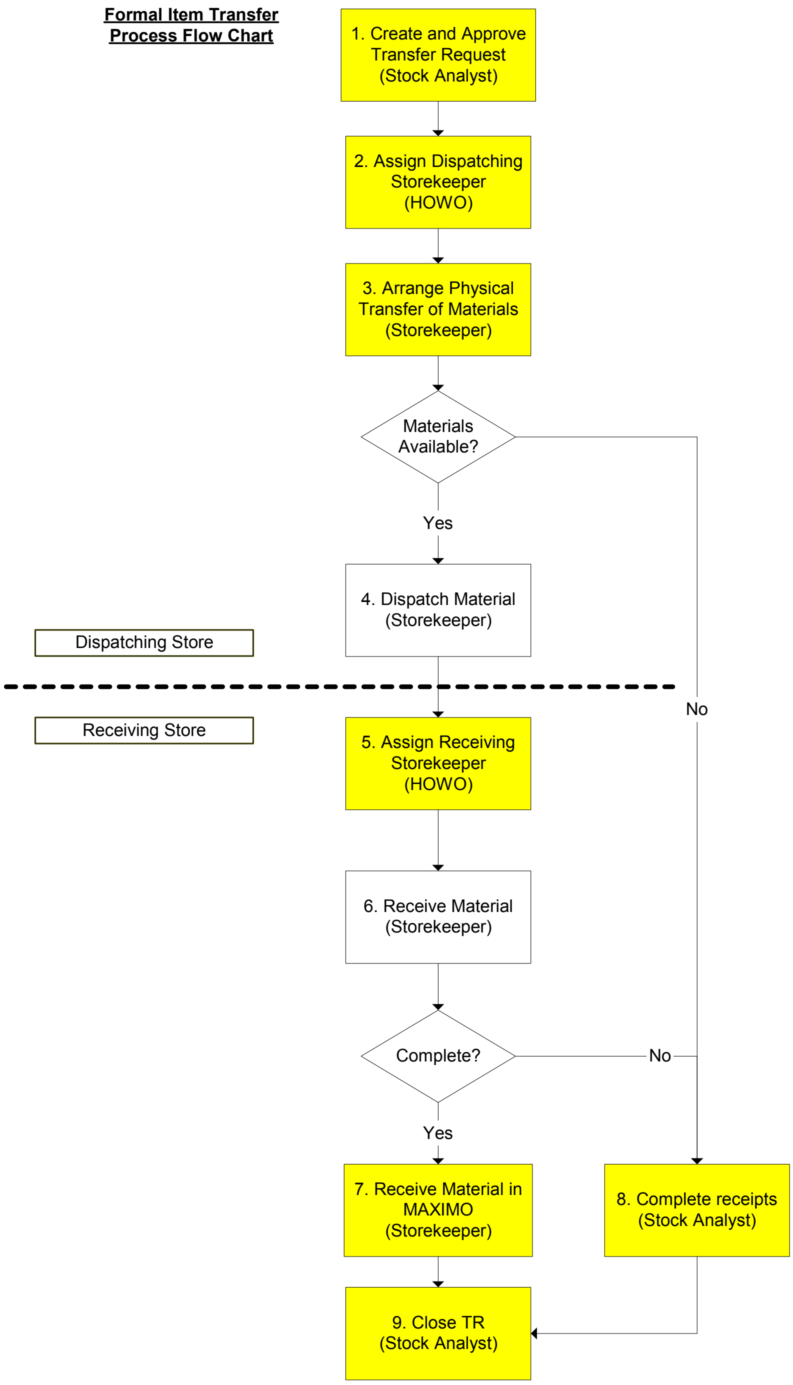
26.6 Records

- Work Order
- Inventory
- Transfer Request
- Desktop Requisition
- Item Reservation
- Issues and Transfer

Notes:

- *The Material Demand not satisfied/ collected within 90 days of the required date is automatically dropped by the system. However, the demand can be rescheduled by amending the Schedule Start date on Work Order record.*
- *It is very important to note that item reservation created by DTR alone cannot be rescheduled*
- *Material demand, even if marked Hard Reserved, is not considered while running reorder after the Required Date has elapsed*
- *Soft reservations are not included in re-order by default, if the item is to ordered based on Soft reserved quantity the 'Consider Soft reservations' needs to checked while running reorder*
- *End User shall be encouraged to run Reservation due for dropping report to list all the reservations that will be removed from system in the following week*

27. Formal Item Transfer Process



27.1 Purpose

This process facilitates a formal transfer of material within KNPC stores.

27.2 Scope

Customers create demands on their own Refinery store; Purchasing Specialist (Stock Analyst) s will transfer materials between stores to meet demands.

27.3 Owner

Department Manager

27.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Warehouses
- Team Leader, Procurement
- Team Leader, QA & SS

27.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Transfer Request			
1. Create and Approve Transfer Request	Purchasing Specialist (Stock Analyst/ Warehouse Supervisor)	WAPPR	
2. Assign Dispatching Storekeeper	Head of Warehouse Operations – Dispatching Store	APPR	Use Workflow
3. Arrange Physical Transfer of Materials	Storekeeper	APPR	Use Workflow
MAXIMO Application: Outside MAXIMO			
4. Dispatch Material	Storekeeper	SHIPPED	When the Material is Available
MAXIMO Application: Transfer Request			
5. Assign Receiving Storekeeper	Head of Warehouse Operations – Receiving Store	SHIPPED	Use Workflow
MAXIMO Application: Outside MAXIMO			
6. Receive Material	Storekeeper	N/A	
MAXIMO Application: Shipment Receiving			
7. Receive Material in MAXIMO	Storekeeper	COMP	
8. Complete receipts	Purchasing Specialist (Stock Analyst)	COMP	When the Material is not Available or Partially Available
9. Close TR	Purchasing Specialist (Stock Analyst)	CLOSE	

27.6 Records

- Inventory Usage, Type = Transfer (TR)
- Shipment Receiving
- Inventory Balances

28. Informal Item Transfer Process

Informal Item Transfer Process Flow Chart

1. Open Inventory Application (Warehouse Supervisor)

2. Select "Transfer Current Item" option from the Actions menu (Warehouse Supervisor)

Include Store, Bin, LOT (If this item is lotted) , and **Memo**

3. Fill out the relevant Information in the dialog Box (Warehouse Supervision)

4. Click On "OK" once satisfied with the information (Warehouse Supervisor)

5. Quantity automatically Transferred

28.1 Purpose

This process facilitates an informal transfer of material within the same store.

28.2 Scope

The transfer materials within store to change bins and lots.

28.3 Owner

Department Manager

28.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Warehouses
- Team Leader, Procurement
- Team Leader, QA & SS

28.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Inventory			
1. Open Material Control Application	Warehouse Supervisor	N/A	
2. Select "Transfer Current Item" option from the Actions menu	Warehouse Supervisor	N/A	
3. Fill out the relevant information in the Dialog Box	Warehouse Supervisor	N/A	Include Store, Bin, LOT (If this item is lotted) and Memo (reason for Transfer) which is recorded for future reference.
4. Click on the "OK" when satisfied with the information	Warehouse Supervisor	N/A	
5. Quantity automatically Transferred		N/A	

28.6 Records

- Inventory
- Inventory Balances

Note:

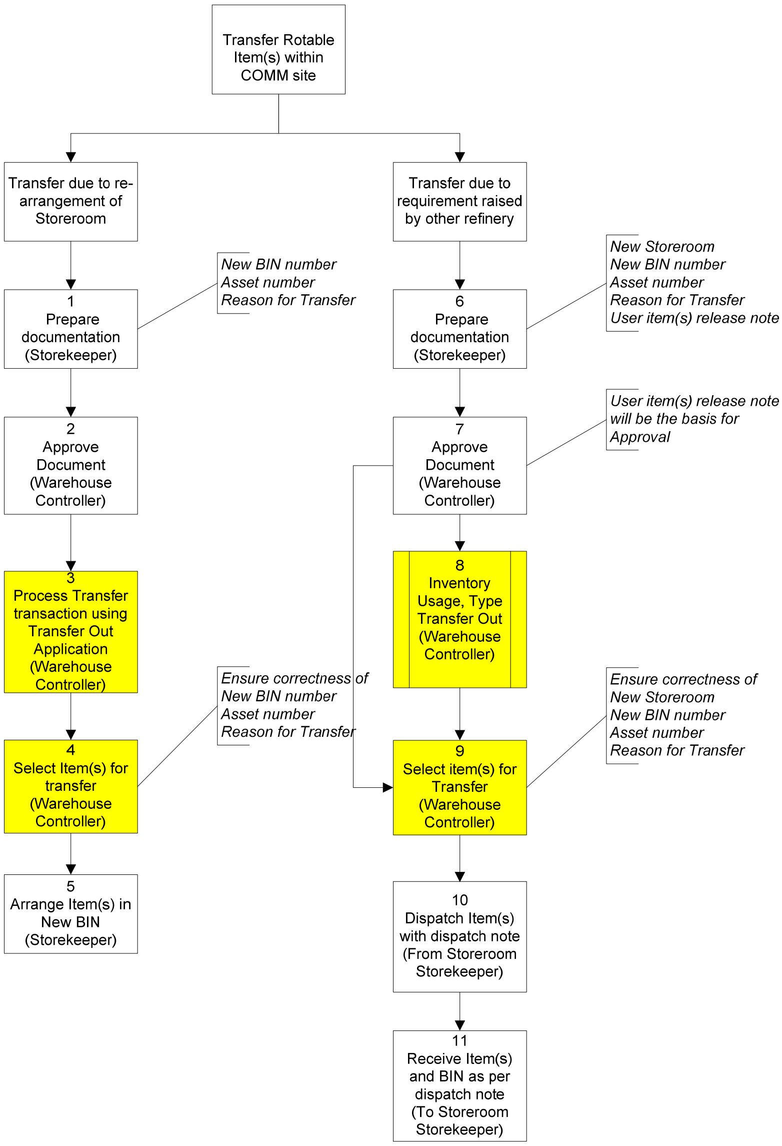
This process can be used only for non-rotable and non-consignment items.

29. Transfer of Rotable items with in COMM site.

Following procedure has to be followed for transferring the Rotable Items (Assets) from

a. One BIN to another within the same storeroom.
b. From one storeroom to another storeroom.

Transfer of Rotable Itemson COMM Site



29.1 Purpose

This process facilitates transfer of Rotable items within COMM site.

29.2 Scope

Need for transfer of Rotable Items (Asset) may arise due to the following

a. Warehouse personnel need to re-arrange the floor/ bin
b. Refinery user creates a demand for Rotating Items that happens to be available in other Storeroom.

29.3 Owner

Department Manager

29.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Warehouses
- Team Leader, Procurement
- Team Leader, QA & SS

29.5 Process Stages (including responsibilities)

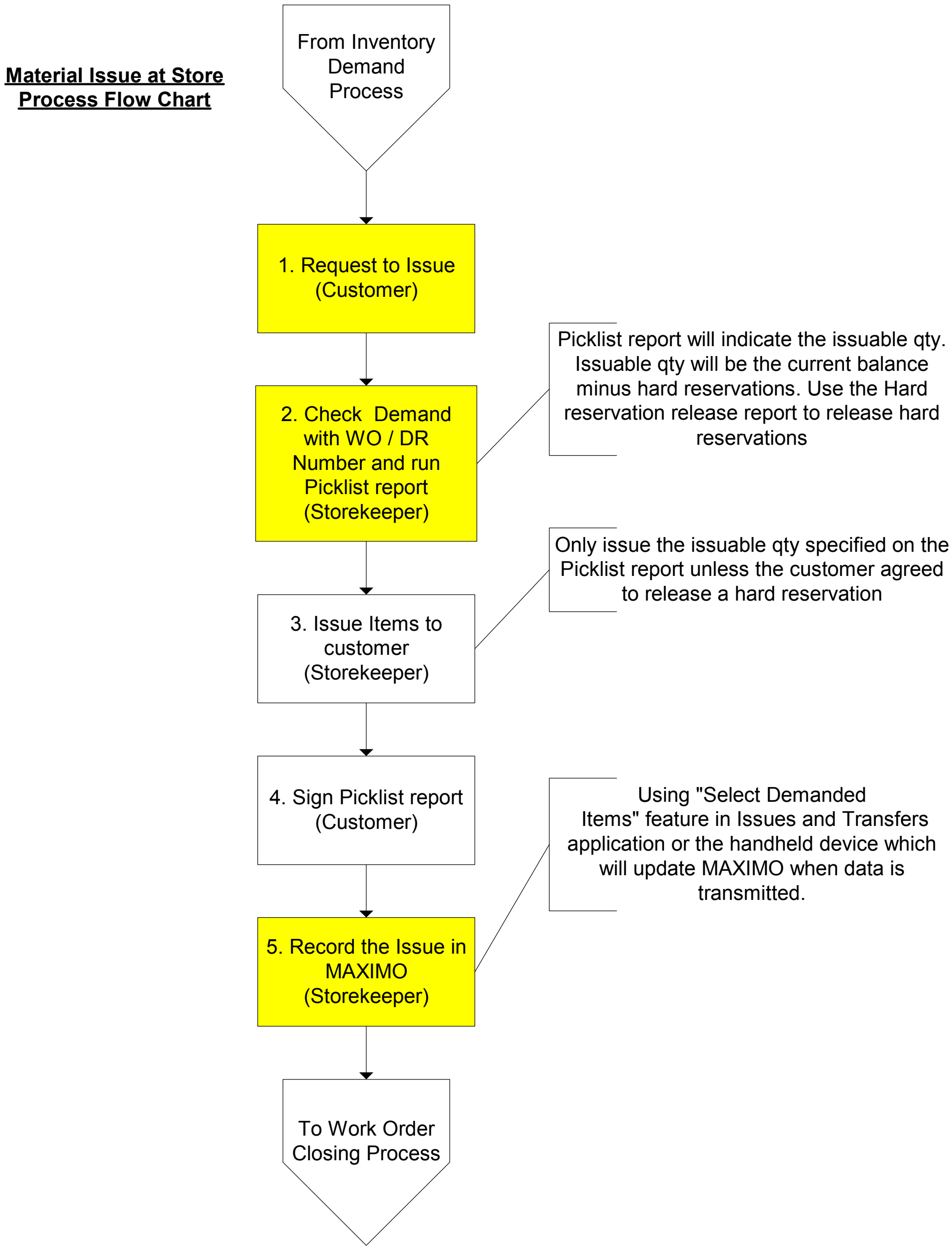
Stage	Action By	Status	Remarks
MAXIMO Application: Outside MAXIMO			
1. Prepare documentation to transfer rotable item(s) from one BIN to another	Storekeeper	N/A	The document will have **old** and **new** BIN numbers with justification for transfer.
2. Approve Document for Transfer	Head of Warehouse Operations		The document will be approved by Warehouse Controller.
MAXIMO Application: Inventory Usage, Type = 'Transfer Out'			
3. Select Item(s) for Transfer	Head of Warehouse Operations	N/A	The list will bring only Rotable items with balance>0
4. Choose relevant item(s) from the list	Head of Warehouse Operations	N/A	Clicking on OK button will copy selected items to Transfer Out screen
Fill required details • To Storeroom • To BIN • Rotating Asset	Head of Warehouse Operations	N/A	To Storeroom in this case will be same as From Storeroom. Ensure all data are correct as per approval. Save the record.
MAXIMO Application: Outside MAXIMO			
5. Arrange Physical Transfer of item(s)	Storekeeper	N/A	
MAXIMO Application: Outside MAXIMO (When the Item is Available in another Storeroom)			
6. Prepare documentation to transfer rotable item(s) from one Storeroom to another	Storekeeper	N/A	The document will have **old** and **new** Storerooms, BIN numbers with justification for transfer and End User's item(s) release note.
7. Approve Document for Transfer	Head of Warehouse Operations		The document will be approved by Warehouse Controller. End User's item(s) release note will be the basis for Approval.
MAXIMO Application: Transfer Out			

Stage	Action By	Status	Remarks
8. Select Item(s) for Transfer	Head of Warehouse Operations	N/A	The list will bring only Rotable items with balance>0
9. Choose relevant item(s) from the list	Head of Warehouse Operations	N/A	Clicking on OK button will copy selected items to Transfer Out screen
Fill required details • To Storeroom • To BIN • Rotating Asset	Head of Warehouse Operations	N/A	To Storeroom in this case will be the Storeroom to which item(s) are to be transferred. Ensure all data are correct as per approval. Save the record.
MAXIMO Application: Outside MAXIMO			
10. Dispatch Item(s)	Storekeeper (From Storeroom)	N/A	Prepare dispatch note with details • To Storeroom • BIN number • Rotating Asset
11. Receive Item(s)	Storekeeper (To Storeroom)	N/A	Receive and BIN item(s) as per dispatch note

29.6 Records

- Inventory Usage, Type = Transfer
- Asset
- Inventory
- Inventory Balances

30. Material Issue at Store Process



30.1 Purpose

To define the process of issuing material to satisfy the demand.

30.2 Scope

All stock material from approved demand to issuing of the material.

30.3 Owner

Department Manager

30.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Warehouses
- Team Leader, QA & SS

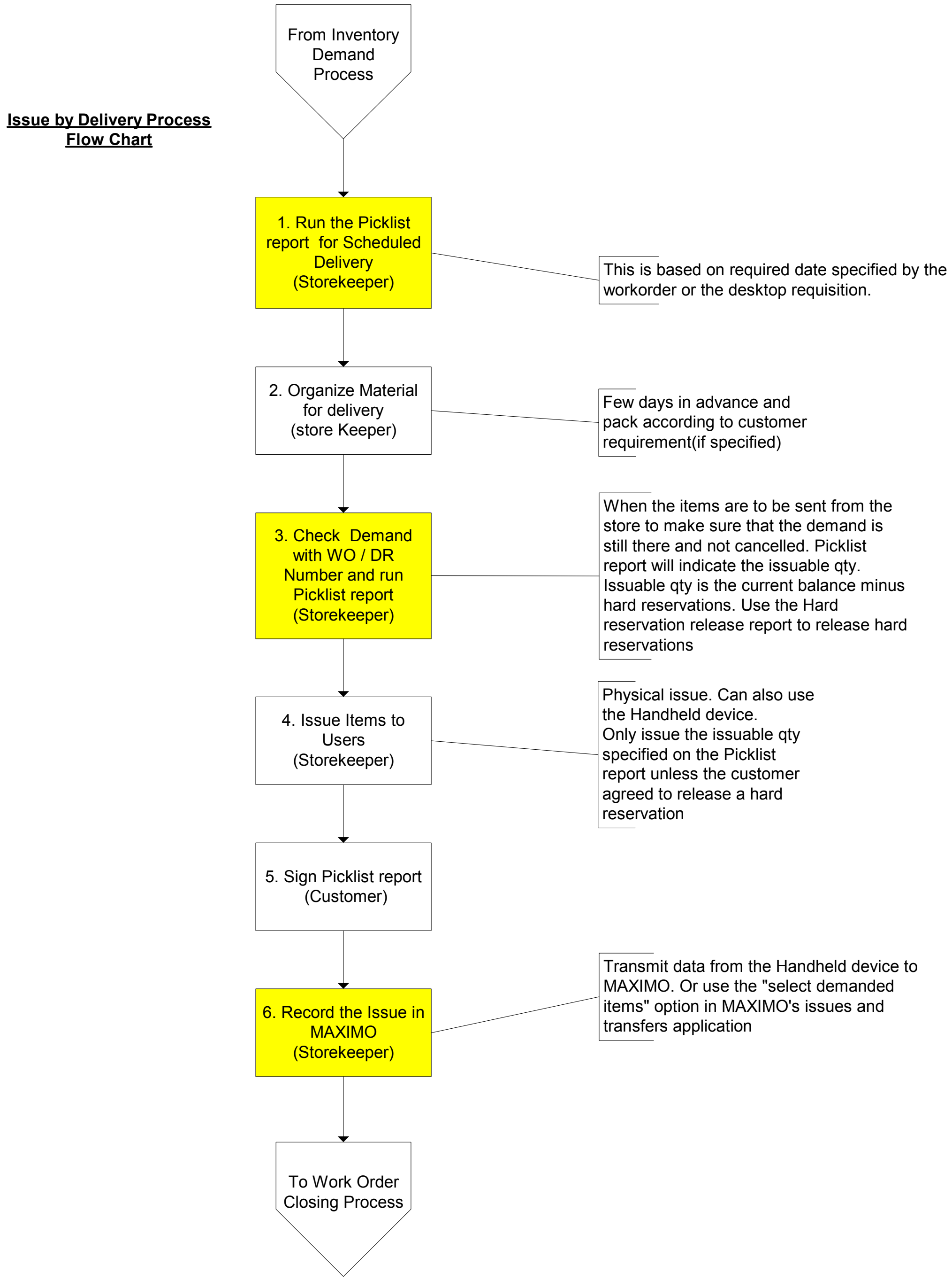
30.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Issues and Transfers			
From **Inventory Demand Process**			
1. Request to issue	Customer	N/A	
2. Check demands with WO/DR number and run the Pick list report	Storekeeper	N/A	Pick list report will indicate the issue able qty. Issue able qty will be the current balance minus hard reservations.
3. Obtain Approval For Hard Reserved	Customer	N/A	
4. Create Inventory Usage, Type = Issue	Storekeeper	WAPPR	Items shall be copied by clicking on Select Reserved Items button
5. Issue items to Customer	Storekeeper	COMPL	Only issue the issue able qty specified on the Pick list report unless the customer agreed to release a hard reservation
6. Sign Pick list Report	Customer	N/A	The person's labor code must be registered in MAXIMO.
7. Record the actual issue in MAXIMO	Storekeeper	N/A	If the Handheld barcode device is used for this function then a sync will record the actuals in MAXIMO
To **Work Order Closing Process**			

30.6 Records

- Inventory Usage, Type = Issue
- Pick list Report
- Inventory Balances
- Item Reservations
- Desktop Requisition
- Work Order
- Hard reservations release report

31. Material Issue by Delivery Process



31.1 Purpose

To define the process of delivery of material at the customer defined delivery location.

31.2 Scope

Applicable to all material that needs to be delivered from approved demand to physical delivery.

31.3 Owner

Department Manager

31.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Warehouses
- Team Leader, Maintenance Planning
- Team Leader, QA & SS

31.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Issues and Transfers			
From **Inventory Demand Process**			
1. Run the pick list report for scheduled delivery	Storekeeper	N/A	Required date and delivery location to be specified by Work Order or Desktop Requisition.
2. Organize material for delivery	Storekeeper	N/A	Pack this according to requirement
3. Check demand with WO / DR number and run the pick list report for individual demands to be delivered	Storekeeper	N/A	This is done just before the items have to be dispatched form the store just to make sure that the demand is still valid and has not been cancelled. Pick list report will indicate the issue able qty. Issuable qty will be the current balance minus hard reservations.
4. Create Inventory Usage, Type = Issue	Storekeeper	WAPPR	Items shall be copied by clicking on Select Reserved Items button
5. Issue the items to the user	Storekeeper	APPR	If this is a specified hand over location at site and the actual user is not available; the person taking the delivery has to be issued this material on behalf of the requestor. Using the handheld device the material can be issued and update later on the system. Only issue the issue able qty specified on the Pick list report.
6. Sign the Pick list report	Customer	N/A	The person accepting the material on behalf of the requestor could also sign this. It has to be signed as proof of acceptance
7. Record the issue in MAXIMO	Storekeeper	COMPL	If handheld was used a sync will update MAXIMO with the issues. Or using the issues and transfers application.
To **Work Order Closing Process**			

31.6 Records

- Inventory Usage, Type = Issue
- Pick list report
- Inventory Balances
- Item Reservation
- Work Order
- Desktop Requisition

32. Sale of Material Process

Sale or Loan of Material Process Flow Chart

1. The Sale / Loan authorization document is received from Purchasing.

2. Open DR and Insert record

3. Make sure to list all items

Use specific GL Account provided by the Stock Analyst

4. Approve the Record via Workflow and Notify Storekeeper to Proceed

Notifying the storekeeper is a manual function

Print Picklist Report. Choosing the Issue type as Sale/loan

5. Issue the Material from MAXIMO

Obtain Signature from Receiver on Picklist Report

6. Physically Issue the Material

7. Change the DR Status to 'CLOSE'

32.1 Purpose

To define the methodology for the loan or sale of material.

32.2 Scope

From the identification of material that needs to be sold or loaned to the dispatching of the material.

32.3 Owner

Department Manager

32.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Warehouses
- Team Leader, Procurement
- Team Leader, Mangement Accounts
- Team Leader, QA & SS

32.5 Process Stages (Including Responsibilities)

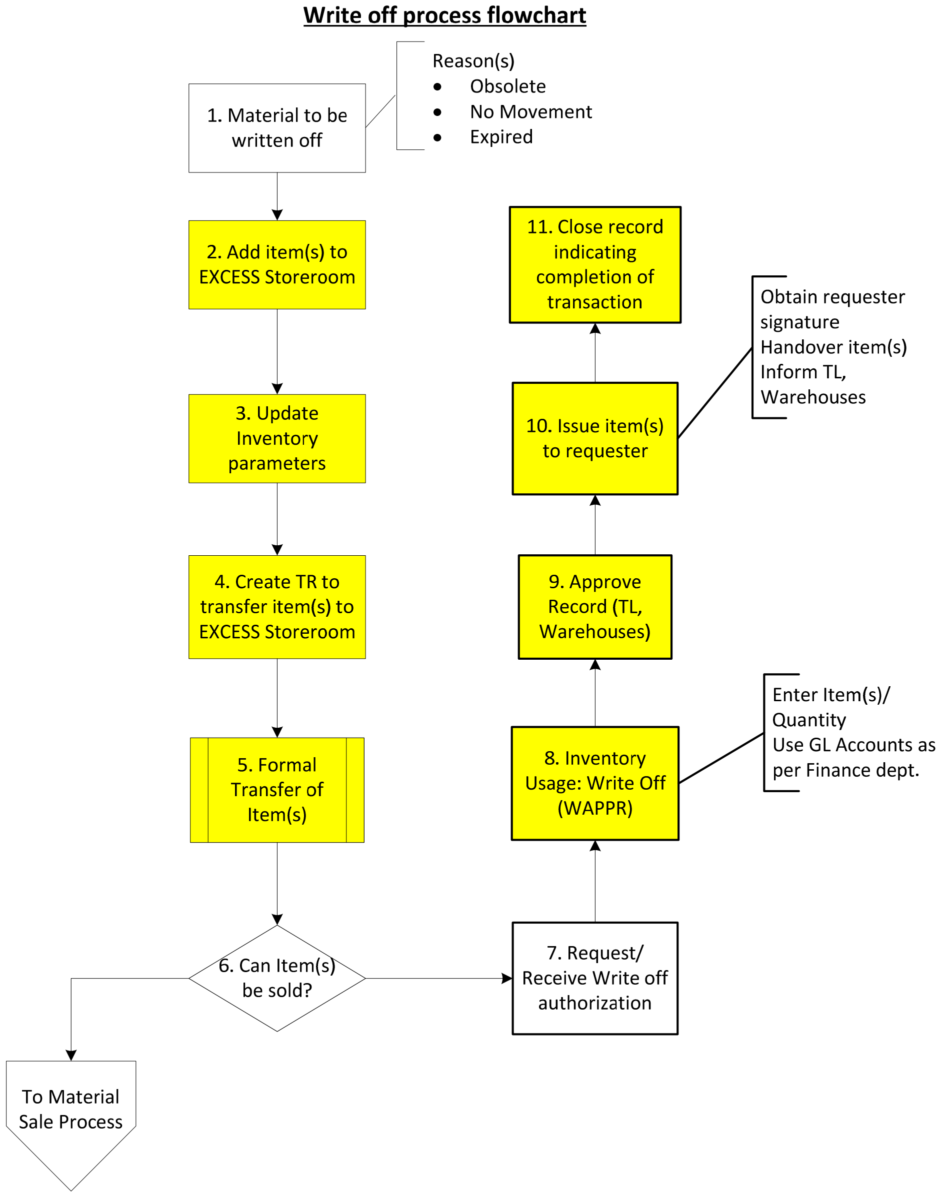
Stage	Action By	Status	Remarks
Outside MAXIMO			
1. The Sale authorization document is received from Purchasing.	Purchasing Specialist (Stock Analyst)	N/A	Need to provide GL Account and Approval (as per DFA) to applicable Warehouse.
MAXIMO Application: Inventory Usage			
2. Open Inventory Usage application and insert a new record, type = 'Sale'	Head of Warehouse Operations	WAPPR	
3. Enter the relevant Items and quantities on the Material section.	Head of Warehouse Operations	WAPPR	Use the specified GL Account provided by Management Accounting.
4. Approve the record and notify the Storekeeper to proceed with delivering the Items.	Team Leader Warehouse	APPR	Notify Storekeeper.
5. Open the Inventory Usage record and prepare item(s) for issue	Storekeeper	APPR	
MAXIMO Application: Outside MAXIMO.			
6. Physically Issue the Items to the Requestor.	Storekeeper	COMPLETE	Obtain Signature from Receiver on Pick list Report. Notify the Head of Warehouse Operations and Purchasing Specialist (Stock Analyst) the material has been issued.
MAXIMO Application: Inventory Usage			
7. Change the Status of the DR for the sale to CLOSE.	Head of Warehouse Operations	CLOSE	This is important, as completing the Issue transaction does not automatically close the DR. The DR should be routed in workflow for Closure.

32.6 Records

- Inventory Usage
- Sale documents
- Issues and Transfers

- Pick list Report

33. Material Write Off



33.1 Purpose

To define the methodology of writing off material.

33.2 Scope

Applicable to all material that have to be written off from the identification of the material to the point where the material is issued from the Excess storeroom.

33.3 Owner

Department Manager

33.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Management Accounts
- Team Leader, Warehouses
- Team Leader, Procurement
- Team Leader, QA & SS

33.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside MAXIMO			
1. Prepare Material to be written off	Purchasing Specialist (Stock Analyst)		Provide the Approval as per DFA to the Warehouse.
MAXIMO Application: Item Master			
2. Add Items to Excess Storeroom	Purchasing Specialist (Stock Analyst)		
MAXIMO Application: Inventory			
3. Update Appropriate Inventory Parameters	Purchasing Specialist (Stock Analyst)		Change Stock Category to Obsolete for Obsolete Items.
MAXIMO Application: Inventory Usage			
4. Create TR to move the items in the system to excess store	Purchasing Specialist (Stock Analyst)	WAPPR	
5. To and From **Formal Item Transfer Process**			
			If the item is to be Written Off, due to obsolescence, it has to be removed from the MAIN storeroom after transferring to EXCESS storeroom.
Outside MAXIMO			
6. Make decision if the Material can be sold or not	Purchasing Specialist (Stock Analyst)		With the necessary analysis the Purchasing Specialist (Stock Analyst) will be able to make this decision and Inform the Storekeeper to take action if to be written off. If Material can be sold.
To **Sale of Material Process**			
Outside MAXIMO			
7. The Write-Off authorization document is received from Purchasing.	Purchasing Specialist (Stock Analyst)	N/A	Need to provide GL Account and Approval (as per DFA) to applicable Warehouse.
MAXIMO Application: Inventory Usage			

Stage	Action By	Status	Remarks
8. Open Inventory Usage application and insert a new record.	Head of Warehouse Operations	WAPPR	Enter all details on the main screen. Type = 'WRITE OFF' Use the specified GL Account. Enter the relevant Items and quantities on the Material section.
9. Approve the record and notify the Storekeeper to proceed with delivering the Items.	Team Leader Warehouse	APPR	Notify Storekeeper.
10. Open the Inventory Usage record	Storekeeper	COMPLETE	Run the Pick list Report, make the appropriate selection criteria entries Obtain Signature from Receiver on Pick list Report. Physically Issue the Items to the Requestor. Notify the Head of Warehouse Operations and Purchasing Specialist (Stock Analyst) the material has been issued.
11. CLOSE the Inventory Usage record	Head of Warehouse Operations	CLOSE	This is important, as completing the Issue transaction does not automatically close the TR

33.6 Records

- Inventory Usage: Transfer Request (TR)
- Write-Off Approval

34. MAXIMO Re-Order Functionality Process

34.1 Purpose

To define the methodology of the Re-Order process.

34.2 Scope

Applicable to all Material in the storeroom that needs to be re-ordered

34.3 Owner

Department Manager

34.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Sr. Eng. Cataloguing & Inventory Control
- Team Leader, QA & SS

34.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Inventory Control			
From **Inventory Demand Process**			
1. Check if the items are marked CONSIGNMENT	Purchasing Specialist (Stock Analyst)	N/A	Verify Consignment Vendor and Consignment LTSA validity
2. Filter items for reorder	Purchasing Specialist (Stock Analyst)	N/A	The Primary Filter will be on a Specific Storeroom. The Secondary filter will be: -Commodity group, -Spec. template, -Specific vendor/mfgr. -Specific supply agreement PO
3. Run Re-order function.	Purchasing Specialist (Stock Analyst)	N/A	**Note:** Consider Supply Agreement Items flag should be checked while running the re-order; else, PR will be generated without LTSA reference.
4. Review Reorder Report	Purchasing Specialist (Stock Analyst)	N/A	
5. Change re-order quantity as required	Purchasing Specialist (Stock Analyst)	N/A	
6. Confirm the quantities and accept the report	Purchasing Specialist (Stock Analyst)	N/A	MAXIMO will now create PRs sorted by Primary Vendor, LTSA. Status (WAPPR)
MAXIMO Application: Purchase Requisition			
7. Search for Generated PRs. Review and approve PRs	Purchasing Specialist (Stock Analyst)	APPR	

Stage	Action By	Status	Remarks
To **Request for Quotation - Purchasing Specialist Assignment**			

34.6 Records

- Inventory
- Purchase Requisition (PR)

Notes:

Safety Stock: This is the minimum stock balance that you want to have on hand at all times. The actual value will be heavily based on how critical the inventory item is to your operation.

Reorder Point (ROP): Reorder point is the balance level at which you want your inventory reorder to take place for the given item. The calculation is a forecast of demand over lead-time plus a calculation of safety stock.

The **ROP** is used to trigger the reorder process for the item based on the following calculation:
Available Balance + Stock on Order =< (Equal to or less than)

(**Available balance** is the current balance - reserved quantity (reserved quantity is the quantity on all approved WO's referencing that item in the given storeroom) - expired stock)
(Stock on order is the quantity on all PR's and PO's for that item at that storeroom where PO/PR status is not closed or cancelled)

Note that when the work order has the "Required by Date" populated for the item the reorder process will not reorder if the SYSDATE + LEADTIME < REQUIREDBYDATE.

Setting the ROP to 0 will still reorder the item if the Available Balance + Stock on Order drop to 0.

If you want to prevent the reorder routine from ordering an item you should classify it as a non-stocked item.

Economic Order Quantity (EOQ): From a Maximo reorder point of view, this is the quantity that will be reordered once the reorder process has been triggered for the item.

EOQ refers to the optimum ordering quantity to keep inventory investments to a minimum. In other words, smaller ordering quantities would keep the inventory down, but would generate higher costs alternatively larger ordering quantities keep costs down but increase the cost of keeping the item in stock.

How this all comes together…

Once safety stock levels are set, the ROP should then be considered.
You can use various inventory reports to gain this information.
Lead Time is the time between approval of the PO for a given item and its receipt date.
Lead time demand is usage during lead time.
"A" is the average number of days in a month = 30.44
(1/1.6)th is the 1.6th root. 1.6 Ö(2 * Std Dev of Lead Time * (Lead Time/A))

Once the ROP is set the next value to be considered is the EOQ.

EOQ = sqrt(2AS / IQ)
sqrt is Square Root of
A = Default Unit Issue Cost picked up from the Inventory Control Main screen as defined from Application Setup-Inventory Options-Defaults Costs-Issue Costs
S= Ordering Cost (This is inputted into the report)

I = Carrying Cost (A Carrying Cost percent is prompted - Carrying costs are calculated at this percent value * Default Issue Cost)
Q = Total usage for the last 365 days.

To calculate EOQ for reordering to the maximum, if you wish to reorder to the maximum level, you can write an EOQ report to set the EOQ according to the MAXIMUM value as follows:

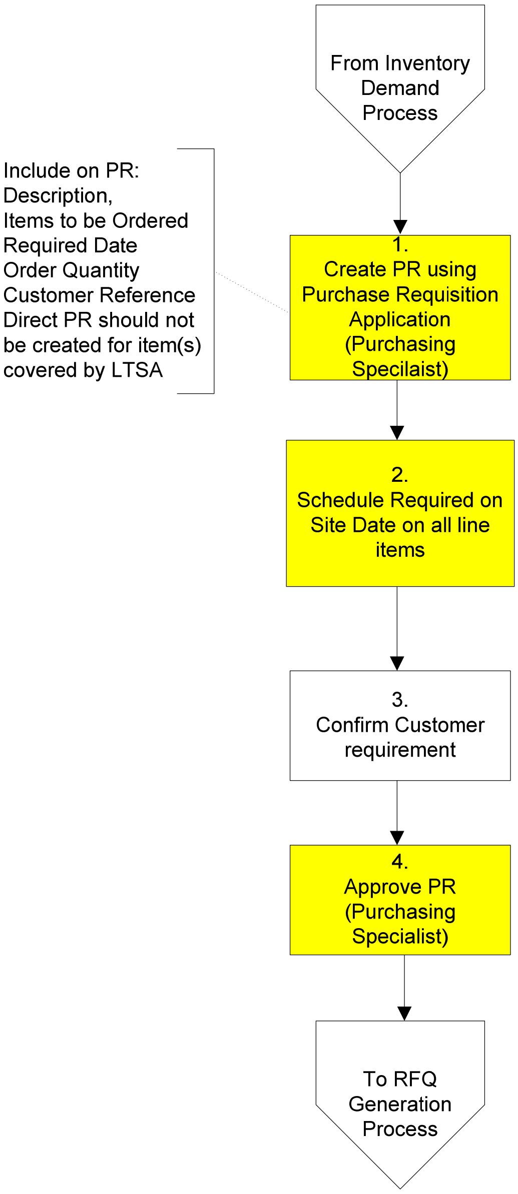
Quantity to be purchased (EOQ) = (MAXIMUM - ROP + Availability) / conversion
rounded EOQ up to the nearest integer
where MAXIMUM = MAXIMUM value to replenish CONSIDERING conversion
AVAILABILITY = (Current Balance + On Order - Reservations - Expired)
Example: ROP = 5, EOQ = 5, Current Balance = 3,
Availability = 3, conversion = 1
TO reorder to MAXIMUM of 10...
EOQ = (10 - 5 + 3)/1 rounded up = 8

If the reorder routine were run, it would take ROP (5) - AVAIL (3) = 2 in multiples of EOQ (8) according to conversion (1) to replenish above the ROP (5), which would be 1 multiple of 8.

The final amount in the storeroom would be the MAXIMUM of 10 (2 + 8 = 10)#

35. Un-Scheduled Replenishment Process

Un-Scheduled Replenishment Process Flow Chart



35.1 Purpose

To define the un-scheduled replenishment methodology

35.2 Scope

Applicable to all material that need replenishment out of normal re-order process.

35.3 Owner

Department Manager

35.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Sr. Eng. Cataloguing & Inventory Control
- Team Leader, QA & SS

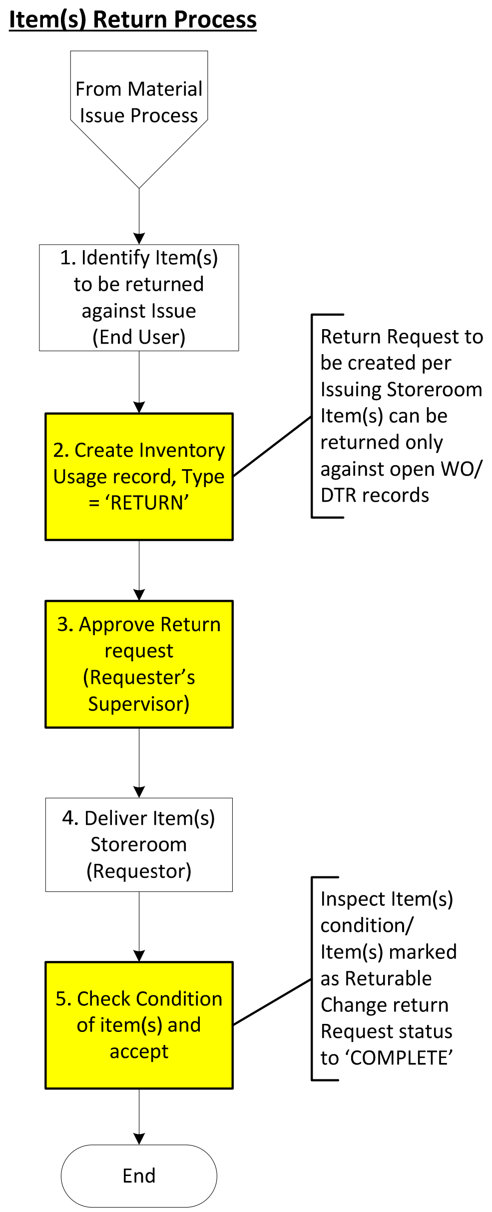
35.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Purchase Requisition			
To **Inventory Demand Process**			
1. Create Purchase Requisition(s)	Purchasing Specialist (Stock Analyst)	WAPPR	On demand, the Purchasing Specialist (Stock Analyst) will create a PR for a specific Item for a specific required date. The reason for this action is to speed up the process and bypass the normal re-order routine. Manual PR shall ot be generated for item(s) covered by LTSA
2.Schedule required date for each line on Purchase Requisition	Purchasing Specialist (Stock Analyst)	WAPPR	Line level required quantity and delivery date.
Outside of Maximo			
3. Confirm demand from Customer	Purchasing Specialist (Stock Analyst)	WAPPR	Purchasing Specialist will confirm from Customer the requirement of Material
Maximo PR Application			
Approve PR(s) as required	Purchasing Specialist (Stock Analyst)	APPR	
To **Request for Quotation - Purchasing Specialist Assignment**			

35.6 Records

- Inventory
- Purchase Requisition (PR)
- Correspondence with Customer

36. Issued Material to be 'Returned' to Store



36.1 Purpose

To define the process of returning stock material to store.

36.2 Scope

Applicable to all issued stock material that can be returned.

36.3 Owner

Manager, Eng. & Services

36.4 Auditing Team Members

- Manager, Eng. & Services (Chairman)
- Team Leader, Maintenance Planning
- Team Leader, Procurement
- Team Leader, QA & SS

36.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside MAXIMO			
From **Inventory Issue Process**			
1. Identify Issued Material to be returned	Customer		
MAXIMO Application: Inventory Usage - Return			
2. Prepare Return Request	Customer	WAPPR	Standard MAXIMO Feature "Select items for return" in the Inventory Usage application Listing of item#, WO#/DR#, Qty, reason etc. If items are listed as not returnable at the item level they cannot be returned.
3. Approve Return Request	Customer	APPR	It is confirmed that the material is fit for use and the reason for returning.
Outside MAXIMO			
4. Delivery of material to be returned to Store	Customer		
MAXIMO Application: Inventory Usage			
5. Check issue information	Storekeeper		
6. Check condition of Material	Storekeeper		
7. Enter material Return against correct work order / Desktop requisitions record	Storekeeper		
Note: Items cannot be returned to warehouse if the Work Order or the DTR against which the item was originally issued is in Status 'CLOSE', in such cases User to request MAXHelp to re-activate the closed record.			

36.6 Records

- Inventory Usage, Type = Return
- Material Issue records
- Inventory balances
- Work Order
- Desktop Requisition

37. Material Receiving Process

Material Receiving Process Flow Chart

From Expediting Process

From Formal Item Transfer Process

1. Visual Check Material against PO in MAXIMO (Storekeeper)

Print applicable Purchase Order
Print MRR (Material Receiving Report)

2. Follow Inspection Check List (Storekeeper)

Item on the PO?
Item physically Acceptable?
Item specification complete?
Item Expiry Date Acceptable?
Shortage / Overage?
Total Qty > PO Qty
All Documentation Available as per PO?

Items Compliant With PO?

No

5. Identify Quantities to be rejected with rejection code

(Storekeeper)

Yes

3. Fill in required information on Material Receiving Report (Storekeeper)

Enter Packing Slip, Qty accepted, Qty Rejected, Rejection Code, Memo/ Remark

To Material Discrepancy Process

4. Enter Receipts and/ or initial rejections Based on MRR (Storekeeper)

6. Fill in required information on Material Receiving Report (Storekeeper)

Enter Packing Slip, Qty accepted, Qty Rejected, Rejection Code, Memo/ Remark, Etc. based on second level inspection

7. Approve Report [sign Receiving Report] (Storekeeper)

Rotable?

Yes

No

9.Update MAXIMO using the Receiving application based on MRR information (Storekeeper)

8. Allocate Equipment Number and Serial Number. (Storekeeper)

37.1 Purpose

To define the methodology how to receive material in the storeroom.

37.2 Scope

Applicable to all material received at the storeroom.

37.3 Owner

Department Manager

37.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Warehouses
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

37.5 Process Stages (Including Responsibilities)

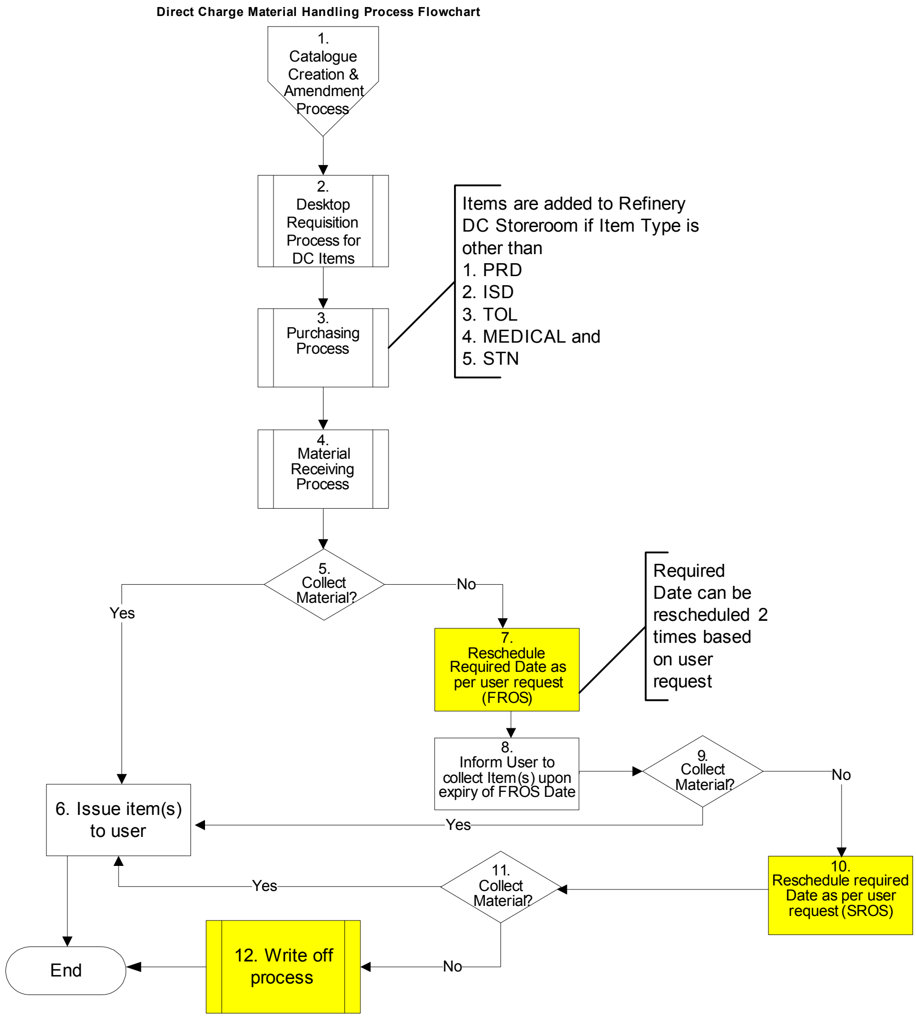
Stage	Action By	Status	Remarks
MAXIMO Application: Receiving			
From **Purchase Order – Expediting Process**			
From **Formal Item Transfer Process**			
1. Visually Check Material Received against Purchase Order in MAXIMO	Storekeeper	N/A	Print the applicable PO and run the Material Receiving report which will list material to be received along with quantity, quantity already received and place to write down quantity accepted, rejected and rejection code.
2. Follow inspection check list	Storekeeper	N/A	To check for compliancy: • Item on the PO? • Item physically Acceptable? • Item specification complete? • Item Expiry Date Acceptable? • Shortage / Overage? • Total Qty > PO Qty • All Documentation Available as per PO?
3. Fill in required information on the Material Receiving Report	Storekeeper	N/A	Enter Packing slip, qty accepted, qty rejected, rejection code, etc Note: packing slip/delivery note number is the only way to differentiate one delivery from another
4. Enter Receipts and/or initial rejections based on MRR information	Storekeeper	N/A	Using select ordered items functionality in the receiving application.
5. Identify material, quantities to be rejected	Storekeeper	N/A	

Stage	Action By	Status	Remarks
To and From **Material Discrepancy Process**			Responsible Buyer shall takeup the matter with Supplier to replace/ rectify rejected items
6. Fill in required information on the Material Receiving Report	Storekeeper	N/A	Enter Packing slip, qty accepted, qty rejected, rejection code, etc. If entire batch is rejected, Accepted quantity will be '0' for the PO line item. Note: packing slip/delivery note number is the only way to differentiate one delivery from another
7. Approve Report	Storekeeper	N/A	Sign MRR
From **Purchase Order – Expediting Process**			Receiving Rotable Items
8. Select Action menu 'Receive Rotable Items'	Storekeeper	COMPLETE/ PARTIAL	Complete process as specified in steps 1 through 6
9. Update MAXIMO using the receiving application based on MRR	Storekeeper	COMPLETE/ PARTIAL	Enter receipts / rejections for non-inspection items. Record Returns for items failing inspection.
10. Allocate Equipment Number and Serial Number.	Storekeeper	N/A	This action is needed for Rotable Items which are accepted and need to be added to stock balance.

37.6 Records

- Receiving
- Inventory
- Material Receiving Report (MRR)
- Packing Slip
- Inspection Certificates
- Delivery Note
- Purchase Order (PO)
- Shipping Documents

38. Direct Charge Material Handling Process



38.1 Purpose

Describe the methodology to handle Direct Charge Material after the Material Receiving Process.

38.2 Scope

This process is applicable to all Direct Charge Material. It originates from the Material Receiving Process.

38.3 Owner

Department Manager

38.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Warehouses
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

38.5 Process Stages (Including Responsibilities)

Stage	Action By	Remarks
MAXIMO Application: CCAR		
1. From **Catalogue Creation and Amendment Request Process**		Criteria for the specific Item: • No Storeroom associated with the item on the applicable site • The Item will not be Returnable
MAXIMO Application: Desktop Requisition		
2. To and From **Desktop Requisition Process**		The result of this process will be an approved Purchase Requisition on the Commercial Site.
MAXIMO Application: RFQ and PO		
3. To and From multiple Purchasing Processes		The Item will be Purchased following the normal Purchasing Processes from RFQ to PO. If the Item is on a Long Term Supply Agreement, it will bypass the RFQ Processes and will create a WAPPR Call Off Purchase Order. Call off PO should be routed by the assigned Purchasing Specialist for approval by TL, Purchasing.
MAXIMO Application: Receiving		
4. To and From **Material Receiving Process**		
Outside MAXIMO		
5. Collect Material?	Customer	The Customer will make a decision with the concurrence of the Storekeeper to collect the item or to leave it there for physical storage.
6. Issue material to Customer	Storekeeper	
MAXIMO Application: Inventory		
7. Reschedule Direct Charge Item Required date for the PO Line Item(s)	Storekeeper	Select action will allow rescheduling of Required Date per PO Line item.
Outside MAXIMO		
8. Inform User to collect item(s) upon expiry of FROS date	Storekeeper	
MAXIMO Application: Inventory		
9. Issue material to Customer User decides to collect item(s)	Storekeeper	Issue Item(s) to user
Outside MAXIMO		
10. User does not require item(s) now	Storekeeper	
MAXIMO Application: Inventory		
11. Reschedule Direct Charge Item Required date for the PO Line Item(s)	Storekeeper	Select action will allow rescheduling of Required Date per PO Line item. SROS Date to be updated

Stage	Action By	Remarks
Outside MAXIMO		
12. Inform User to collect item(s) upon expiry of SROS date	Storekeeper	
13. Writeoff item(s) if not collected by user, else go to step 6	Storekeeper	During Writeoff Warehouse is to be credited whereas Work Order is to be debited.

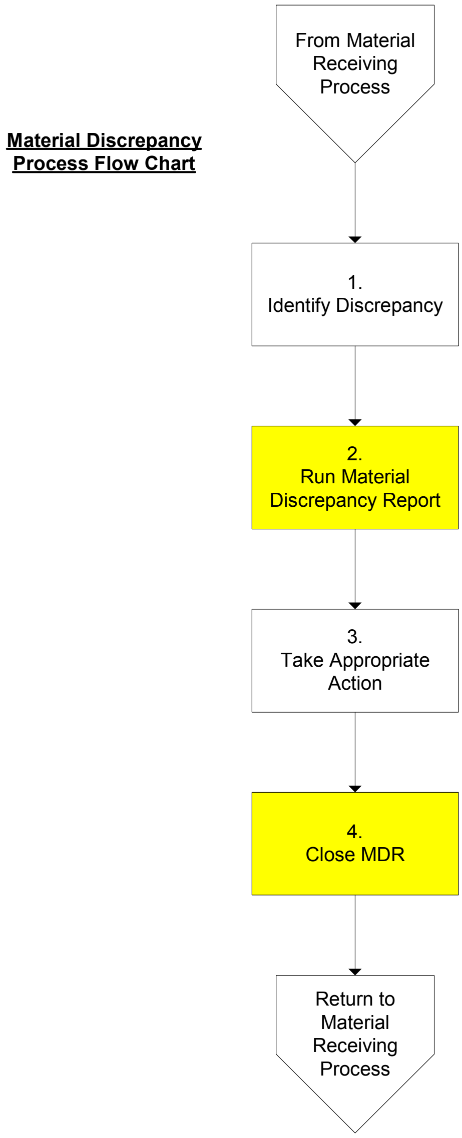
38.6 Records

- Receiving
- Purchase Order
- Memo's/Email of Vendor/Freight Forwarder/Customer/Inspectors as attachments
- Inspection Notes
- Event Log
- Expediting Schedule
- Item Master
- Inventory
- Inventory Usage – Writeoff

Notes:

- ***Items are received in respective refinery's DC storeroom. User will be charged only when items are issued against Work Order***
- ***Items should be issued only against Work order from DC Storeroom***

39. Material Discrepancy Process



39.1 Purpose

Describe the methodology to handle Material Discrepancies during the Material Receiving Process.

39.2 Scope

This process is applicable to all Material Discrepancies. It originates from the Material Receiving Process and will return to it after closing of the MDR.

39.3 Owner

Department Manager

39.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Warehouses
- Team Leader, Commercial Support
- Team Leader, QA & SS

39.5 Process Stages (Including Responsibilities)

Stage	Action By	Remarks
MAXIMO Application: Receiving		
From **Material Receiving Process**		
1. Identify Discrepancy	Storekeeper	• Determine the type of discrepancy. • Insert Rejection Code.
2. Run Material Discrepancy Report	System	• This report will be run on a set frequency and will be emailed to the concerned Purchasing Specialist for action.
MAXIMO Application: Purchase Order		
3. Take Appropriate Action	Purchasing Specialist	The Purchasing Specialist will take one of the appropriate actions and will be noted in Event Log: • Take up with Vendor • Take up with Customer • Take up with Freight Forwarder • Take up with Insurance • Take up with TPI • Close the Line (Write off) • Update Specification/Part# • Return Mat. to Vendor No Replacement • Return Mat. to Vendor for Replacement • Dispose Material • Reorder Material-Purchasing Specialist (Stock Analyst) • Reorder Material-Customer
4. Close MDR	Purchasing Specialist	Part of this action will be to complete the receipts in MAXIMO.
To **Material Receiving Process**		

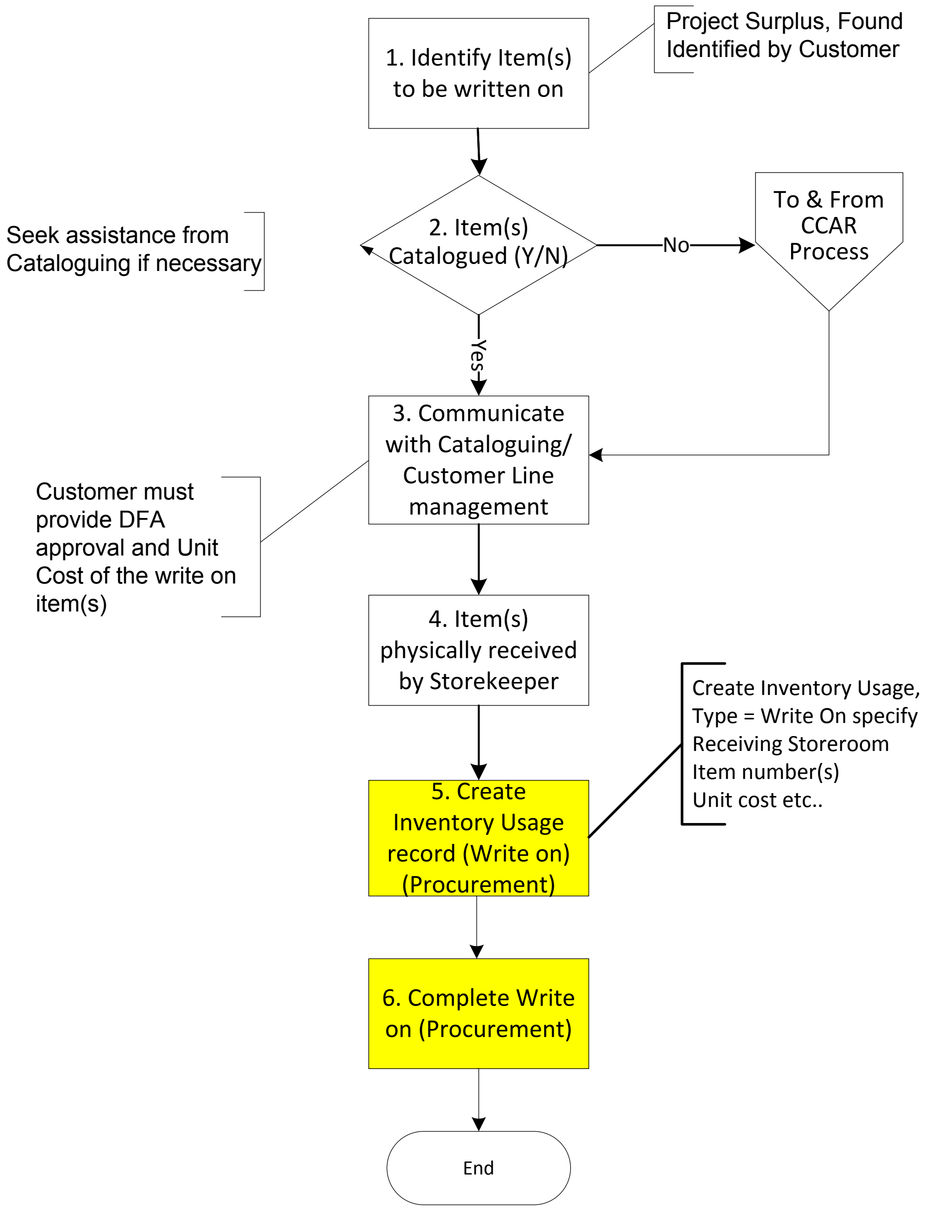
39.6 Records

- Receiving
- Purchase Order
- Material Discrepancy Report

- Memo's/Email of Vendor/Freight Forwarder/Customer/Inspectors as attachments
- Inspection Notes
- Event Log
- Expediting Schedule
- Item Master
- Inventory

40. Material Write-On Process

Write on process flowchart



40.1 Purpose

To define the 'Write on' process for material to be written on to the storeroom.

40.2 Scope

Applicable to all material (items) that have to be written on to the storeroom.

40.3 Owner

Department Manager

40.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Warehouses
- Team Leader, QA & SS

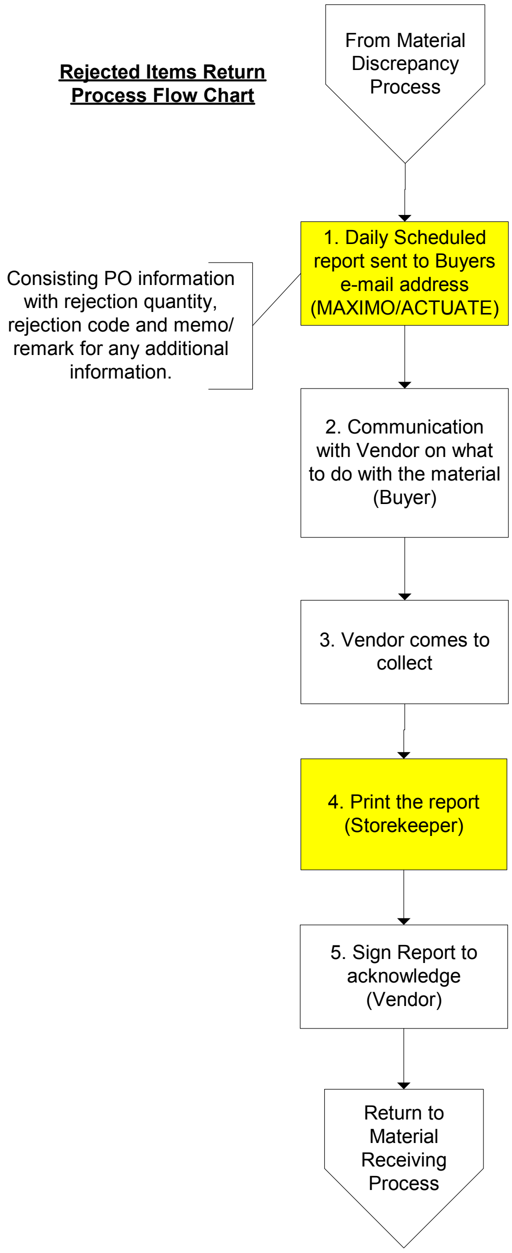
40.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside MAXIMO.			
1. 1. Identify Material to be Warehoused and are prepared to document that they are 'fit for purpose'	Customer	N/A	This material could be found or project surplus. If the Items are not catalogued CCAR by customer is required and the following will be followed.
2. To and From **Catalogue Creation and Amendment Request Process**			This action will take place when the item is not in the Item Master
3. Communicate with the Purchasing Specialist (Stock Analyst) regarding the item(s) and value	Customer / Line Management	N/A	Customer must provide unit cost to write on material. Communication will be via official request outside MAXIMO.
4. The material is physically received at store	Storekeeper	N/A	
MAXIMO Application: Inventory Usage			
5. Create Inventory Usage record, type = Write On	Purchasing Specialist (Inventory Controller)	ENTERED	Value Based on KNPC's Re-stocking Policy. Note: MAXIMO Allows write on only from a GL account or another Valid Store. Fill Remark field for future reference.
6. Communicate with warehouse to BIN details	Purchasing Specialist (Inventory Controller)	COMPLETE	Change status to update Inventory

40.6 Records

- CCAR
- Inventory Usage type = **Write on**

41. Return Rejected Material to Vendor Process



41.1 Purpose

To define the methodology the Storekeeper and Purchasing Specialist can use to return incorrect or damage material to the Vendor.

41.2 Scope

This process is applicable to all incorrect and damaged material received at KNPC.

41.3 Owner

Department Manager

41.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Warehouses
- Team Leader, Commercial Support
- Team Leader, QA & SS

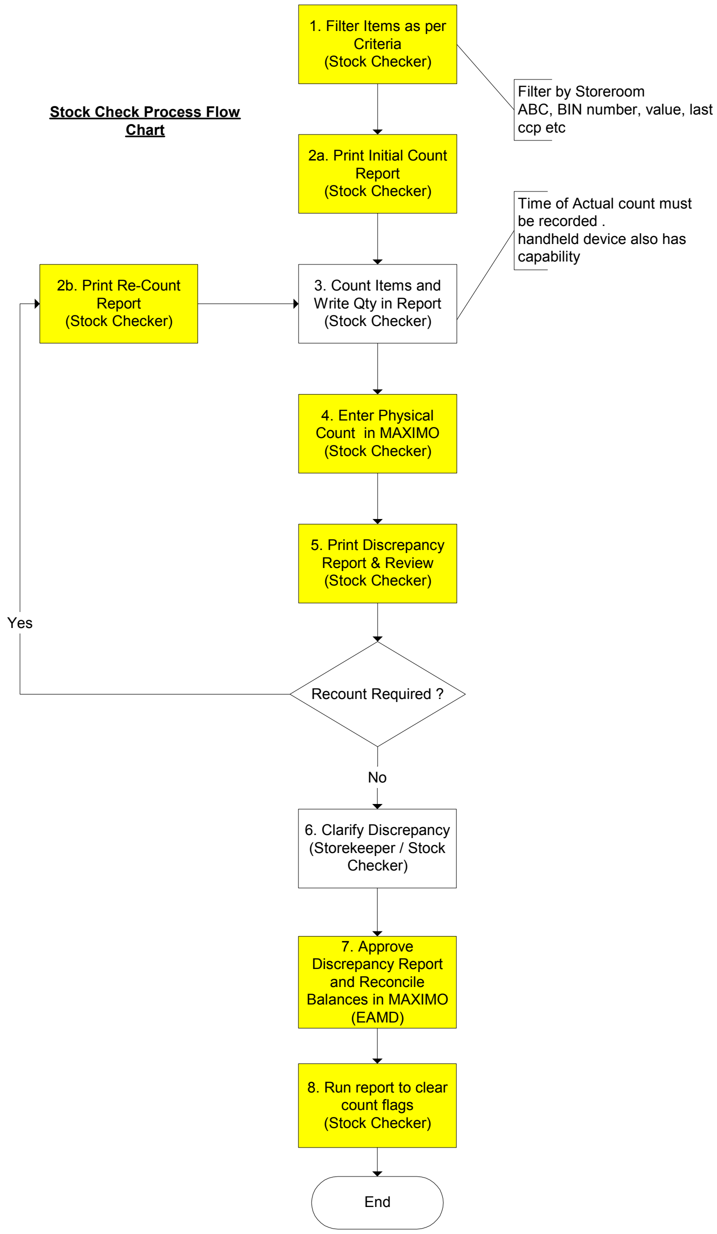
41.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside MAXIMO			
From **Material Discrepancy Process**			
1. A daily Scheduled report will run which will be sent to the Purchasing Specialist	Storekeeper	N/A	The Purchasing Specialist will get this report by email that will be specified in his labor record. It will contain records containing rejections for PO with the Purchasing Specialist.
2. Communicate with the vendor on what is to be done with the material	Purchasing Specialist	N/A	
3. Vendor comes to collect material	Vendor	N/A	
4. Run The Rejections handling report and update the status on each line of the report	Storekeeper	N/A	This will tell him what to do with the rejected material on a PO (to verify)
5. Sign the Report	Vendor	N/A	As proof of taking the material from the stores temporary holding area.
To **Material Receiving Process**			

41.6 Records

- Material Discrepancy Report
- Material Handling Rejection Report
- Purchase Order
- Inventory Receiving

42. Stock Check Process



42.1 Purpose

To define the methodology to do stock checking.

42.2 Scope

This process is applicable to all stock material, excluding Rotable Items.

42.3 Owner

Manager, Finance

42.4 Auditing Team Members

- Manager, Finance (Chairman)
- Team Leader, Management Accounts
- Team Leader, Warehouses
- Team Leader, QA & SS

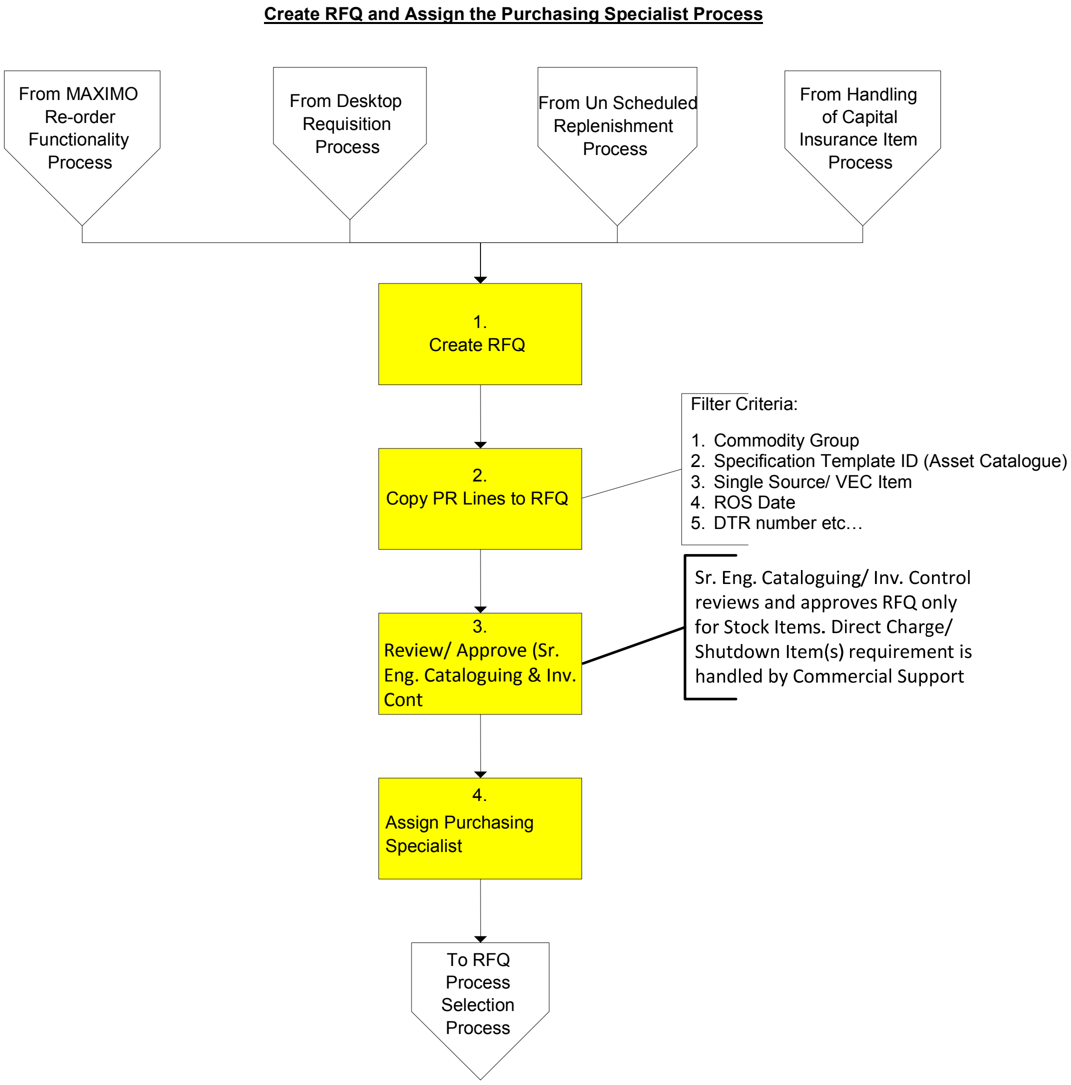
42.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Inventory Control			
1. Filter items as per criteria	Stock Checker	N/A	Filter by Storeroom and: • ABC • BIN number • Value • Last CCP.
2a. Print Initial Count Report	Stock Checker	N/A	
2b. Print Re-Count Report	Stock Checker	N/A	
3. Count items and write value in report	Stock Checker	N/A	
4. Enter Physical Count Adjustment in MAXIMO	Stock Checker	N/A	
5. Print Discrepancy Report and Review	Stock Checker	N/A	
6. Clarify Discrepancy	Stock Checker & Storekeeper	N/A	
7. Approve Discrepancy Report and Reconcile Balances in MAXIMO	DMD (MAA & COMM)	N/A	Approval of Discrepancy Report will take place outside of MAXIMO.
8. Run "Remove Count In Progress Details" report to remove count flags	Stock Checker	N/A	

42.6 Records

- Cyclic Initial Count Report
- Cyclic Count Discrepancy Report
- Inventory
- Cyclic Re-Count Report
- Remove Count In Progress Details

43. Request for Quotation – Purchasing Specialist assignment



43.1 Purpose

To define methodology to create Request for Quotation (RFQ) from Approved Purchase Requisition(s) based on various purchasing criteria e.g. Single Source, Required On Site (ROS) Date, Commodity Group, and Storeroom etc.

43.2 Scope

The generation of a Request for Quotation with Complete Item Buying description, Quantity required, ROS date etc. and assign the Purchasing Specialist for further action.

43.3 Owner

Department Manager

43.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

43.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
From **MAXIMO Re-Order Functionality Process**			
From **Scheduled Replenishment Process**			
From **Desktop Requisition Process**			
From **Handling of Capital Insurance Item Process**			
MAXIMO Application: Request for Quotation			
1. Create RFQ.	Inventory Controller/ Sr. Specialist Purchasing	INPRG	Inventory Controller creates RFQ for Item(s) stocked in MAIN Storeroom Sr. Procurement Specialist, CS creates RFQ for Item(s) that are 1. Direct Charge 2. Shutdown requirement
2. Import PR Lines into RFQ.	Inventory Controller/ Sr. Specialist Purchasing	INPRG	By clicking on Actions, “Copy PR Lines to RFQ”, view list of all lines on Approved PRs that need to be procured. • Filter criteria: • Commodity group • VEC Code • Single/Multi-Source • ROS Date Range • DTR Site/ Number
3. Review and Validate RFQ	Sr. Engineer, Cataloguing & Inventory Control	INPRG	RFQ shall be reviewed and validated by Sr. Eng. Cataloguing & inventory Control only if the item(s) belong to MAIN Storeroom

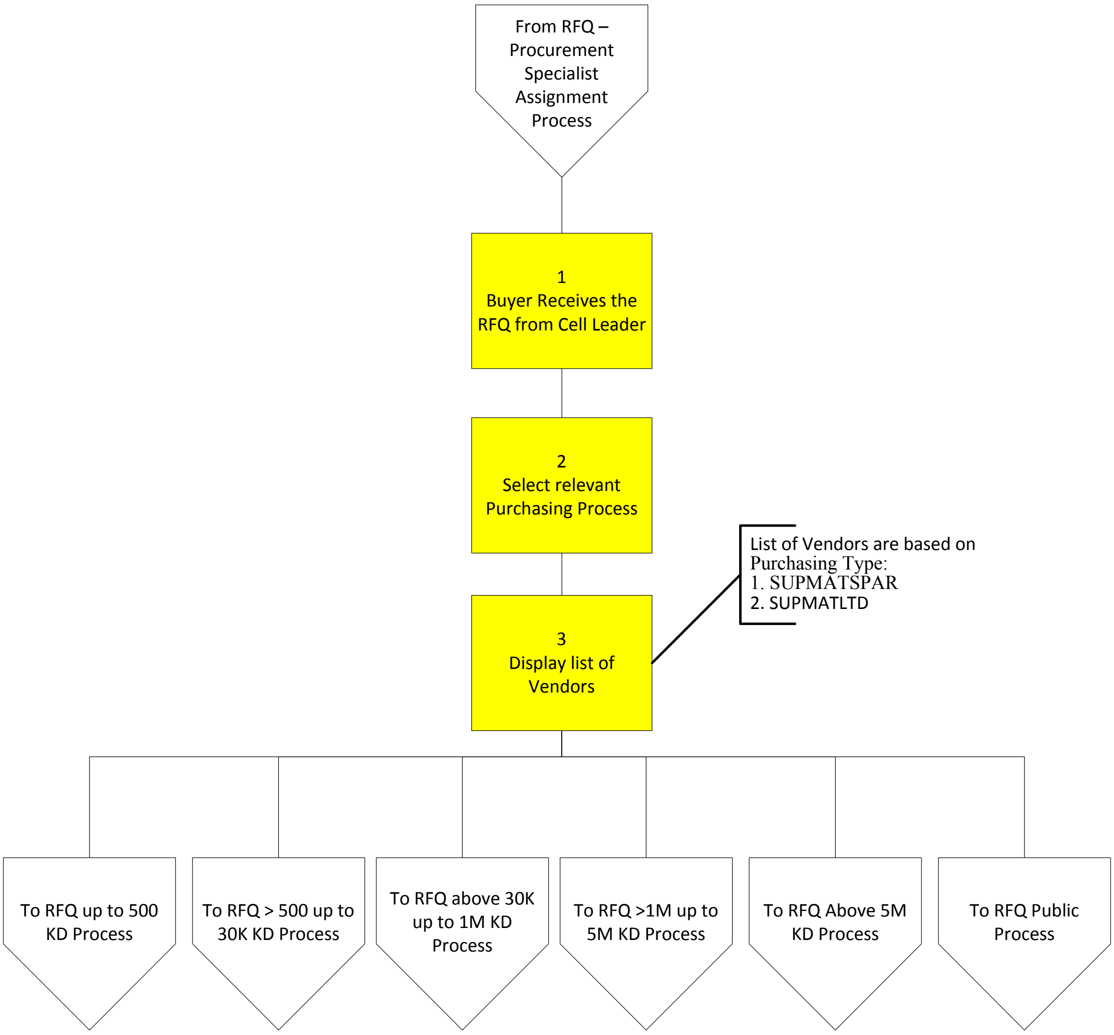
Stage	Action By	Status	Remarks
4. Assign Purchasing Specialist.	Sr. Specialist Purchasing/ Cell Leader	INPRG	Based on the workload the relevant Purchasing Specialist will be selected to manage the RFQ/PO up to closeout. RFQ will then be routed in Workflow.
To **Request for Quotation – Process Selection**			

43.6 Records

- Request for Quotation (RFQ)
- Purchase Requisition (PR)

44. Request for Quotation – Process selection

RFQ Process Selection Flow Chart



44.1 Purpose

To define Purchasing methodology based on the total estimated value of the Request for Quotation and the Vendors or lack of Vendors that can supply these materials.

44.2 Scope

The entire Request for Quotations will go thru this process.

44.3 Owner

Department Manager

44.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

44.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Request for Quotation			
From **Request for Quotation – Purchasing Specialist assignment**			
1. Determine estimated value of RFQ.	(Sr.)Purchasing Specialist	INPRG	The Total Estimated Cost will be displayed on the RFQ main Screen. The value of the RFQ will have an influence on the approval process. From Process
2. Select relevant Process.	(Sr.)Purchasing Specialist	INPRG	
3. Display relevant Vendor List.	Purchasing Specialist	INPRG	The Workflow will follow one the processes below based on RFQ Estimated Value and Purchasing Strategy • Up to 30,000 KD • Above 30,000, up to 1,000,000 KD • Above 1,000,000, up to 5,000,000 KD • Above 5,000,000 KD • Public Process
To Request for Quotation – Up to 30,000 KD Process			
To Request for Quotation – Above 30,000, up to 1,000,000 KD Process			
To Request for Quotation- Above 1,000,000 KD up to 5,000,000 KD Process			
To Request for Quotation - Public Process			

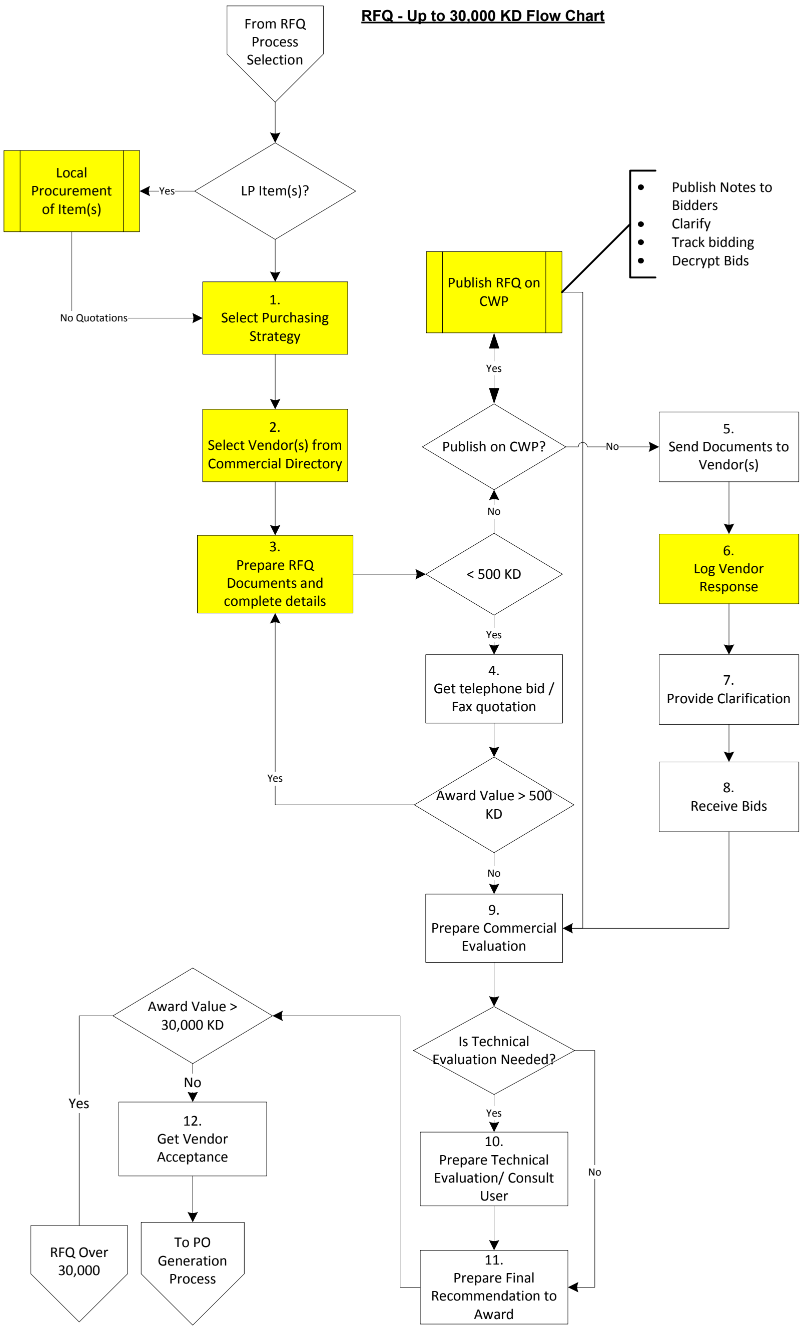
44.6 Records

- Request for Quotation (RFQ)

Notes: *Following data is automatically populated at appropriate step in workflow*

- *Vendors list based on Purchasing type*
- *Item(s) revised estimated cost*
- *Initial Bid Bond value*

45. Request for Quotation – Up to 30,000 KD Process



45.1 Purpose

To generate RFQ with Complete Item Buying description, Quantity required, ROS date, Special Clauses of Purchase, Engineering drawing, Scope of Third Party Inspection etc. Then to receive, enter and evaluate the responses of the Vendors.

45.2 Scope
All Request for Quotations for purchasing of material below and up to 30,000 KD.

45.3 Owner
Department Manager

45.4 Auditing Team Members
- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

45.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Request for Quotation			
From **Request for Quotation – Process selection**			
1. Prepare Purchasing Strategy	Purchasing Specialist	INPRG	
2. Select Vendor(s) from Commercial Directory	Purchasing Specialist	INPRG	This list is populated automatically based on Purchasing Type selected by the Buyer
3. Prepare RFQ Documents and complete details.	Purchasing Specialist	READY	Such Details Include: • Check Buying Description • Requirements • ROS Date • Closing Date • Specify Payment Terms • Specify Delivery Terms • Specify Final Destination • Special Instructions Check, review and add clauses (only after approval obtained) in the MAXIMO application.
4. Get telephonic quote for value less than 500 KD.	Purchasing Specialist	SENT	The Purchasing Specialist will get the relevant quotations via a telephone conversation with the applicable Vendors.
5. Estimated value up to 30,000 KD.	Purchasing Specialist	SENT	Purchasing Specialist shall issue the RFQ using CWP.

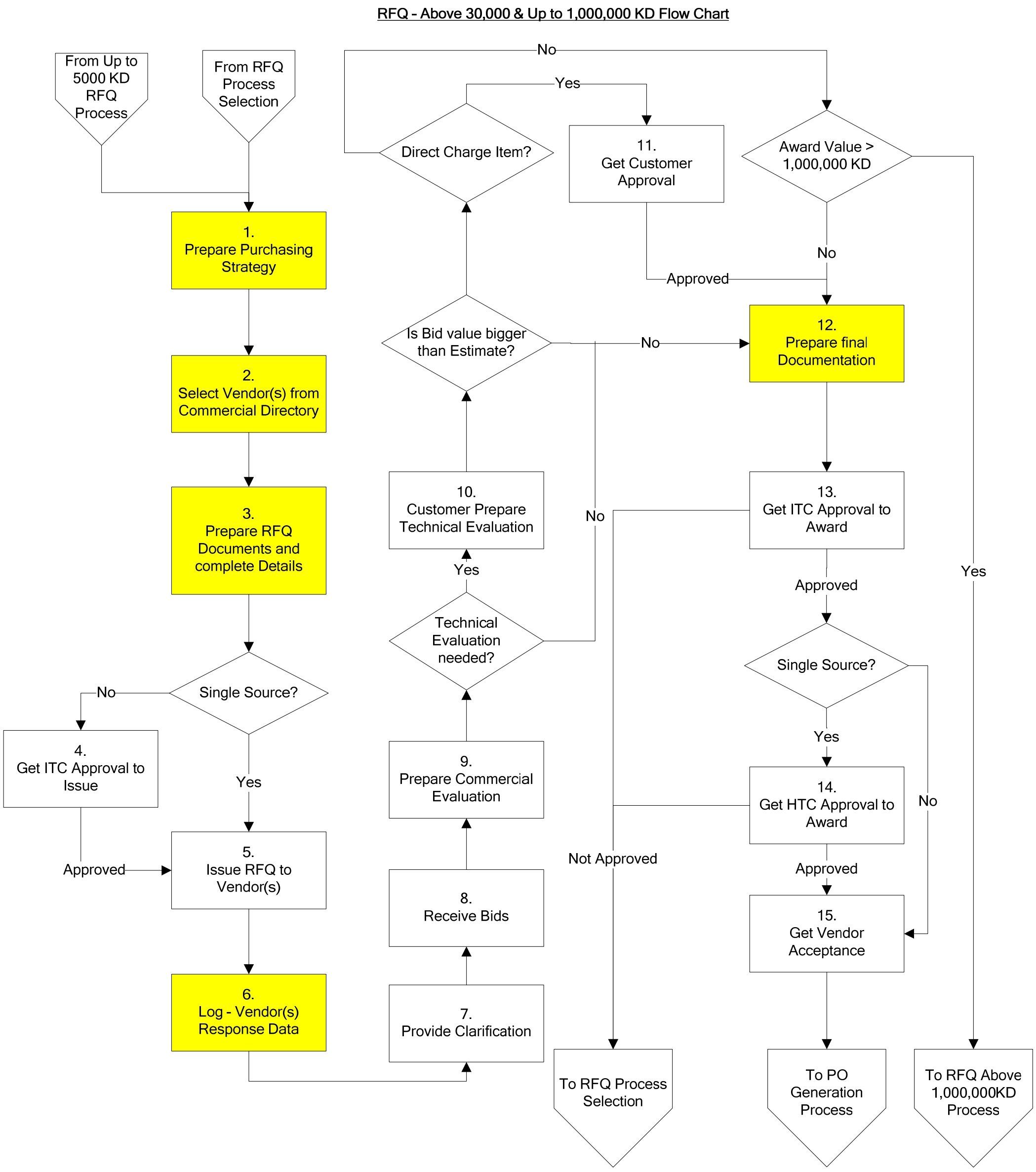
Stage	Action By	Status	Remarks
Publish RFQ on CWP	Sr. Purch. Specialist	SENT	Sr. Purchasing Specialist shall publish RFQ on CWP.
6. Log – Vendor response.	Purchasing Specialist	SENT	Purchasing Specialist log Vendor response.
Outside MAXIMO			
7. Provide Clarification.	Purchasing Specialist	SENT	The action take place outside MAXIMO but the minutes will be inserted in the RFQ Event Log.
MAXIMO Application: Request for Quotation			
8. Receive Quotation.	Purchasing Specialist	EVAL	The quotations of all the Vendors are inserted in Maximo either from CWP or manually. All entered unit costs are considered inclusive of all discounts. Sr. Purchasing Specialist shall Open Bids for RFQ published on CWP.
To **Request for Quotation - Above 30,000 KD Process**			If the Awarded value is above 30,000 KD
9. Prepare Commercial. Evaluation.	Purchasing Specialist	EVAL	The Commercial Evaluation will be executed with the assistance of the Bidders Data Analysis / Quote Evaluation Report. The Result will be inserted into MAXIMO.
10. Prepare Technical Evaluation.	Purchasing Specialist	EVAL	The Purchasing Specialist makes the decision if technical evaluation is needed. KNPC might require clarification from the Vendor. Although this activity is taking place outside of MAXIMO, the Purchasing Specialist needs to put all the comments in quotation lines as well or in the RFQ Event Log.
11. Finalise Award Documents	Purchasing Specialist	DOCFIN	Purchasing Specialist compiles all quotations in tabular form by running Quotation Evaluation report. Get acceptance from Vendor(s) by issuing Fax of Intent.

Stage	Action By	Status	Remarks
12. Get Acceptance from Vendor(s)	Purchasing Specialist	AWARD	Change status to Award to indicate PO can be generated
To **Purchase Order Generation**			

45.6 Records

- Request for Quotation (RFQ)
- RFQ Documents
- Notes to Vendor
- Technical Specifications
- Quotation Evaluation Sheet

46. Request for Quotation – above 30,000, up to 1,000,000 KD Process



46.1 Purpose

To generate RFQ with Complete Item Buying description, Quantity required, ROS date, Special Clauses of Purchase, Engineering drawing, Scope of Third Party Inspection etc. Then to receive, enter and evaluate the responses of the Vendors.

46.2 Scope

All Request for Quotations for purchasing of material above 30,000 KD and up to 1,000,000 KD.

46.3 Owner

Department Manager

46.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

46.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Request for Quotation			
From **Request for Quotation – Process selection**			
1. Prepare Purchasing Strategy	Purchasing Specialist	INPRG	
2. Select Vendors from the approved vendor list registered in MAXIMO.	Purchasing Specialist	INPRG	Vendor List automatically populated based on Purchasing type selection.
3. Prepare RFQ Documents and complete details.	Purchasing Specialist	READY	Such Details Include: • Check Buying Description • Requirements • ROS Date • Closing Date • Specify Payment Terms • Specify Delivery Terms • Specify Final Destination • Special Instructions Check, review and add clauses (only after approval obtained) in the MAXIMO application.
4. Estimated value more than 30,000 KD and upto 1,000,000 KD.	Purchasing Specialist	PSAPPI	If the procurement is not from Single Source, the Purchasing Specialist shall take Company Committee's (ITC) approval to issue the RFQ

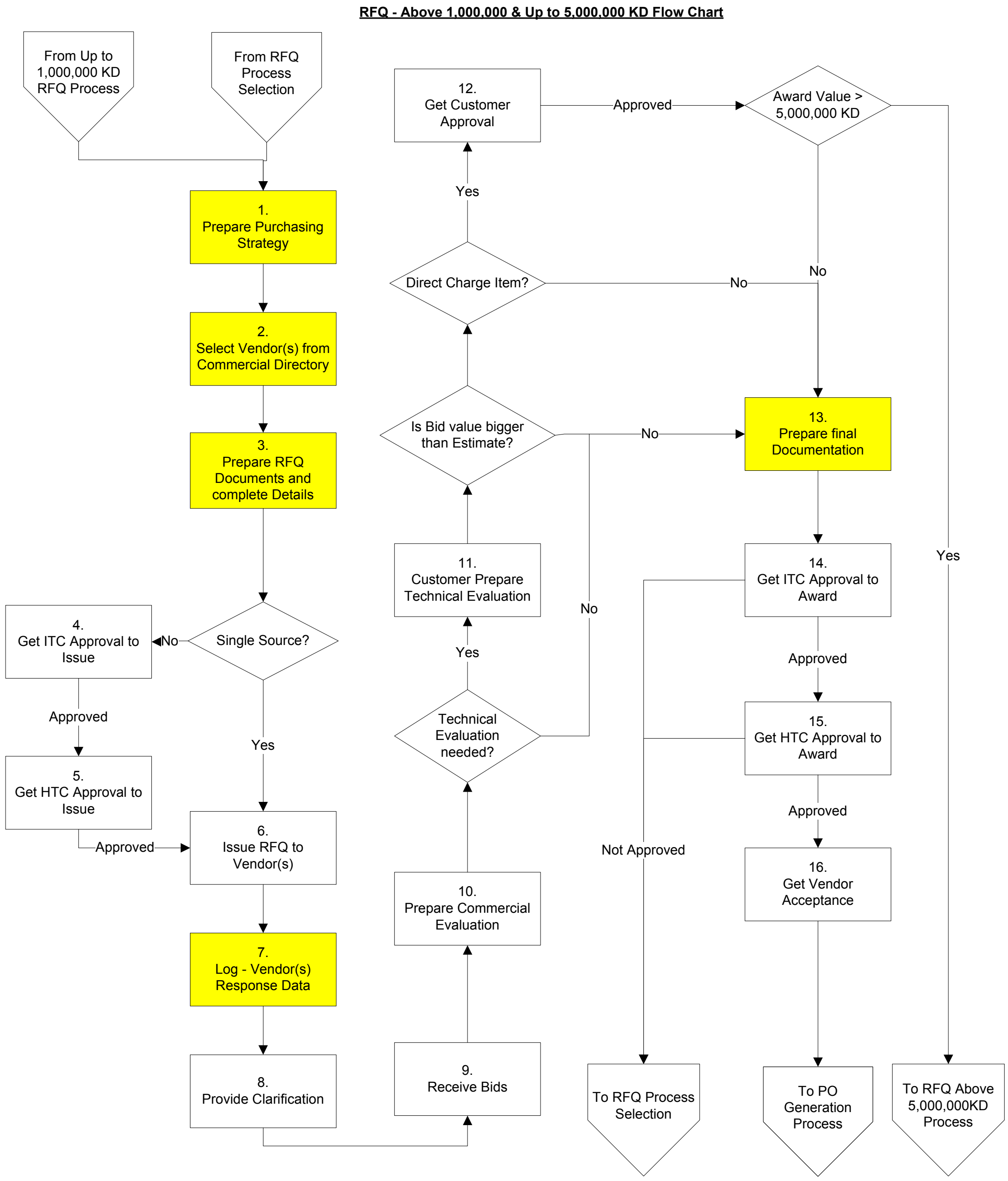
Stage	Action By	Status	Remarks
5. Send Documents to Vendor.	Purchasing Specialist	SENT	Purchasing Specialist shall issue the RFQ using CWP.
Publish RFQ on CWP	Sr. Purch. Specialist	SENT	Sr. Purchasing Specialist shall publish RFQ on CWP.
6. Log – Vendor response.	Purchasing Specialist	SENT	Purchasing Specialist log Vendor response in Event Log.
Outside MAXIMO			
7. Provide Clarification.	Purchasing Specialist	SENT	The action take place outside MAXIMO but the minutes will be inserted in the RFQ Event Log.
MAXIMO Application: Request for Quotation			
8. Receive Quotation.	Purchasing Specialist	EVAL	The quotations of all the Vendors are inserted in Maximo from CWP or manually. All entered unit costs are considered inclusive of all discounts. For RFQ estimated cost > 30,000KD. ITC shall open bids from CWP
To Request for Quotation - Above 1,000,000 KD Process			If the Awarded value is above 1,000,000 KD
9. Prepare Commercial. Evaluation.	Purchasing Specialist	EVAL	The Commercial Evaluation is executed with the assistance of the Bidders Data Analysis/ Quote Evaluation Report. The Result is inserted in MAXIMO.
10. Prepare Technical Evaluation.	Purchasing Specialist	EVAL	The Purchasing Specialist makes the decision if technical evaluation is needed. KNPC might require clarification from the Vendor. Although this activity is taking place outside of MAXIMO, the Purchasing Specialist needs to put all the comments in the RFQ Event Log.
11. Direct Charge Material	Purchasing Specialist	EVAL	Take Customer approval for Awarded Value if Awarded Value more than Estimate
12. Finalise Award Documents	Purchasing Specialist	DOCFIN	Purchasing Specialist compiles all quotations in tabular form by running Quotation Evaluation report

Stage	Action By	Status	Remarks
13. Award value over 30,000 but up to KD.1,000,000	Purchasing Specialist	PSAPPR	Purchasing Specialist takes ITC Approval to Award the RFQ
14. Single Source procurement	Purchasing Specialist	HTAPPR	Purchasing Specialist takes HTC approval to Award the RFQ Get acceptance from Vendor(s) by issuing Fax of Intent.
15. Get Acceptance from Vendor(s)	Purchasing Specialist	AWARD	Change status to Award to indicate PO can be generated
<u>**To Purchase Order Generation**</u>			

46.6 Records

- Request for Quotation (RFQ)
- RFQ/ Tender Documents
- Notes to Vendor
- Quotation Evaluation Sheet
- Technical Specification
- Bank Guarantees

47. Request for Quotation – Above 1,000,000 up to 5,000,000 KD Process



47.1 Purpose

To generate RFQ with Complete Item Buying description, Quantity required, ROS date, Special Clauses of Purchase, Engineering drawing, Scope of Third Party Inspection etc. Then to receive, enter and evaluate the responses of the Vendors.

47.2 Scope

All Request for Quotations for purchasing of material above 1,000,000 KD.

47.3 Owner

Department Manager

47.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Internal Tender Committee
- Team Leader, QA & SS

47.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Request for Quotation			
From **Request for Quotation – Process selection**			
From **Request for Quotation – Up to 1,000,000 KD Process**			
1. Prepare Purchasing Strategy	Purchasing Specialist	INPRG	This list will be displayed by the Vendor List report.
2. Select Vendors from the approved vendor list registered in MAXIMO.			
3. Prepare RFQ Documents and complete details.	Purchasing Specialist	READY	Such Details Include: • Check Buying Description • Requirements • ROS Date • Closing Date • Specify Payment Terms • Specify Delivery Terms • Specify Final Destination • Special Instructions Check, review and add clauses (only after approval obtained) in the MAXIMO application.
Not a Single Source Procurement			
4. Get ITC Approval to Issue.	Purchasing Specialist	PSAPPI	Detail of comments will be kept in the RFQ Event Log.

Stage	Action By	Status	Remarks
5. Get HTC Approval to Issue.	Purchasing Specialist	HTAPPI	Detail of comments will be kept in the RFQ Event Log.
6. Issue RFQ	Purchasing Specialist	SENT	Purchasing Specialist shall issue the RFQ using CWP.
Publish RFQ on CWP	Sr. Purch. Specialist	SENT	
HTC approved to Issue as Public RFQ			
To Request for Quotation – Public Process			
7. Provide clarification	Purchasing Specialist	SENT	Purchasing Specialist shall issue the RFQ using CWP.
Publish RFQ on CWP	Sr. Purch. Specialist	SENT	
8. Log – Vendor Response.	Purchasing Specialist	SENT	Purchasing Specialist log Vendor response.
9. Receive Quotation.	Purchasing Specialist	EVAL	The quotations of all the Vendors will be inserted in Maximo either from CWP or Manually. All unit costs are considered inclusive of all discounts. Initial Bank Guarantees will be associated with the RFQ for the applicable Vendor. The Bank Guarantees are entered in the Commercial Directory.
10. Prepare Commercial. Evaluation.	Purchasing Specialist	EVAL	The Commercial Evaluation will be executed with the assistance of the Bidders Data Analysis/ Quote Evaluation Report. The Result will be inserted into MAXIMO. Bids from CWP are opened by ITC

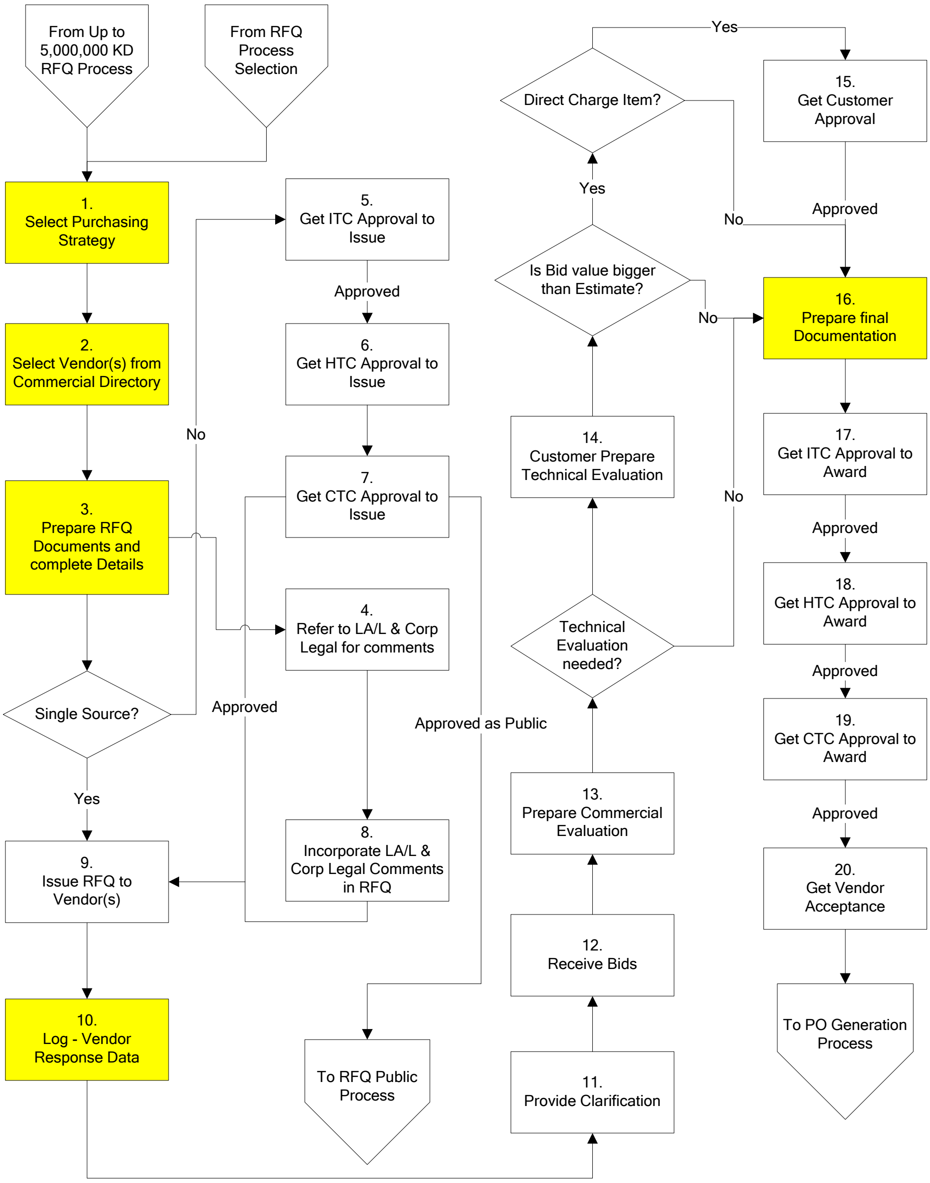
Stage	Action By	Status	Remarks
11. Customer Prepare Technical Evaluation.	Purchasing Specialist	EVAL	The Purchasing Specialist makes the decision if he needs the evaluation. KNPC might require clarification from the Vendor. Although this activity is taking place outside of MAXIMO, the Purchasing Specialist needs to put all the comments in quotation lines as well or in the RFQ Event Log.
12. Get Customer Approval.	Purchasing Specialist	EVAL	When the quoted value is more than the estimated value for Direct Charge Items. The Purchasing Specialist needs to get approval from the Customer to continue with the process.
13. Prepare Final Documentation for the Recommendation.	Purchasing Specialist	DOCFIN	The Purchasing Specialist will then print the technical and commercial comparison sheets to justify award.
14. Get ITC Approval to Award.	Purchasing Specialist	PSAPPR	Detail of comments will be kept in the RFQ Event Log.
15. Get HTC Approval to Award.	Purchasing Specialist	HTAPPR	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 1,000,000 KD.
16. Get Vendor Acceptance for Award	Purchasing Specialist	AWARD	Purchasing Specialist will issue Fax of Intent to Vendor for confirmation of Award before changing RFQ Status to indicate PO can be generated
To Purchase Order Generation			

47.6 Records

- Request for Quotation (RFQ)
- Notes to Vendors
- RFQ/ Tender Documents
- Quotation Evaluation Sheet
- Technical Specification
- Bank Guarantees

48. Request for Quotation – Above 5,000,000 KD Process

RFQ - Above 5,000,000 KD Flow Chart



48.1 Purpose

To generate RFQ with Complete Item Buying description, Quantity required, ROS date, Special Clauses of Purchase, Engineering drawing, Scope of Third Party Inspection etc. Then to receive, enter and evaluate the responses of the Vendors.

48.2 Scope

All Request for Quotations for purchasing of material above 5,000,000 KD.

48.3 Owner

Department Manager

48.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Internal Tender Committee
- Team Leader, QA & SS

48.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Request for Quotation			
From **Request for Quotation – Process selection**			
From **Request for Quotation – Up to 5,000,000 KD Process**			
1. Prepare Purchasing Strategy	Purchasing Specialist	INPRG	
2. Select Vendors from the approved vendor list registered in MAXIMO.	Purchasing Specialist	INPRG	This list will be displayed by the Vendor List report.
3. Prepare RFQ Documents and complete details.	Purchasing Specialist	READY	Such Details Include: • Check Buying Description • Requirements • ROS Date • Closing Date • Specify Payment Terms • Specify Delivery Terms • Specify Final Destination • Special Instructions Check, review and add clauses (only after approval obtained) in the MAXIMO application.
Outside MAXIMO			

Stage	Action By	Status	Remarks
4. LA/L and Corporate Legal to Review.	Purchasing Specialist	N/A	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 5,000,000KD. This is a Parallel Process to HTC and CTC Approval to Issue
5. Get ITC Approval to Issue.	Purchasing Specialist	PSAPPI	Detail of comments will be kept in the RFQ Event Log.
6. Get HTC Approval to Issue.	Purchasing Specialist	HTAPPI	Detail of comments will be kept in the RFQ Event Log. Criteria: It is not Single Source Items and the Value is more than 1,000,000 KD
7. Get CTC Approval to Issue.	Purchasing Specialist	CTAPPI	CTC not only approve to issue, but they also request KNPC to Issue the RFQ as limited or public. Detail of comments will be kept in the RFQ Event Log. Criteria: It is not Single Source Items.
To **Request for Quotation – Public Process**			
8. Amend comments from Corporate Legal if Required.	Purchasing Specialist	N/A	Detail of comments will be kept in the RFQ Event Log. Criteria: The value is more than 5,000,000 KD.
Out side Maximo			
Send Tender Documents to CTC.	Purchasing Specialist	SENT	If the value of the RFQ is above 5,000,000 KD, the documents will be printed and given to CTC by ITC.
9. Log – Vendor Response.	Purchasing Specialist	SENT	Purchasing Specialist log Vendor response.

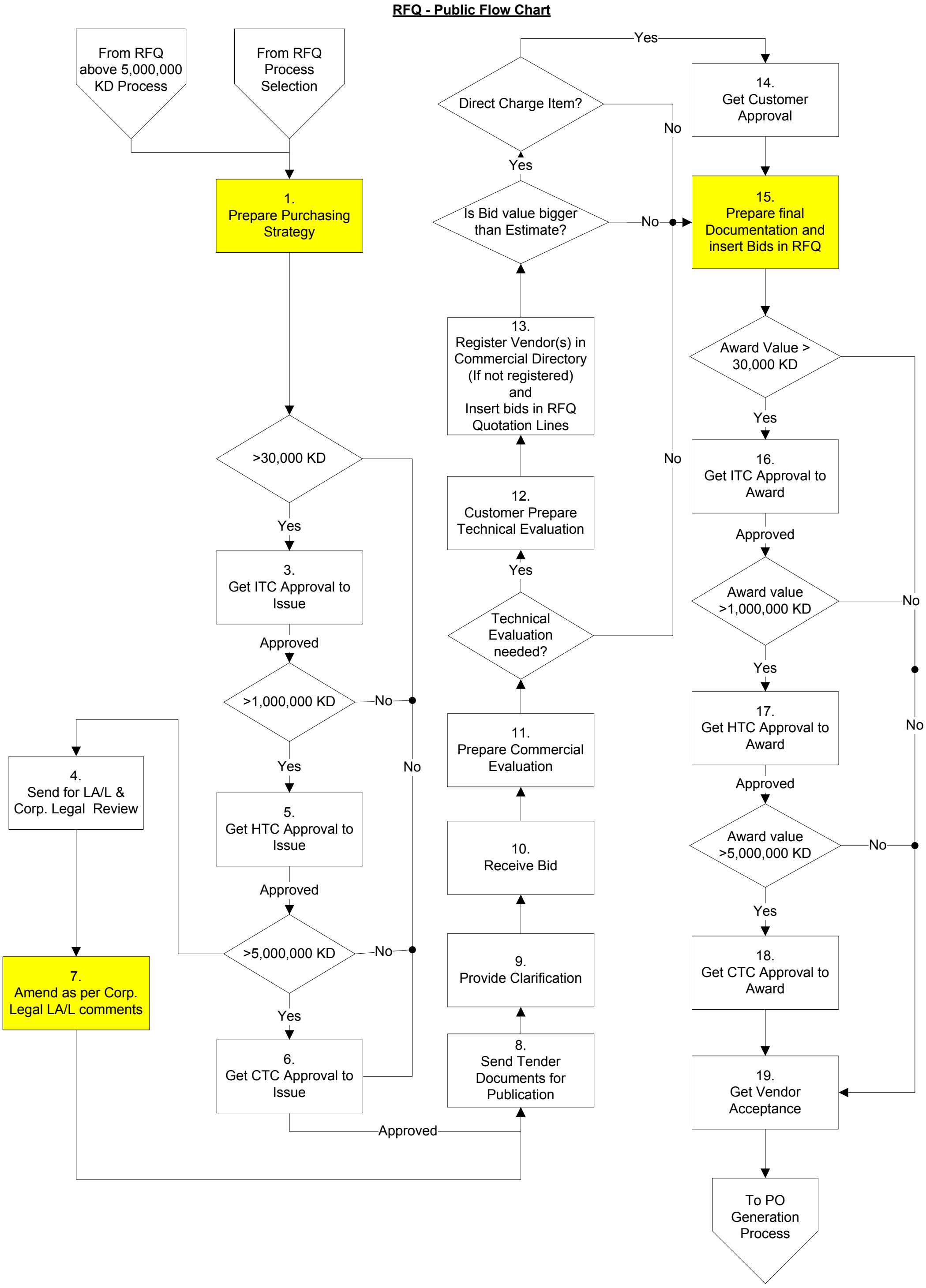
Stage	Action By	Status	Remarks
10. Provide Clarification	Purchasing Specialist	SENT	If needed. Minutes of this meeting will be kept in the RFQ Event Log.
11. Receive Quotation.	Purchasing Specialist	SENT	Quotation received from CTC will be inserted in MAXIMO. All entered unit costs are considered inclusive of all discounts. Initial Bank Guarantees will be associated with the RFQ for the applicable Vendor. The Bank Guarantees are entered in Commercial Directory.
12. Prepare Commercial. Evaluation.	Purchasing Specialist	EVAL	The Commercial Evaluation will be executed with the assistance of the Quote Evaluation Report. The Result will be inserted into MAXIMO.
13. Customer Prepare Technical Evaluation.	Purchasing Specialist	EVAL	The Purchasing Specialist makes the decision if he needs the technical evaluation. KNPC might require clarification from the Vendor. Although this activity is taking place outside of MAXIMO, the Purchasing Specialist needs to put all the comments in quotation lines as well or in the RFQ Event Log.
14. Get Customer Approval.	Purchasing Specialist	EVAL	When the quoted value is more than the estimated value for Direct Charge Items. The Purchasing Specialist needs to get approval from the Customer to continue with the process.
15. Prepare Final Recommendation for Award.	Purchasing Specialist	DOCFIN	The Purchasing Specialist will then print the technical and commercial comparison sheets to justify award.
16. Get ITC Approval to Award.	Purchasing Specialist	PSAPPR	Detail of comments will be kept in the RFQ Event Log.

Stage	Action By	Status	Remarks
17. Get HTC Approval to Award.	Purchasing Specialist	HTAPPR	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 1,000,000 KD.
18. Get CTC Approval to Award.	Purchasing Specialist	CTAPPR	Detail of comments will be kept in the RFQ Event Log.
19. Get Vendor Acceptance	Purchasing Specialist	AWARD	Purchasing Specialist will issue Fax of Intent to Vendor for acceptance of Award before changing the RFQ status to AWARD
<u>To Purchase Order Generation</u>			

48.6 Records

- Request for Quotation (RFQ)
- Tender Documents
- Quotation Evaluation Sheet
- Technical Specification
- Bank Guarantees

49. Request for Quotation – Public Process



49.1 Purpose

To generate RFQ with Complete Item Buying description, Quantity required, ROS date, Special Clauses of Purchase, Engineering drawing, Scope of Third Party Inspection etc. Then to receive, enter and evaluate the responses of the Vendors.

49.2 Scope

All Request for Quotations for purchasing of material on Public Tender or Momarasah.

49.3 Owner

Department Manager

49.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Internal Tender Committee
- Team Leader, QA & SS

49.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Request for Quotation			
From **Request for Quotation – Process selection**			
From **Request for Quotation - Above 5,000,000 KD Process**			
1. Prepare Purchasing Strategy	Purchasing Specialist	INPRG	CWP – Value less than KD.5,000,000 KD ITC – Value over 30,000 up to KD.5,000,000 CTC – Value over KD.5,000,000
2. Prepare RFQ Documents and complete details.	Purchasing Specialist	READY	Such Details Include: • Check Buying Description • Requirements • ROS Date • Closing Date • Specify Payment Terms • Specify Delivery Terms • Specify Final Destination • Special Instructions Check, review and add clauses (only after approval obtained) in the MAXIMO application.

Stage	Action By	Status	Remarks
3. Get ITC Approval to Issue.	Purchasing Specialist	PSAPPI	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 30,000 KD.
Outside MAXIMO			
4. LA/L and Corporate Legal to Review.	Purchasing Specialist	N/A	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 5,000,000KD. This is a Parallel Process to HTC and CTC Approval to Issue
5. Get HTC Approval to Issue.	Purchasing Specialist	HTAPPI	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 1,000,000 KD
6. Get CTC Approval to Issue.	Purchasing Specialist	CTAPPI	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 5,000,000 KD.
7. Amend comments from Corporate Legal if Required.	Purchasing Specialist	N/A	Detail of comments will be kept in the RFQ Event Log. Criteria: The value is more than 5,000,000 KD.
8. Send Tender Documents for Publication.	Purchasing Specialist	SENT	The documents can be sent to CTC by ITC for Publication.
Maximo RFQ Application			
9. Provide Clarification	Purchasing Specialist	SENT	If needed.
10. Receive Quotation.	Purchasing Specialist	EVAL	Vendors must be registered in Maximo Commercial Directory. The quotations of all the Vendors will be inserted in RFQ Quotation.

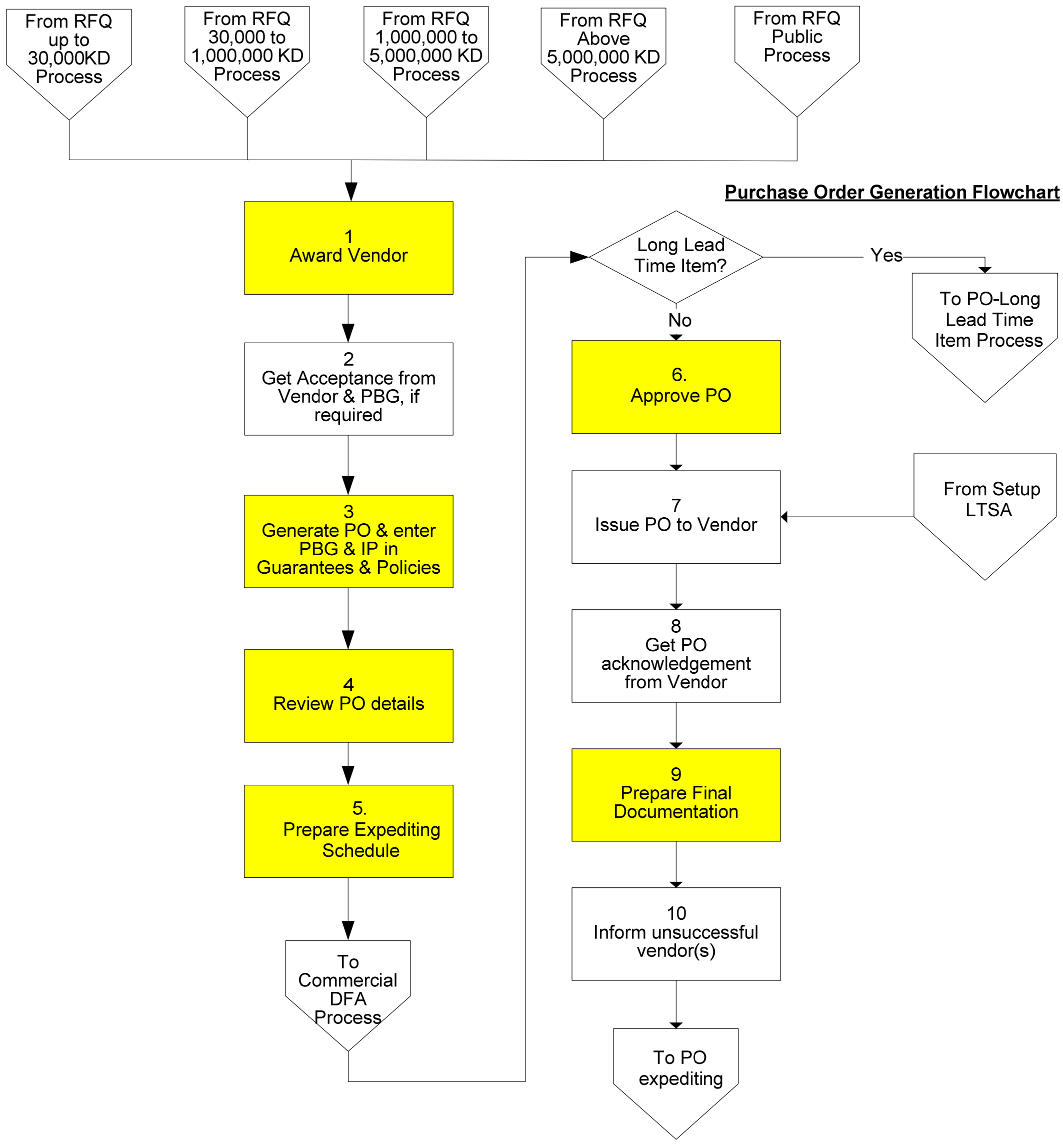
Stage	Action By	Status	Remarks
11. Prepare Commercial. Evaluation.	Purchasing Specialist	EVAL	The Commercial Evaluation will be executed outside MAXIMO. The Result will be inserted into RFQ Event Log.
12. Prepare Technical Evaluation and register Vendors in Commercial Directory.	Purchasing Specialist	EVAL	The Purchasing Specialist makes the decision if he needs the evaluation. KNPC might require clarification from the Vendor. Although this activity is taking place outside of MAXIMO, the Purchasing Specialist needs to put all the comments in quotation lines as well or in the RFQ Event Log. The Purchasing Specialist will ensure that the successful Vendors will be registered in the Commercial Directory. The next step will be to enter the applicable Quotations in MAXIMO.
13. Insert Quotation lines of successful Vendors.	Purchasing Specialist	EVAL	Initial Bank Guarantees will be associated with the RFQ for the applicable Vendor. The Bank Guarantees will be entered in the Commercial Directory.
14. Prepare Final Recommendation for award.	Purchasing Specialist	DOCFIN	The Purchasing Specialist will then print the technical and commercial comparison sheets to justify award.
15. Get Customer Approval.	Purchasing Specialist	EVAL	When the quoted value is more than the estimated value for Direct Charge Items. The Purchasing Specialist needs to get approval from the Customer to continue with the process.
16. Get ITC Approval to Award.	Purchasing Specialist	ITAPAW	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 30,000 KD.
17. Get HTC Approval to Award.	Purchasing Specialist	HTAPAW	Detail of comments will be kept in the RFQ Event Log. Criteria: The Value is more than 1,000,000 KD.

Stage	Action By	Status	Remarks
18. Get CTC Approval to Award.	Purchasing Specialist	CTAPAW	Detail of comments will be kept in the RFQ Event Log Criteria: The Value is more than 5,000,000 KD.
19. Get Vendor Acceptance	Purchasing Specialist	AWARD	Purchasing Specialist will Issue Fax of Intent for getting Vendor acceptance on Award before changing the RFQ status to AWARD
To Purchase Order Generation			

49.6 Records

- Request for Quotation (RFQ)
- Cross Functional Team Meeting Minutes
- Tender Documents
- Technical Specification
- Bank Guarantees

50. Purchase Order Generation



50.1 Purpose

To define methodology to Generate & Issue Purchase Order based on the outcome of Request for Quotation Process.

50.2 Scope

The scope of this process is to award the successful Vendor, Generate Purchase Order and get Approval via the Commercial DFA process. Issue the PO to the successful Vendor.

50.3 Owner

Department Manager

50.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

50.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Request for Quotation			
From **Request for Quotation - Up to 30,000 KD Process**			
From **Request for Quotation - Above 30,000 and Up to 1,000,000 KD Process**			
From **Request for Quotation - Above 1,000,000 and Up to 5,000,000 KD Process**			
From **Request for Quotation- Above 5,000,000 KD Process**			
From **Request for Quotation - Public Process**			
1. Award Vendor.	Purchasing Specialist	EVAL	Set the award flag to yes on the applicable lines for the applicable Vendor(s).
MAXIMO Application: Purchase Order			
2. Get Acceptance from Vendor.	Purchasing Specialist	AWARD	The Vendor(s) must accept at this point that he will be able to deliver what he promised. If not the Purchasing Specialist can award the next best Vendor with the necessary Approvals (ITC, HTC and CTC).
MAXIMO Application: Request for Quotation			
3. Generate Purchase Order.	Purchasing Specialist	CLOSE	On the Generation of the Purchase Order the RFQ Status will change to Close after all RFQ lines are converted to PO.
MAXIMO Application: Purchase Order			

Stage	Action By	Status	Remarks
4. Review PO Details.	Purchasing Specialist	WAPPR	All entered unit costs will be considered inclusive of all discounts. The Purchasing Specialist will also add at this point additional charges for Freight Forwarding by selecting SHIPVIA code on PO header and TPI Charges by selecting appropriate code on the applicable line(s). The Performance Bank Guarantees, if any, will be entered in the Commercial Directory, Guarantees and Policies application.
To and From **Purchase Order – Commercial DFA Process**			
To and From **Purchase Order – Long Lead Time Item Process**			
5. Approve PO via the Commercial DFA Process.	Applicable Authorized Person	APPR	The Purchase Order is now approved and ready to send to vendor.
6. Issue PO to Vendor.	Purchasing Specialist	ISSUED	The Hardcopy PO with cover letter will be send to the Vendor.
7. Get Confirmation from Vendor that PO was received.	Purchasing Specialist	EXCUTE	The reply will be logged in the PO Event Log.
8. Prepare Final Documents.	Purchasing Specialist	EXCUTE	The Purchasing Specialist will complete set of documents that will accompany the PO for TPI and Freight Forwarder.
MAXIMO Application: Request for Quotation			
9. Inform Unsuccessful Vendors.	Purchasing Specialist	CLOSE	Run the Report from the RFQ and send it to the applicable Vendors.
To **Purchase Order – Expediting Process**			

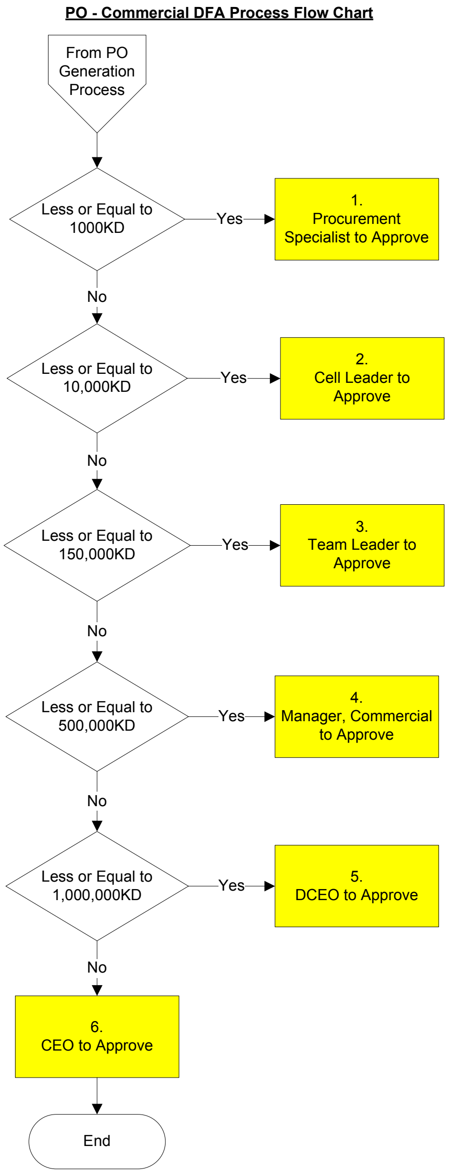
50.6 Records

- Request for Quotation (RFQ)
- Purchase Order (PO)
- Acceptance Fax (Vendor)
- Bank Guarantees

- Cover Letter (PO)
- Corespondance with ITC

Notes:
Expediting Schedule template is automatically populated using workflow action.

51. Purchase Order – Commercial DFA Process



51.1 Purpose

To determine who will be the authorized person to approve Purchase Orders.

51.2 Scope

From waiting approval Purchase Orders to Approved Purchase Orders going through the DFA.

51.3 Owner

Department Manager

51.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

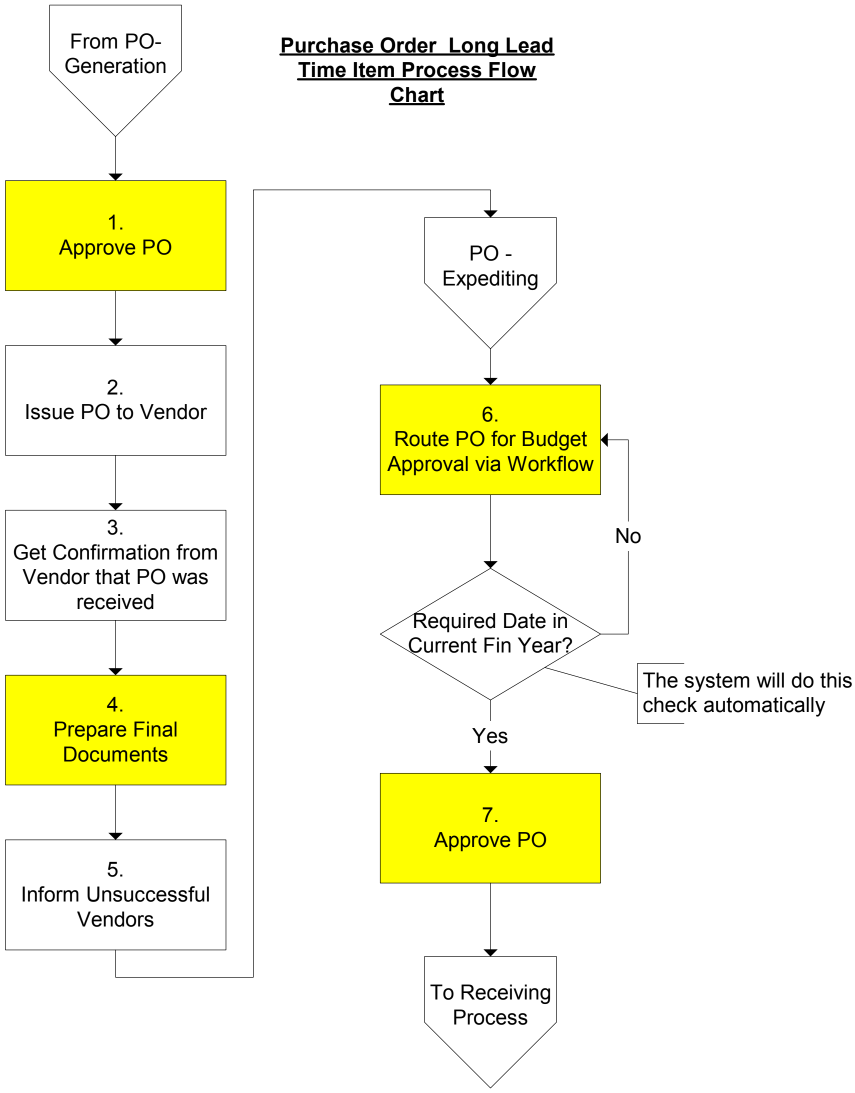
51.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Purchase Order			
From **Purchase Order Generation** Process			
1. Approve PO	Procurement Specialist/ Engineer	APPR	PO value ≤ 1,000KD
2. Approve PO	Sr. Procurement Specialist/ Sr. Engineer	APPR	PO value> 1000 and ≤ 10,000KD
3. Approve PO	Team Leader	APPR	PO value > 10,000 and ≤ 150,000KD
4. Approve PO	Manager, Commercial	APPR	PO value > 150,000 and ≤ 500,000KD
5. Approve PO	DCEO (Fin. & Admin.)	APPR	PO value > 500,000 and ≤ 2,000,000KD
6. Approve PO	CEO	APPR	PO Value > 2,000,000KD
To **Purchase Order Expediting** Process			
To **Purchase Order Variation** Process			

51.6 Records

- Purchase Order (PO)
- Acceptance Fax (Vendor)
- Bank Guarantees
- Cover Letter (PO)

52. Purchase Order – Long Lead Time Item Process



52.1 Purpose

To define methodology to Generate & Issue Purchase Order, based on the outcome of Request for Quotation Process where the Item Required on Site Date is outside the current financial year. This is applicable only for non-project related items.

52.2 Scope

To issue the PO to the successful Vendor in advance so that the manufacturing process can be started to meet delivery schedule. Change the PO status to approve (EXCUTE) in the applicable financial year.

52.3 Owner

Department Manager

52.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, Management Accounting
- Team Leader, QA & SS

52.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Purchase Order			
From **Purchase Order Generation** Process			
1. Approve PO	Purchasing Specialist	APPRLL	The Purchase Order is now approved 'In Principle' and ready to send to vendor.
2. Issue PO to Vendor	Purchasing Specialist	APPRLL	The Hardcopy PO with cover letter will be send to the Vendor.
3. Get confirmation from Vendor that PO was received.	Purchasing Specialist	APPRLL	The reply will be logged in the PO Event Log.
4. Prepare final documents.	Purchasing Specialist	APPRLL	The Purchasing Specialist will complete set of documents that will accompany the PO for Vendor and Freight Forwarder.
Note: Items cannot be received by Warehouse against APPRLL (Approve Long Lead) PO. Since it is approved in principle, subject to availability of funds.			
MAXIMO Application: Request for Quotation			
5. Inform Unsuccessful Vendors.	Purchasing Specialist	CLOSE	Run the Report from the RFQ and send it to the applicable Vendors.
To and From **Purchase Order- Expediting Process**			
6. Route PO for Budget Approval.	Purchasing Specialist	APPRLL	At the beginning of the Financial Year the Purchasing Specialist will Route the Applicable Long Lead Time Item PO's for Budget Approval in the current Financial Year.

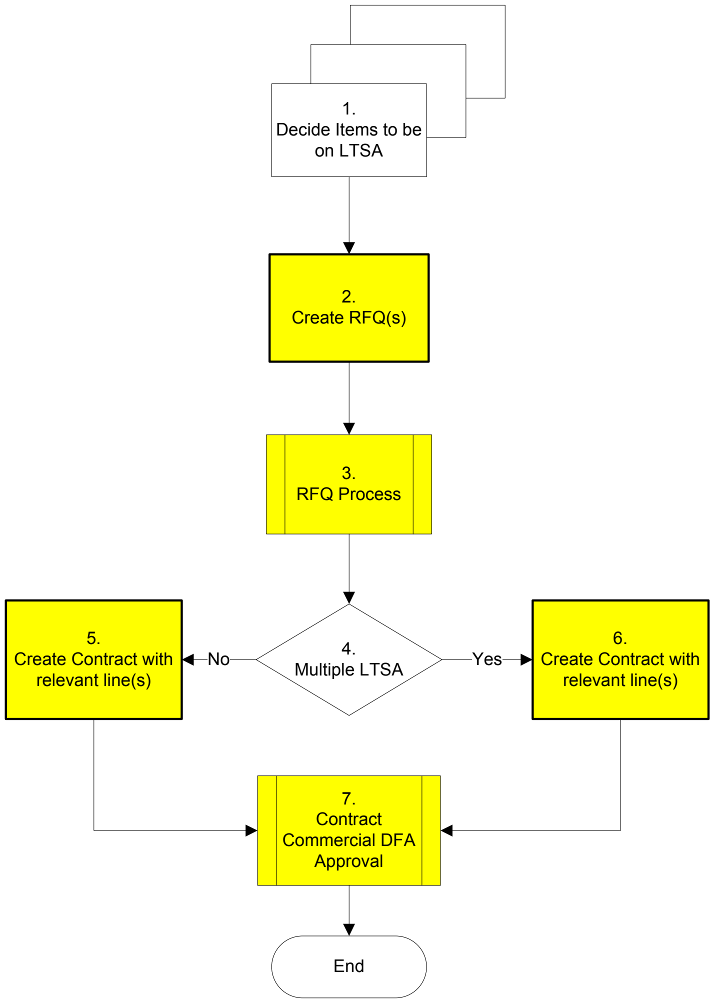
Stage	Action By	Status	Remarks
7. Approve PO	Purchasing Specialist	EXCUTE	If the PO is in the current financial year. It will pass the budget check and change the status to EXCUTE. The PO will be out of workflow at this point.
To **Material Receiving Process**			

52.6 *Records*

- Purchase Order (PO)
- Acceptance Fax (Vendor)
- Bank Guarantees
- Cover Letter (PO)

53. Set up Long Term Supply Agreements

Setup LTSA Process flowchart



53.1 Purpose

To define the methodology to set up a Long Term Supply Agreement (LTSA).

53.2 Scope

The requirement will be entered directly in the RFQ and will establish a Price Agreement Blanket Purchase Order after the Quotation Process. This Blanket will be valid for a specific Time Period. This LTSA will enable the Commercial Department to set up a contract with a Vendor to deliver materials at a specific unit cost for a pre-determined period.

53.3 Owner

Department Manager

53.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, QA & SS

53.5 Process Stages (Including Responsibilities)

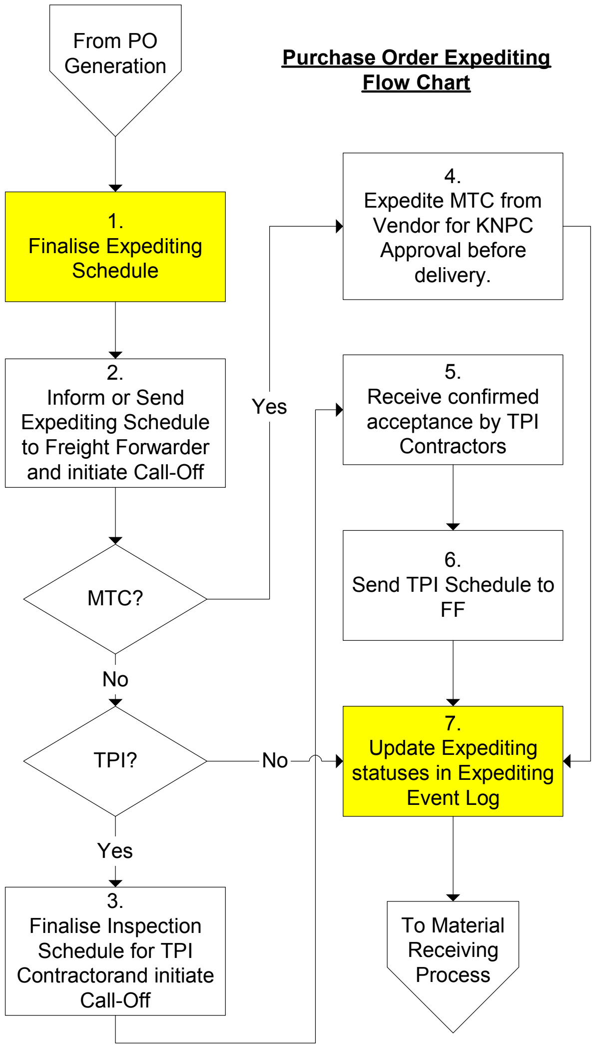
Stage	Action By	Status	Remarks
Outside MAXIMO but with information in MAXIMO Database			
1. Decide which material should be on a LTSA.	Purchasing Specialist	N/A	The investigation will lead to decision, which Items should be on a LTSA. This analysis will assist the Purchasing Specialist to create the RFQ.
MAXIMO Application: Request for Quotation			
2. Create RFQ.	Purchasing Specialist	INPRG	This action will be a combined effort to create the RFQ Lines with the estimated unit rates and quantities. If the LTSA will be a multi year agreement with different rates per year. Multiple lines must be created per item to incorporate the different rates and quantities. If LTSA exists buyer shall generate RFQ from LTSA and then edit it for addition/ deletion of line items
MAXIMO Application: Contracts and Variations			
3. Assign unique KNPC Contract number	Purchasing Specialist	WAPPR	The unique KNPC Contract # will be referenced on all the associated Blankets. The sole Purpose of assigning KNPC Contract # is to group the Blanket PO's together.
To and From **Commercial DFA Process**			
4. Create Multiple Contract with relevant lines.	Purchasing Specialist	WAPPR	In the creation of the Blankets; the Purchasing Specialist will follow a methodology to create more than one Contract from the RFQ Quotation lines, if the Item Unit differs on year-to-year basis.

Stage	Action By	Status	Remarks
5. Excute Blankets	Purchasing Specialist	EXCUTE	Blanket status is changed to APPR as per DFA Assigned Buyer will change the status to EXCUTE by routing in workflow after ensuring all relevant documents are received and approved.

53.6 Records

- Request for Quotation (RFQ)
- Contract(s) (LTSA)
- Acceptance Fax (Vendor)
- Bank Guarantees
- Cover Letter (PO)

54. Purchase Order – Expediting Process



54.1 Purpose

To reduce the external lead time of material by using a Freight Forwarder that will control the movement of material from Vendor to KNPC.

54.2 Scope

Update the Expediting Schedule in MAXIMO. Task the Freight Forwarder to expedite the delivery of the material and task Third Party Inspector to inspect the material before they are shipped to KNPC.

54.3 Owner

Department Manager

54.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

54.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Purchase Order			
From **Purchase Order Generation**			
1. Finalize Expediting Schedule.	Purchasing Specialist	EXCUTE	All relevant information will be captured in the PO Expediting Schedule or PO Event Log.
2. Inform or send Expediting Schedule to FF and initiate Call Off.	Purchasing Specialist	EXCUTE	All relevant information will be captured in the PO Expediting Schedule or PO Event Log.
3. Finalize Inspection Schedule for TPI Contractor and initiate Call Off.	Purchasing Specialist	EXCUTE	All relevant information will be captured in the PO Expediting Schedule or PO Event Log.
4. Expedite MTC from Vendor for KNPC Approval before delivery.	Purchasing Specialist	EXCUTE	Purchasing Specialist to Liaise with Vendor and Customer for Material Test Certificate Approval prior to Material Dispatch.
5. Receive confirmed acceptance by TPI Contractors.	Purchasing Specialist	EXCUTE	All relevant information will be captured in the PO Expediting Schedule or PO Event Log.
6. Send TPI Schedule to FF.	Purchasing Specialist	EXCUTE	All relevant information will be captured in the PO Expediting Schedule or PO Event Log.
7. Update Expediting statuses in Expediting Event Log.	Purchasing Specialist	EXCUTE	All relevant information will be captured in the PO Expediting Schedule or PO Event Log. Link TPI and MTC reports in Link Documents Tab.

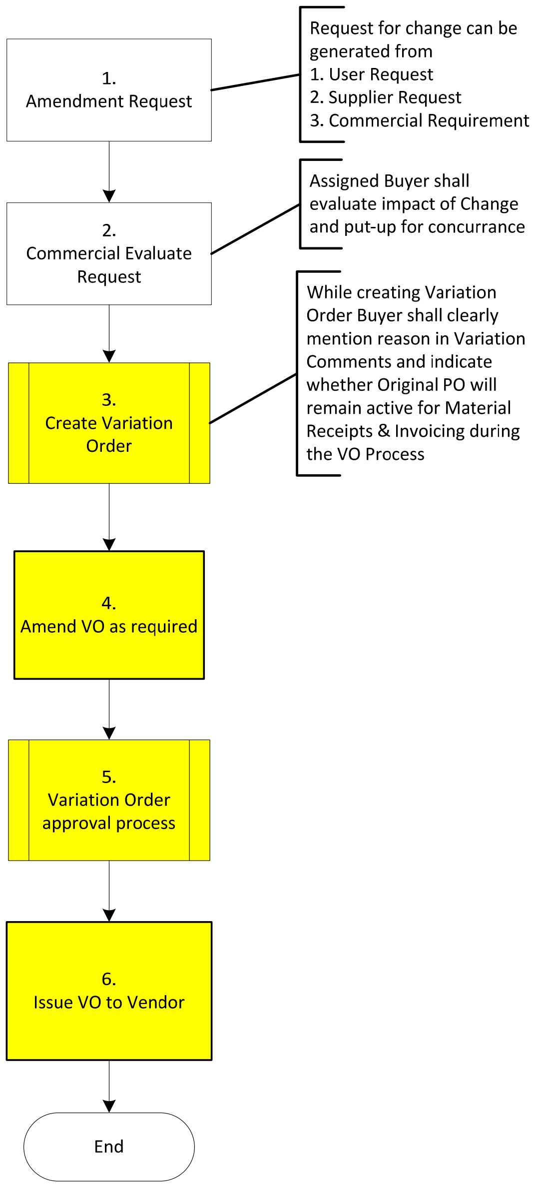
Stage	Action By	Status	Remarks
To **Material Receiving Process**			

54.6 Records

- Purchase Order (PO)
- Minutes of meetings (Customer and Vendor)
- Corespondance with Vendor/ Customer

55. Purchase Order – Variation Order

Purchase Order Variation Process flow diagram



55.1 Purpose

To define methodology to make changes to Purchase Orders

55.2 Scope

From the original request to change, the Purchasing Specialist need to negotiate with the parties involved to change the Purchase Order. The Variation order will go through a commercial DFA as appropriate.

55.3 Owner

Department Manager

55.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Procurement

55.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside Maximo			
1. Amendment Request.	Customer	N/A	The Purchasing Specialist will receive this request via email/ memo from the Originator of the demand. Any technical / delivery schedule change request from Vendor route request to customer first for acceptance. User to issue amendment CCAR in case of specifications change. In case of change in quantity for DC items user shall provide acceptance for quantity amendment. If there is no change in Specifications only part/ model number change subject to confirmation by supplier that new item is Form, Fit, Function equivalent to Original, Purchasing Specialist will issue CCAR and inform customer.
MAXIMO Application: Purchase Order			
2. Evaluate Change	Purchasing Specialist	PNDREV	It is the responsibility of the Purchasing Specialist to get the necessary input and requirements from the Customer.

Stage	Action By	Status	Remarks
3. Create PO Revision.	Purchasing Specialist	EXCUTE	The Purchasing Specialist will use the Select Action menu in MAXIMO to create PO Revsion. Buyer shall indicate whether to 'Allow Receipts and Invoices' On the original PO during the approval of PO revision. Non-selection of the checkbox will change status of original PO to HOLD.
4. Make Changes on PO	Purchasing Specialist	PNDREV	The necessary changes will be made to incorporate the amendment request. It is the responsibility of the Purchasing Specialist to get the necessary input and requirements from the Customer & route new PO for Commercial DFA process. The Purchasing Specialist will route the Revised PO through the Commercial DFA Process after taking necessary approvals from ITC/ HTC/ CTC as applicable.
5. Approve PO via the Commercial DFA Process.	DFA	APPR	Original PO status change to REVISD so that Receipt and Invoices are not allowed on the Original PO any longer
6. Issue revised PO to Vendor	Purchasing Specialist	EXCUTE	

55.6 Criteria for Variation and Cancellation Orders:

Type	Authorized to Approve PO Variation		
MAXIMO Application: Purchase Order			
From **Purchase Order- Variation Order/ Cancellation** Process			
	1. PCD MANAGER	**2. DCEO**	**3. CEO**
Value Change	PO Below 5,000KD. And Up to 100% of PO Value.	PO Below 5,000KD. Over 100% of PO Value.	

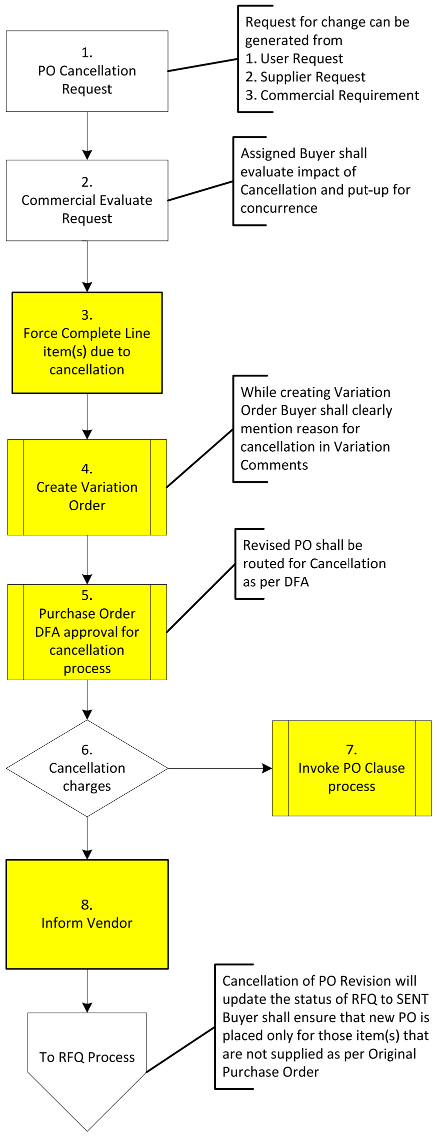
	PO between 5,000 and 20,000KD. And Up to 50% of PO Value.	PO between 5,000 and 20,000KD. And Between 50% and 100% of PO Value.	PO between 5,000 and 20,000KD. And Over 100% of PO Value.
	PO between 20,000 and 100,000KD. And Up to 25% of PO Value.	PO between 20,000 and 100,000KD. And Between 25% and 50% of PO Value.	PO between 20,000 and 100,000KD. And Over 50% of PO Value.
	PO value over 100,000KD. And Up to 10% of PO Value but not exceeding 50,000KD.	PO value over 100,000KD. And Between 10% and 25% of PO Value but not Exceeding 100,000KD.	PO value over 100,000KD. And Over 50% of PO Value.
Time Change	Up to 20% of PO Duration.	Between 20% and 40% of PO Duration.	Over 40% of PO Duration.
Cancellation	Up to 100,000KD PO.	PO between 100,000 and 300,000KD.	PO Over 300,000KD.
Note: The Change order Authorised as above will be finally signed by the authority who signed the Original Purchase Order			

55.7 Records

- Purchase Order (PO)
- Minutes of meeting (Customer and Vendor)
- Email Messages/ Memo
- CCAR
- Item Master
- Inventory

56. Purchase Order – Cancellation Process

Purchase Order Cancellation Process flow diagram



56.1 Purpose

To enable the Purchasing Specialist to cancel a Purchase Order, already signed and issued to the Vendor, before and after receipts have been made.

56.2 Scope

The Purchase Order needs to be cancelled and that will include negotiation with the Vendor and Customer regarding Cancellation fees and Penalties. The Purchasing Specialist also needs to send the PO through the DFA approval process for cancellation.

56.3 Owner

Department Manager

56.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

56.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside Maximo			
1. Require to Cancel a Purchase Order.	Customer/Vendor	N/A	This request will be sent via email to the Purchasing Specialist. Capture request in the PO Log.
2. Evaluate impact	Purchasing Specialist	N/A	Buyer shall do complete impact analysis of such request and putup for Approval/ concurrence
MAXIMO Application: Purchase Order			
If PO still needs cancellation and placed on new Vendor for rest of the items even though some of the Items are already received.			
3. Force Completion of Receipts on Original PO	Purchasing Specialist	EXCUTE	The Purchasing Specialist shall force completion of the receipts using Select Action menu to ensure that new receipts cannot be made for the Item(s) that are to be cancelled from on going Purchase Order.
4. Revise PO	Purchasing Specialist	PNDREV	
5. Route revised PO for cancellation	As per VO DFA process	PNDREV	Cancellation of Revised PO will update the status of RFQ to SENT
MAXIMO Application: Receiving			

Stage	Action By	Status	Remarks
Any Penalty to be levied/ paid Add Penalty and/ or Cancellation Fees line.	Purchasing Specialist	EXCUTE	Buyer shall take prior approval of such charges and attached documents Penalty/ Additional charges can be added to the Original PO by using Invoke PO clause action from Inventory → Receiving (KNPC) application
6. To **Purchase Order – Invoke PO Clause Commercial DFA Process**			
MAXIMO Application: Purchase Orders			
7. Inform Vendor	Purchasing Specialist	CAN	
To **Request for Quotation** → Quotation Evaluation / Purchase Order generation Process			
Request for Quotation	Purchasing Specialist	SENT	Before proceeding further ensure taking note of the line item(s) that are to be included on the new Purchase Order

56.6 Criteria for Variation and Cancellation Orders:

Type	Authorized to Approve PO Variation		
MAXIMO Application: Purchase Order			
From **Purchase Order- Variation Order/ Cancellation** Process			
	1. PCD MANAGER	**2. DCEO**	**3. CEO**
Value Change	PO Below 5,000KD. And Up to 100% of PO Value.	PO Below 5,000KD. Over 100% of PO Value.	
	PO between 5,000 and 20,000KD. And Up to 50% of PO Value.	PO between 5,000 and 20,000KD. And Between 50% and 100% of PO Value.	PO between 5,000 and 20,000KD. And Over 100% of PO Value.
	PO between 20,000 and 100,000KD. And Up to 25% of PO Value.	PO between 20,000 and 100,000KD. And Between 25% and 50% of PO Value.	PO between 20,000 and 100,000KD. And Over 50% of PO Value.

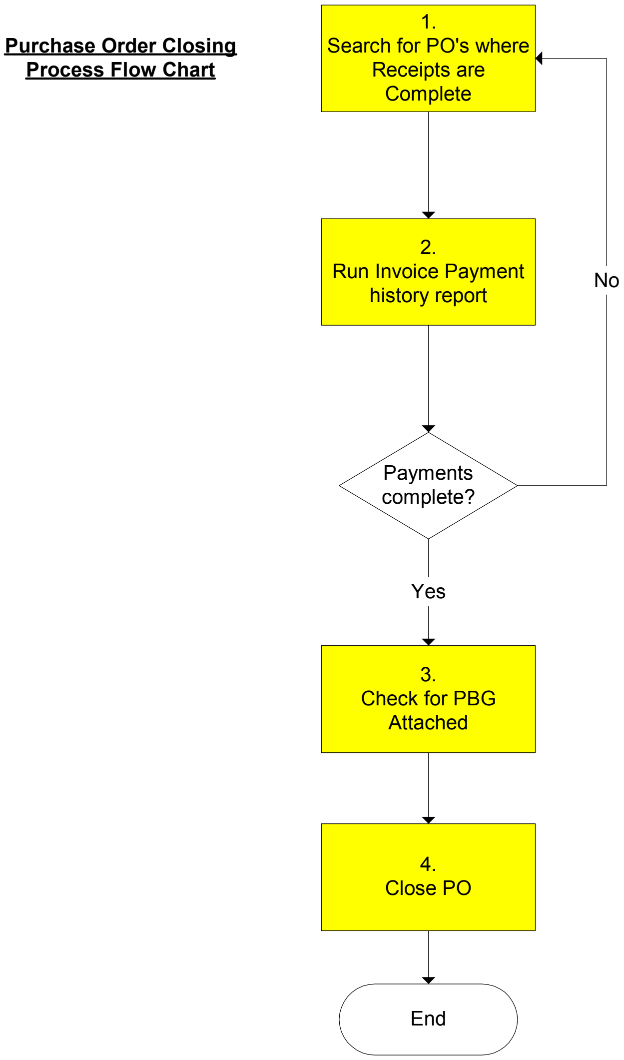
	PO value over 100,000KD. And Up to 10% of PO Value but not exceeding 50,000KD.	PO value over 100,000KD. And Between 10% and 25% of PO Value but not Exceeding 100,000KD.	PO value over 100,000KD. And Over 50% of PO Value.
Time Change	Up to 20% of PO Duration.	Between 20% and 40% of PO Duration.	Over 40% of PO Duration.
Cancellation	Up to 100,000KD PO.	PO between 100,000 and 300,000KD.	PO Over 300,000KD.

56.7 Records

- Purchase Order (PO)
- Variation Order
- Minutes of meeting (Customer and Vendor)
- Email Messages

Note: PO is to be closed if the items not being supplied are no longer required.

57. Purchase Order – Closing Process



57.1 Purpose

To define the methodology to prevent any future receipts against this Purchase Order and to put it in history for analysis.

57.2 Scope

To search for the Purchase Orders that need to be closed and to determine if the invoices are paid and to close the Purchase Orders.

57.3 Owner

Department Manager

57.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, Accounts Payable
- Team Leader, QA & SS

57.5 Process Stages (Including Responsibilities)

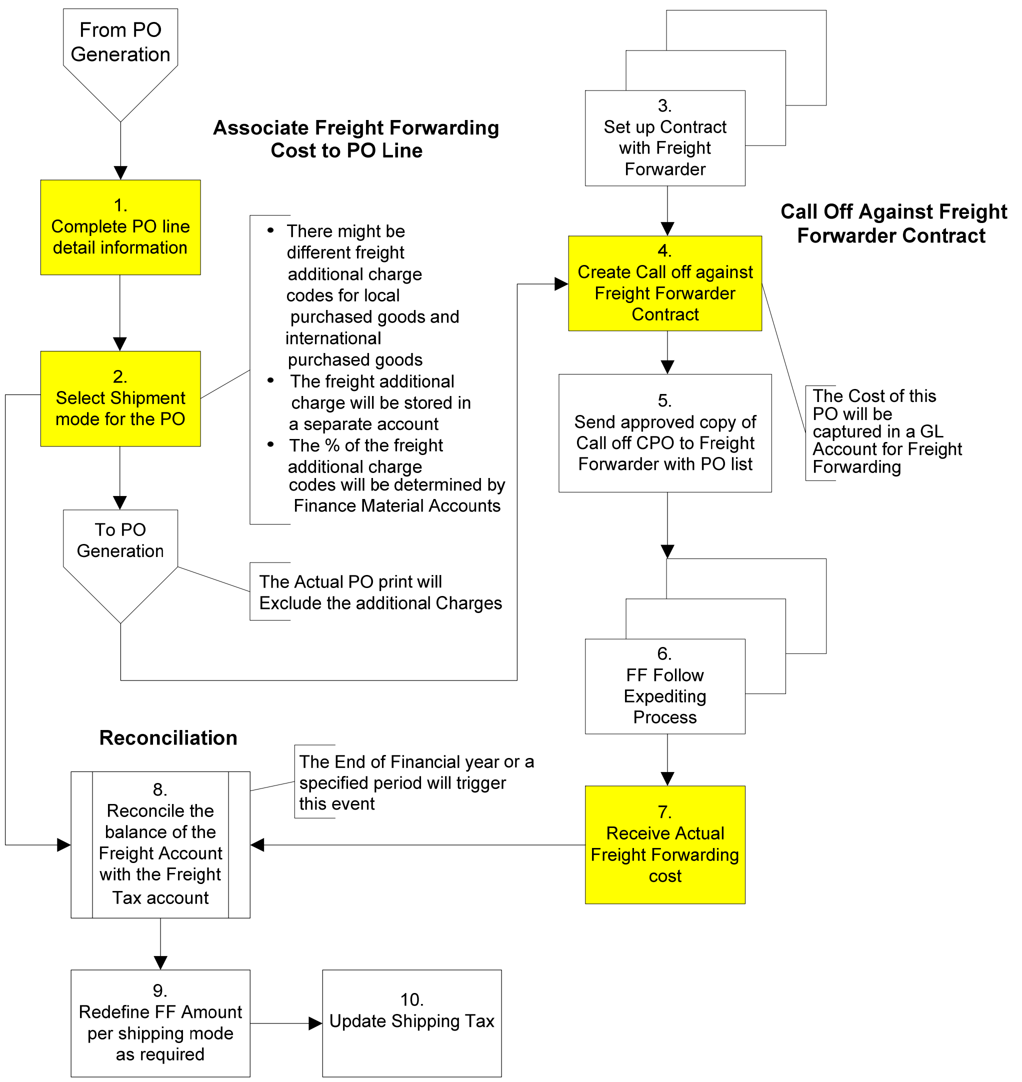
Stage	Action By	Status	Remarks
MAXIMO Application: **Purchase Order**			
1. Search for PO's where the receipts are complete.	Purchasing Specialist	EXCUTE	The Purchasing Specialist will frequently run Suggested 'PO Closing report' to find those Purchase Orders that can be treated as Closed.
MAXIMO Application: **Invoicing**			
2. Run Invoice Payment History Report.	Purchasing Specialist	PAID	The Purchasing Specialist will query for the applicable PO's in the Invoicing Application and run the Payment History Report. With this information, the Purchasing Specialist can make a decision.
MAXIMO Application: **Commercial Directory**			
3. Check for PBG Attached	Purchasing Specialist	N/A	Purchasing Specialist needs to check for any valid Performance Bank Guarantees before Closing. If there are any, advice Finance to release the PBG.
MAXIMO Application: **Purchase Order**			
4. Close PO	Purchasing Specialist	CLOSE	If the Payments are complete, the Purchasing Specialist can change the PO Status to CLOSE.
Note: Along with Suggested PO Closing Report that lists all PO that can be closed, specialist shall ensure that no dispute is outstanding between Vendor and KNPC.			

57.6 Records

- Purchase Order (PO)
- Minutes of meeting (Customer and Vendor)
- Bank Guarantees
- Invoice
- Suggested PO Closing report

58. Purchase Order – Freight Cost Allocation Process

Freight Cost allocation Process Flowchart



58.1 Purpose

To incorporate the freight cost in the inventory cost of an Item.

58.2 Scope

The Process starts in the PO Application where the costs are allocated to the items. The Call-Off is created against the Freight Forwarder followed by reconciliation by finance. This exact process will be followed for the Third Party Inspection as well.

58.3 Owner

Department Manager

58.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Account Payable
- Team Leader, EAMT
- Team Leader, QA & SS

58.5 Process Stages (Including Responsibilities)

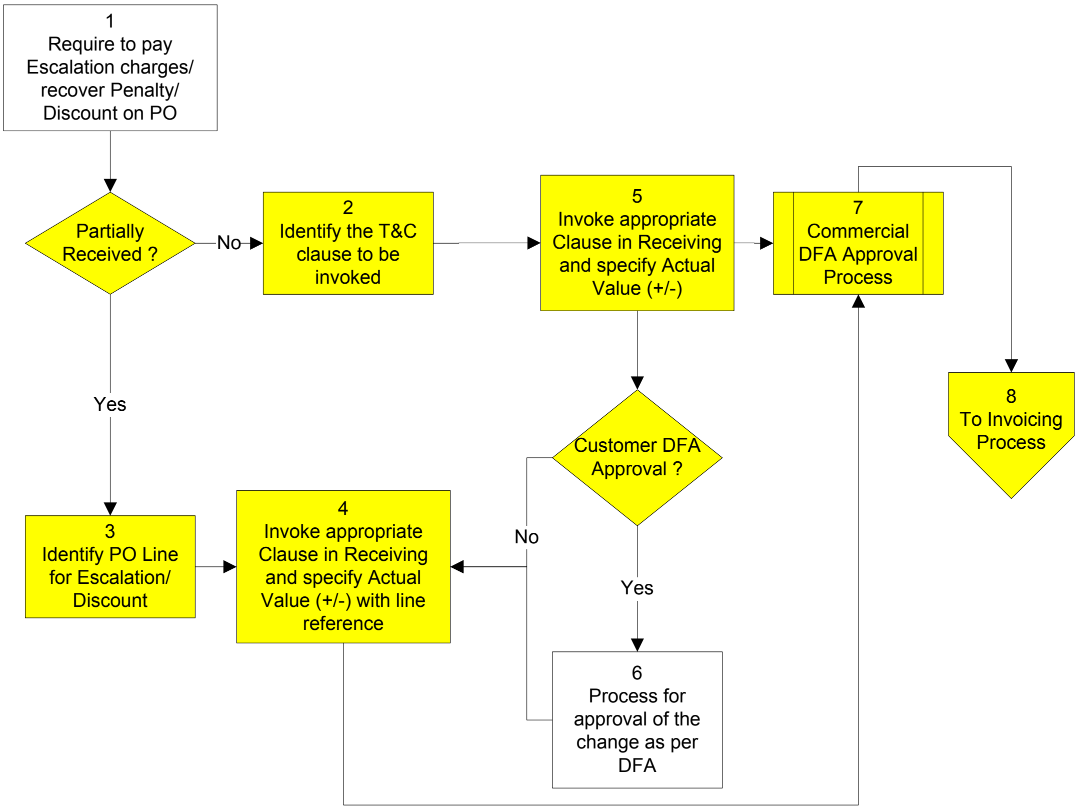
Stage	Action By	Status	Remarks
MAXIMO Application: Purchase Order			
From **Purchase Order Generation**			
1. Complete PO line detail information.	Purchasing Specialist	WAPPR	All entered unit costs will be considered inclusive of all discounts.
2. Select Freight additional charge code per line item.	Purchasing Specialist	WAPPR	1.There might be different freight additional charge codes for local purchased goods and international purchased goods 2.The freight additional charge will be stored in a separate account 3. The % of the freight additional charge codes will be determined by Finance Material Accounting. These costs will be included in the Loaded Cost and therefore be added to the Inventory Cost of the material.
To and From **Purchase Order Generation**			
MAXIMO Application: **Contracts & Variations**			
3. Set up Freight Forwarder Contract.	Purchasing Specialist	EXCUTE	It is a pre-defined process to set up contracts with Freight Forwarder.
4. Create Call Off Against Freight Forwarder Contract.	Purchasing Specialist	WAPPR	The Purchasing Specialist will generate a call off CPO to initiate the freight forwarding process for a specific PO/ Group of PO.

Stage	Action By	Status	Remarks
5. Send Approved Call Off PO to FF with copy of the Goods PO attached.	Purchasing Specialist	EXCUTE	The Purchasing Specialist can get Call-Off Approved the with good estimated costs and will be able to receive the correct costs in step
Outside MAXIMO			
6.Following the Expediting Process	Freight Forwarder	N/A	The Freight Forwarder will Execute the Freight Forwarding.
MAXIMO Application: **Contract Receiving**			
7. Receive the actual cost of the Freight Forwarder.	Purchasing Specialist	EXCUTE	The costs of this PO will be captured in a specific GL Account for freight forwarding.
Outside MAXIMO			
8. Reconcile the balance of the Freight account and the Freight tax account.	Accountant Payables	N/A	In this financial exercise the freight forwarding tax from the PO will be balanced against the Call Offs against the Freight Forwarder
9. Redefine FF charges per shipping mode as required.	Accounts Payable	N/A	If the FF charges do not reconcile with the PO Tax1 amount, redefine the Shipping Tax percentages to cover the charges.
10. Update Shipping tax percentage in Maximo	EAMT	N/A	The shipping taxes are listed as percentage in a valuelist,

58.6 Records

- Purchase Order (PO)
- Call-Off CPO
- Inventory
- Financial Statements
- Shipping Tax

59. Purchase Order – Handling of Escalation/ Penalty Process



59.1 Purpose

To enable the Purchasing Specialist to Invoke appropriate PO Terms & Conditions clause before and after receipts have been made.

59.2 Scope

A T&C clause needs to be invoked on the Purchase Order that will include negotiation with the Vendor and Customer regarding Escalation Charges and Penalties. The Purchasing Specialist also needs to send the actual changes through the DFA approval process for payment/ recovery.

59.3 Owner

Department Manager

59.4 Auditing Team Members

- Department Manager (Chairman)
- Manager, Finance
- Team Leader, Procurement
- Team Leader, Accounts Payable

- Team Leader, QA & SS

59.5 Process Stages (Including Responsibilities)

S.#	Stage	Action By	Status	Remarks
Outside MAXIMO				
1.	Require to Invoke a T&C clause on Purchase Order.	Customer/ Purchasing Specialist	EXCUTE	The Purchasing Specialist may receive this request via email or letter from Customer or decide to do so as per T&C of Purchasing. Capture it on the PO Log.
MAXIMO Application: Inventory - Receiving				
2.	Invoke Contract Clause	Purchasing Specialist	WAPPR	Identify the Clause of T&C of Purchasing that needs to be invoked on PO.
3.	Invoke Contract Clause	Purchasing Specialist	WAPPR	Identify the Clause of T&C of Purchasing that needs to be invoked on the Received PO line.
4.	Invoke Contract Clause on PO Line ***This is to be done only if the PO Line has no storeroom specified.***	Purchasing Specialist	WAPPR	Select appropriate Clause in Maximo against the PO line and the amount to be paid/ recovered. Enter the amount with appropriate +/- sign. The Receipt is ready to go through the DFA approval process.
5.	Invoke Contract Clause on PO	Purchasing Specialist	WAPPR	Select appropriate Clause in Maximo against the PO and the amount to be paid/ recovered. Enter the amount with appropriate +/- sign. The Receipt is ready to go through the DFA approval process.
To and From **Commercial DFA Process**				The Purchasing Specialist will inform Commercial authority for approval of invoked T&C clause as per DFA Process.
MAXIMO Application: Receiving				
6.	Process for approval of Invoking a T&C clause on the PO.	Engg. & Services Division or TL. Projects		Purchasing Specialist to coordinate for processing of DFA approval outside MAXIMO.

S.#	Stage	Action By	Status	Remarks
		Control – PD		
7.	Receive Penalties	Purchasing Specialist	APPR	Receive the Penalties in the Receiving application by Invoke Contract Clause action class and Approve.

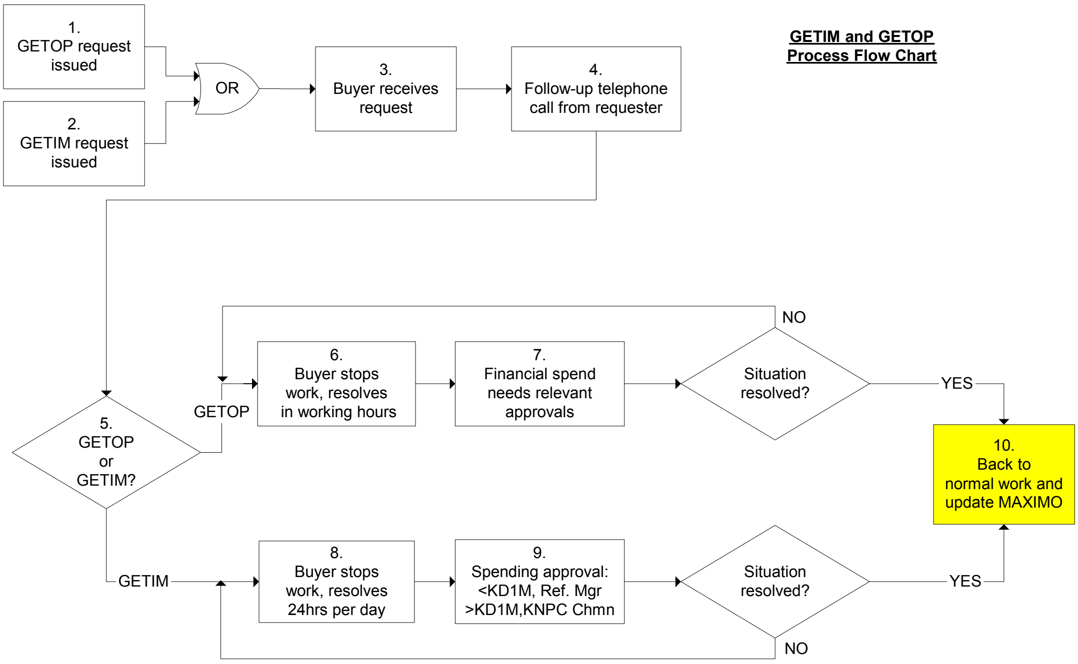
59.6 Records

- Material Receipts
- Service Receipts
- Material Issues
- Minutes of meeting (Customer and Vendor)
- Email Messages

Notes:

- ***If the PO line has Storeroom then the escalation/ de-escalation in the item price has to be processed by updating the item price on Invoice as per actual receipt cost.***
- ***Price escalation/ de-escalation invoice cannot be processed after PO line(s) are copied to the Invoice and approved.***

60. Emergency Purchasing Process – GETIM and GETOP



60.1 Purpose

To enable an emergency process to receive material in a critical situation

60.2 Scope

The bulk of the process will take place outside of MAXIMO where the Purchasing Specialist will perform duties to ensure a quick delivery of critical Items. Information will be backdated and inserted in MAXIMO.

60.3 Owner

Department Manager

60.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, Commercial Support
- Team Leader, QA & SS

60.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside MAXIMO			

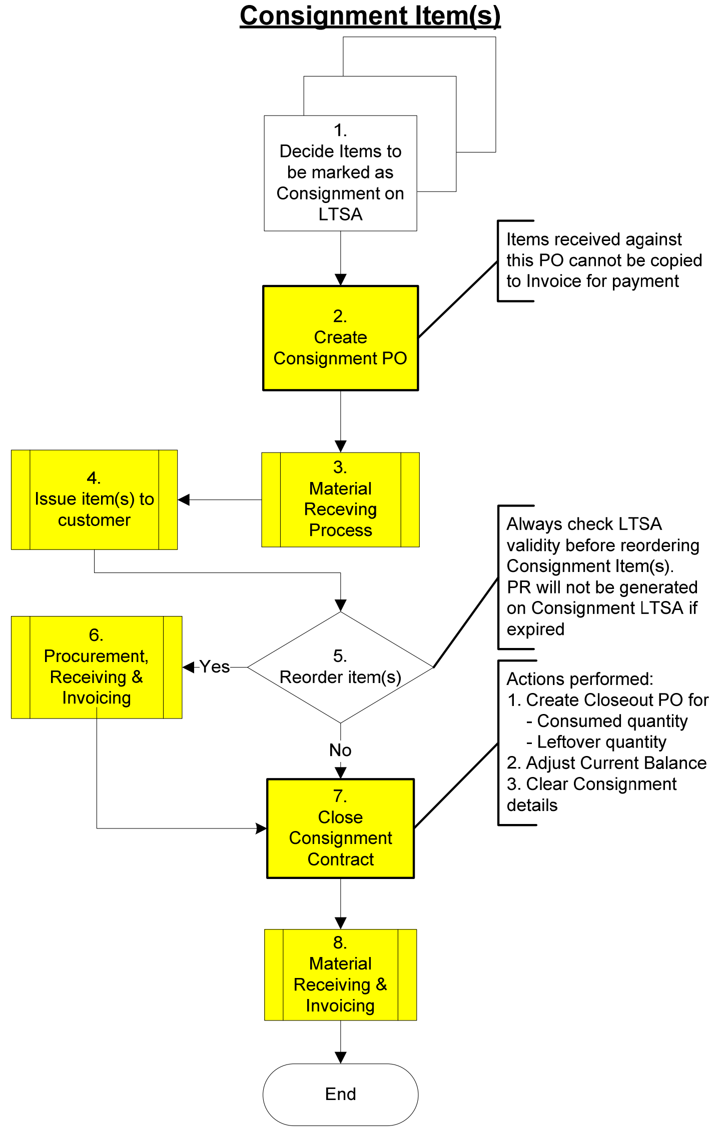
Stage	Action By	Status	Remarks
1. GETIM Request Issued.	Customer		A GETIM request shall be authorized by a Refinery General Manager. The GETIM process meaning is that the purchasing of materials will be the highest priority and the Purchasing Department will work till completion of the process. It will be round the clock.
2. GETOP Request Issued.	Customer		A GETOP request shall be authorized by the relevant Department Manager. The GETOP process meaning is that the purchasing of materials will be the second highest priority but the work of the Purchasing Department will take place during normal working hours till completion of process.
3. Purchasing Specialist Receives Request.	Purchasing Specialist		A Purchasing Specialist shall receive a GETOP or GETIM request by email, and it shall be copied to the respective site Focal Point.
4. Follow up telephone call from requester.	Customer		The email shall be followed by a telephone call from the requester to the Purchasing Specialist and the Focal Point, to obtain confirmation that: • The request has been received And to provide confirmation that: • Relevant approval has been obtained, either by phone or in writing.
5. GETOP or GETIM.	Purchasing Specialist		Make decision Regarding the applicable process.
6. GETOP = Purchasing Specialist stops work, resolve in working hours.	Purchasing Specialist		If a Purchasing Specialist receives a GETOP request he shall stop his normal work and dedicate all his efforts to satisfying the request during working hours. All correspondence, including emails, shall be marked GETOP. His initial response should be to provide a plan of how the request will be met. The Focal Point shall liaise with the Refinery staff concerned to ensure that the agreed plan is being achieved.

Stage	Action By	Status	Remarks
7. Financial spending needs relevant approvals.	As per DFA		If the resolution involves KNPC in a financial commitment, relevant approvals shall be obtained by following the normal procedures.
8. GETIM = Purchasing Specialist stops work, resolves 24 hours per day.	Purchasing Specialist		If a Purchasing Specialist receives a GETIM request he shall immediately stop his normal work and commit himself totally to resolving the situation for as long as it may take, day or night. All correspondence, including emails, shall be marked GETIM.
9. Approval of spending by Refinery General Manager, DMD (M) and Chairman.	Refinery General Manager		The Financial Approval will be based on the DFA and can be approved either by the Refinery General Manager, EAMD (M) or Chairman. Note that exemptions may be required from normal HTC/CTC approvals and these will need to be obtained from the Oil Ministry
All applicable MAXIMO			
10. Back to normal work and update MAXIMO.	Purchasing Specialist		Only after the emergency is resolved shall the paper trail, including telephone and diary notes, be recorded on the computer system by the Purchasing Specialist to formalize the activities.

60.6 Records

- Purchase Requisition (PR)
- Request for Quotation (RFQ)
- Purchase Order (PO)
- Minutes of meeting (Customer and Vendor)
- Email Messages
- Manual Records for Demand
- Manual Records for RFQ
- Manual Records for PO

61. Consignment items and Supply Agreements



61.1 Purpose

To define the methodology to mark Consignment item(s) and set up Long Term Supply Agreement (LTSA).

61.2 Scope

The requirement will be entered directly in the RFQ and will establish a Price Agreement Blanket Purchase Order after the Quotation Process. This Blanket will be valid for a specific Time Period. This LTSA will enable the Commercial Department to set up a contract with a Vendor to deliver materials at a specific unit cost for a pre-determined period.

61.3 Owner

Department Manager

61.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Procurement
- Team Leader, QA & SS

61.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside MAXIMO but with information in MAXIMO Database			
1. Decide which material should be on Consignment LTSA.	Purchasing Specialist	N/A	The investigation will lead to decision, which Items should be on a LTSA. This analysis will assist the Purchasing Specialist to create the RFQ.
MAXIMO Application: Request for Quotation			
2. Create RFQ.	Purchasing Specialist	INPRG	This action will be a combined effort to create the RFQ Lines with the estimated unit rates and quantities. If the LTSA will be a multi year agreement with different rates per year. Multiple lines must be created per item to incorporate the different rates and quantities. If LTSA exists for the listed items, RFQ shall be created from LTSA and then edited for addition/ deletion of line items
3. Follow the normal RFQ Processes.	Purchasing Specialist	N/A	The normal RFQ process will be followed and it can be either below 1,000,000KD or above 1,000,000KD or Public Tender.
MAXIMO Application: Contracts & Variations			
4. Assign unique KNPC Contract number	Purchasing Specialist	WAPPR	The unique KNPC Contract # will be referenced on all the associated Blankets. The sole Purpose of KNPC Contract # is to group the LTSA together.

Stage	Action By	Status	Remarks
5. Create Multiple Contracts with relevant lines.	Purchasing Specialist	WAPPR	In the creation of the Blankets. The Purchasing Specialist will follow a methodology to create more than one Contract from the RFQ Quotation lines, if the Item Unit differs on year-to-year basis.
To and From **Contracts & Variations – Commercial DFA Process**			
6. Consignment LTSA	Purchasing Specialist	EXCUTE	
7. Consignment PO	Purchasing Specialist As specified of LTSA	WAPPR	Consignment PO will be created per Storeroom; quantities specified shall be as per the initial bulid up quantity agreed with Consignment Vendor. Creation of Consignment PO will update following Inventory parameters after taking backup • Control account – 123542 • Max. level – initial buildup quantity • Min. level – Max. Level – 1 • Category – STK • GL Debit account 232592 (CBNI) • Set Consignment = 1 • Set Consignment Vendor = LTSA Vendor
To **Commercial Call off PO DFA Approval process**			
To and From **Inventory re-order processes**			
8. Reorder Consignemt Item	Inventory Control Engineer	WAPPR	Reorder of consignment items will generate PR per LTSA • Reorder qty is choosen to fill the Vendor bin to agreed maximum quantity
9. Review & approved PR	Inventory Control Eng.	APPR/ CLOSE	Approval of PR for LTSA items will result if Release PO, Status = 'WAPPR'
To **Commercial Call off PO DFA Approval process**			

Stage	Action By	Status	Remarks
10. Closeout PO	Purchasing Specialist	WAPPR	At the end of Consignment LTSA Closeout PO is to be created to restore original values set by Consignment PO. Closeout PO will create following additional adjustments and copy leftover items to PO lines as below • Set Current Balance to Zero • Clear Consignment flag • Clear Consignment Vendor • Clear CBNI Account by ▪ Writing Current Balance adjustment transaction • Copy Consumed but not invoiced items as DC Charge • Copy balance quantity items as Stock items • Restore Max. Level • Restore Min. Level • Restore Category • Restore Control Acct Buyer shall take decision on PO Line items with Storeroom information based on the Terms & Conditions set in the Contract regarding leftover items remaining with KNPC at the time of expiry of Contract
To **Commercial Call off PO DFA Approval process**			
11. Closeout PO	Purchaing Specialist	EXCUTE	
To **Inventory Receiving Process**			
To **Invoicing Process**			

61.6 Records

- Request for Quotation (RFQ)
- Contract(s) (LTSA)
- Acceptance Fax (Vendor)
- Bank Guarantees

- Consignment (PO)
- Closeout PO

Notes:

Consignment PO can be created only when the current balance is '0' in the Storeroom for the item

To update Max. Level to Vendor agreed quantity correct quantity shall be inserted on the Dialogue box for selection of Items & Storeroom

It if preferable to create one Consignment PO per Storerrom from tracking point of view

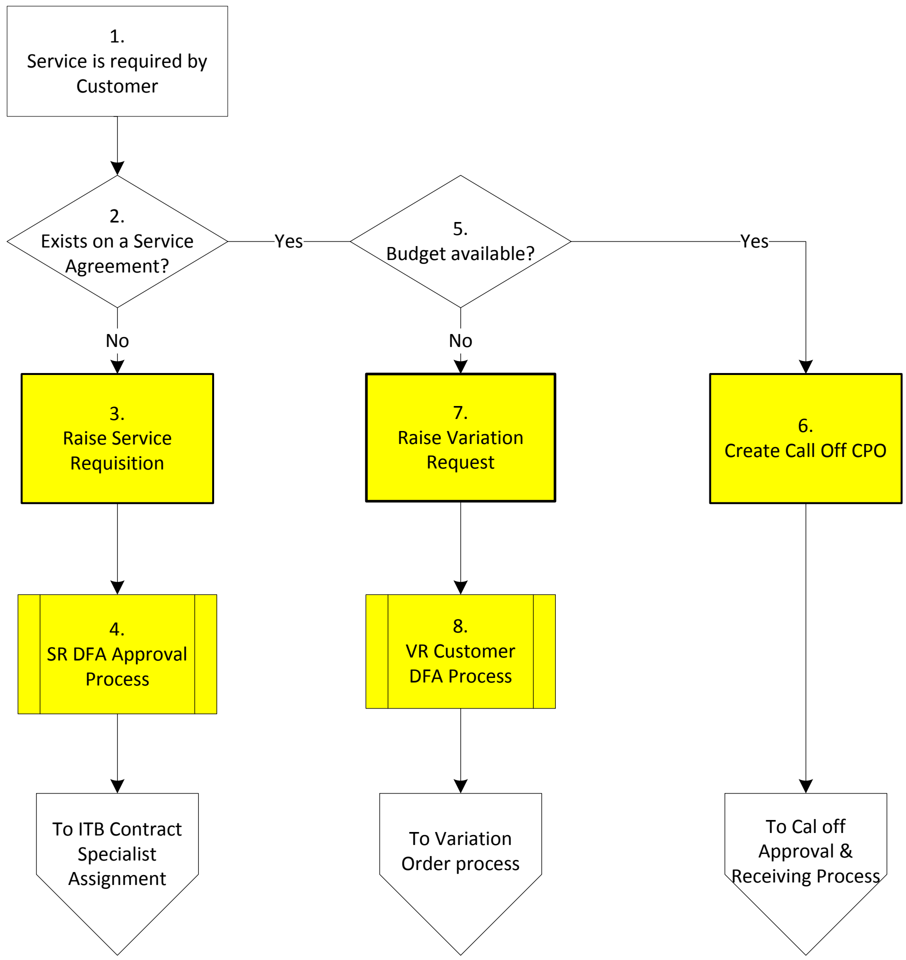
Consignment items cannot be transferred form one BIN to another since these do not belong to KNPC inventory

If an item was issued as non-consignment it cannot be returned to Storeroom where the item is now marked as Consignment

Detailed operarting procdure for Consignment Contarct is already circulated to all concerned departments.

62. Demand for Service or Variation Order Creation

Demand for Service or Variation Order Process flowchart



62.1 Purpose

To define methodology to create Approved Service Requisition (Demand) for new contracts as well as changes to current contracts (Variations).

62.2 Scope

All requests to raise new service contracts generate and variation request on existing service contracts.

62.3 Owner

Department Manager

62.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts

- Team Leader, Commercial Support
- Team Leader, QA & SS

62.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: **SR (Service Requisition)**			
1. Customer (Maintenance and other KNPC users have requirement of Service to be carried out for a running unit/ project	Customer	N/A	
2. Customer verifies that the requested service is not already on an existing Contract agreement.	Customer	N/A	
Maximo Application: **Contracts → Service Requisitions**			
3. SR (Service Requisitions) creation	Customer	WAPPR	On the SR the user specifies all details including dates, service category, all the mandatory fields in the SR application. User also attaches all necessary documents to be looked at by commercial. In preparing all these documents, if a cross-functional team is required, the user will arrange for that and the documents will reflect cross-functional team outcomes. User attaches the relevant model document and modifies the Draft tender document as necessary. For the schedule of rates (Bill of Quantities, etc.) details of the SR and the detailed scope of work, the customer (or XFT) will finalize.

Stage	Action By	Status	Remarks
4. Service requisition Approval	Customer DFA		The delegation of authority parameters are incorporated in the Work Flow design. The Approved SR will automatically generate an ITB.
Note: *As per Management decision, the Service Request for Consultancy Services for the Sites 'PRJ' and 'NRP' the requestor will be allowed to process the ITB till the point of creation of Contract, subject to prior approval*			
To **Invitation to Bid – Contract Specialist Assignment**			
MAXIMO Application: **Contracts (Contract and Variations)**			
5. Check Budegt availability/ Contract validity	Customer	EXCUTE	Customer to run **View Blanket PO report** (tool bar) to ascertain availability of funds/ budget, Contract End Date
6. From the Service Contract (Blanket CPO) user will raise a release (Call Off) for the required services	Customer	WAPPR	Starting from an approved and valid Contract agreement (Blanket CPO) the user will generate a blanket release (From actions menu) thus creating a new Release CPO (CPO of type 'REL') in the status waiting approval. In that release, the user will include all the services he wants to Call Off for a specific job.
To **Contract Call-Off and Receiving Process**			
MAXIMO Application: VR (Variation Request)			
7. Create a Variation Request with all relevant detail for variation	Customer	WREQ	The variation type will be CANCEL, TIMECHANGE, TIMVALCHG, VALCHANGE or AMMENDMENT. The detail on line level will be the minimum needed for the variation. The user will also include in the memo field the justification for the variation.

Stage	Action By	Status	Remarks
8. Approve Variation Request	Customer DFA	CUSTAPPR	The delegation of authority parameters incorporated in the Work Flow design document.
MAXIMO Application: CPO (Contract Purchase Order)			
To Commercial **Contract Variation Order Process (Including Cancellation)**			

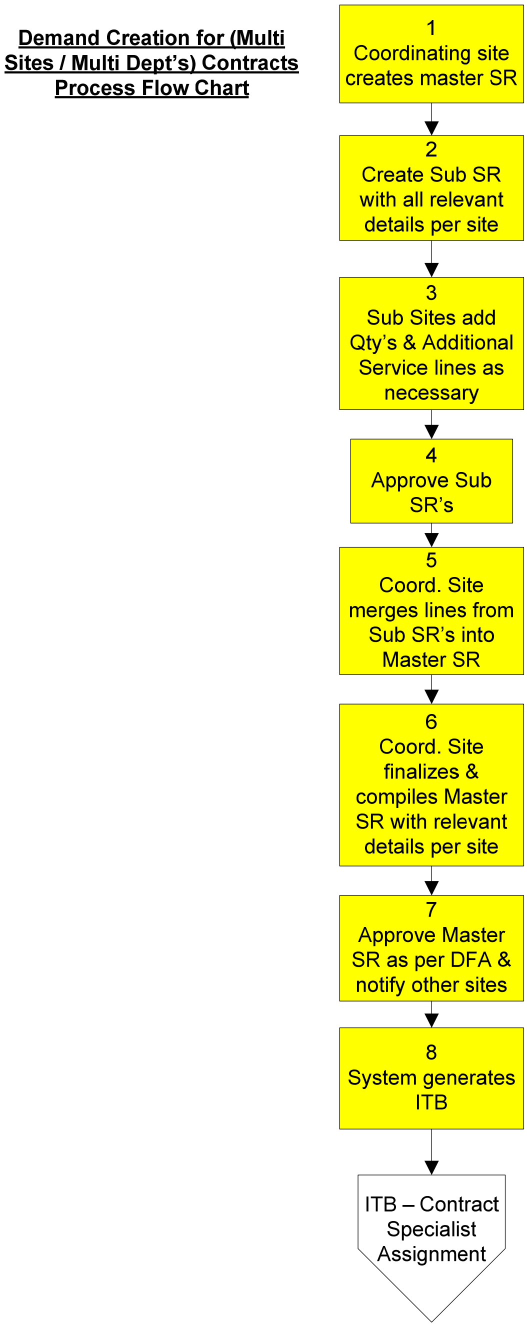
62.6 Criteria for Variation and Cancellation Orders:

Type	**Authorized to Approve Contract/ PO Variation**		
MAXIMO Application: Purchase Order			
From **Purchase Order- Variation Order/ Cancellation** Process			
	1. PCD MANAGER	**2. DCEO**	**3. CEO**
Value Change	PO Below 5,000KD. And Variation Up to 100% of PO Value.	PO Below 5,000KD. Over 100% of PO Value.	
	PO between 5,000 and 20,000KD. And Variation Up to 50% of PO Value.	PO between 5,000 and 20,000KD. And Variation Between 50% and 100% of PO Value.	PO between 5,000 and 20,000KD. And Over 100% of PO Value.
	PO between 20,000 and 100,000KD. And Variation Up to 25% of PO Value.	PO between 20,000 and 100,000KD. And Variation Between 25% and 50% of PO Value.	PO between 20,000 and 100,000KD. And Over 50% of PO Value.
	PO value over 100,000KD. And Variation Up to 10% of PO Value but not exceeding 50,000KD.	PO value over 100,000KD. And Variation Between 10% and 25% of PO Value but not Exceeding 100,000KD.	PO value over 100,000KD. And Over 50% of PO Value.
Time Change	Up to 20% of PO Duration.	Between 20% and 40% of PO Duration.	Over 40% of PO Duration.
Cancellation	Up to 100,000KD PO.	PO between 100,000 and 300,000KD.	PO Over 300,000KD.

62.7 Records

- SR (Service Requisitions)
- Draft Tender Document
- VR (Variation Requests)
- Call off's

63. Demand Creation for Multi Sites Contracts



63.1 Purpose

To define methodology to create cross refinery Approved Service Requisition (Demand) to start the Contracting Process.

63.2 Scope

From the Requirement per site into one combined cross refinery Service Requisition.

63.3 Owner

Department Manager

63.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Eng. & Services (Coordinating site)
- Team Leader, Eng. & Services (Participating sites)

63.5 Process Stages (Including Responsibilities)

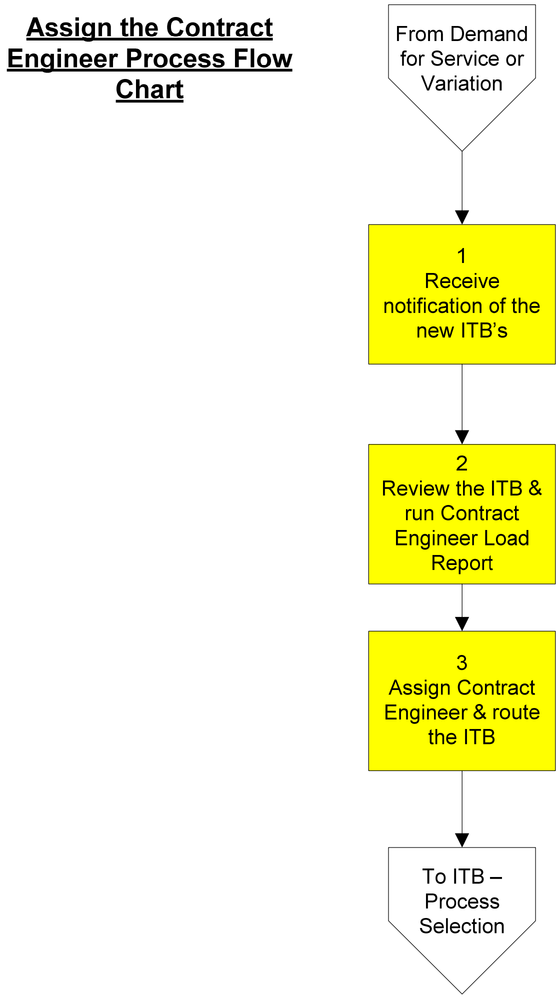
Stage	Action By	Status	Remarks
MAXIMO Application: **Service Requisition on Originator's Site**			
1. Coordinating site creates the Master SR	Originator	WAPPR	The relevant Contract Model Document to be attached to the SR or copy old contract to the new SR.
2. Generate the Sub SR's for other sites	Originator	WAPPR	Inform the other sites of the new Sub SR's.
3. Insert the quantities for the SR lines as per the requirements of each site and add additional service lines if necessary	The sub site coordinator	WAPPR (Sub SR)	
MAXIMO Application: **Service Requisition on participating Site**			
4. Assign responsible Engineer	Site Team Leader	WAPPR	Assigned responsible engineer will complete the service lines related to participating site
5. Approve Sub SR.	Department Manager	APPR	Go through the levels up to Level 4 Approval via the workflow process.
MAXIMO Application: **Service Requisition on Coordinating Site**			

Stage	Action By	Status	Remarks
6. Coordinating site to merge the Sub SR's into the Master SR.	Originator in Coordinating Site	WAPPR	
7. Finalize and Compile master SR with relevant detail per site.	Originator in Coordinating Site	WAPPR	
8. Approve master SR	As per DFA	APPR	The master SR will go through the normal DFA workflow process on the coordinating site. Other sites to be informed.
9. The system automatically generates relevant ITB	Workflow	CLOSE	This is an automatic process by workflow to generate the ITB (Status = WAPPR) to start the ITB process.
To **Invitation to Bid – Contract Specialist Assignment**			

63.6 Records

- SR (Service Requisition)
- Sub SR's (Sub Service Requisition's)
- Invitation to Bid

64. Invitation to Bid – Contract Specialist Assignment



64.1 Purpose

To define methodology to assign Contract Specialist to Invitation to Bid (ITB) from an Approved Service Requisition depending upon the requested services.

64.2 Scope

Assign the Contract Specialist to an ITB for further action.

64.3 Owner

Department Manager

64.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support

- Team Leader, QA & SS

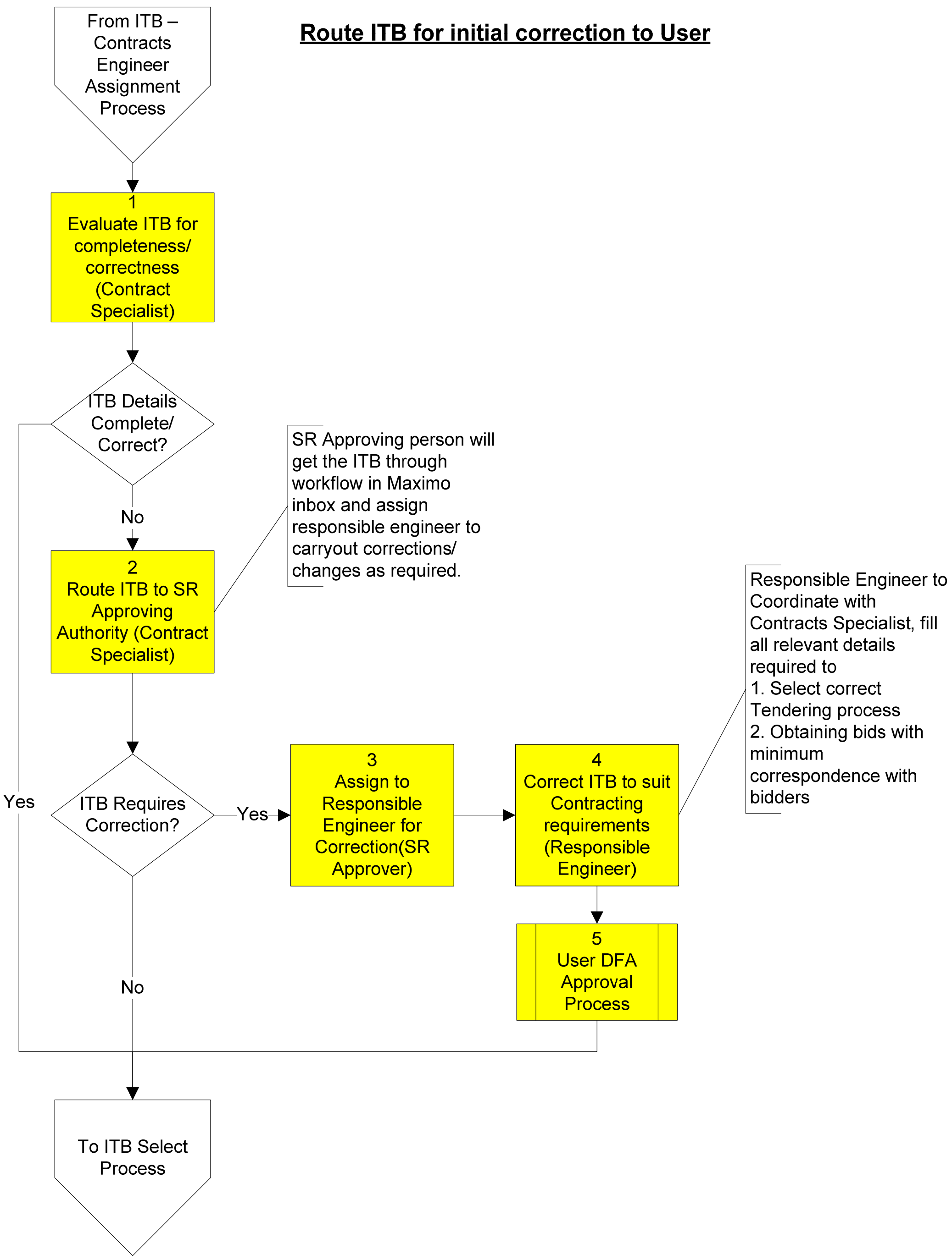
64.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Invitation to Bid			
From **Demand for Service or Variation Order Creation**			
1. The Contracts Cell Leader receives notification that new ITB has been generated	System	WAPPR	
2. Review the ITB and run Contract Specialist Load Report.	Contracts Cell Leader	WAPPR	The relevant Contract Specialist will be selected to manage the ITB to contract generation based on the type of services being requested and the workload.
3. Assign Contract Specialist and route the ITB.	Contracts Cell Leader	WAPPR	
To **Invitation to Bid – Process Selection**			

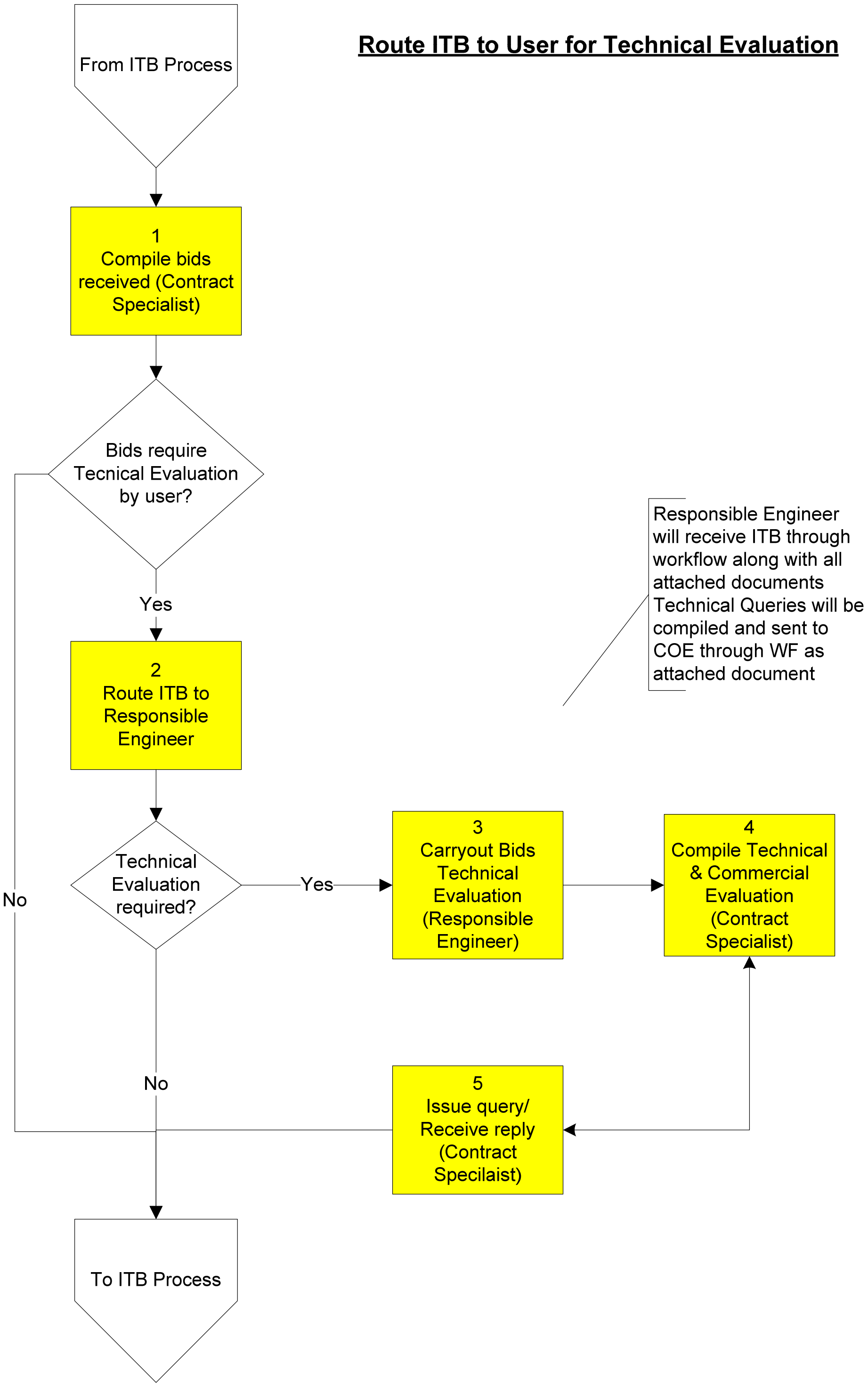
64.6 Records

- ITB (Invitation to Bid)
- Contract Specialist Load Report

65. Procedure for routing of ITB records to User Dept.



Route ITB to User for Technical Evaluation



65.1 Purpose

This process facilitates routing of ITB

1. For initial correction/ completion of details required for selection of correct strategy for issuing ITB.
2. Technical evaluation of bids received from the bidders.

65.2 Scope

Invitation to Bid record received by Contracts division does not contain all the required documents needed to issue it for receiving relevant offers from prospective bidders. Hence the documents/ information need to be provided by the department that raised the Service Requisition.

65.3 Owner

Department Manager

65.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Team Leader, QA & SS

65.5 Process Stages (including responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Invitation To Bid (ITB)			
ITB details are not complete for choosing the correct Tendering process			
1. Receive ITB record from Cell Leader	Contract Specialist	INPRG	Contract Specialist will carry out initial study of the ITB record received to ensure that all details are complete/ correct to select the process for issuing ITB to prospective bidders.
2. Route ITB to SR approving authority if details are incomplete	Contract Specialist	TOUSER	SR approving authority will receive ITB record in Maximo WF inbox along with email.
3. Assign Responsible Engineer to the ITB	SR Approving Authority	TOUSER	SR approving authority will allocate the ITB to a Responsible Engineer for carrying out necessary correction
	SR Approving Authority	INPRG	Send it back to Contract Specialist (if no correction needed)

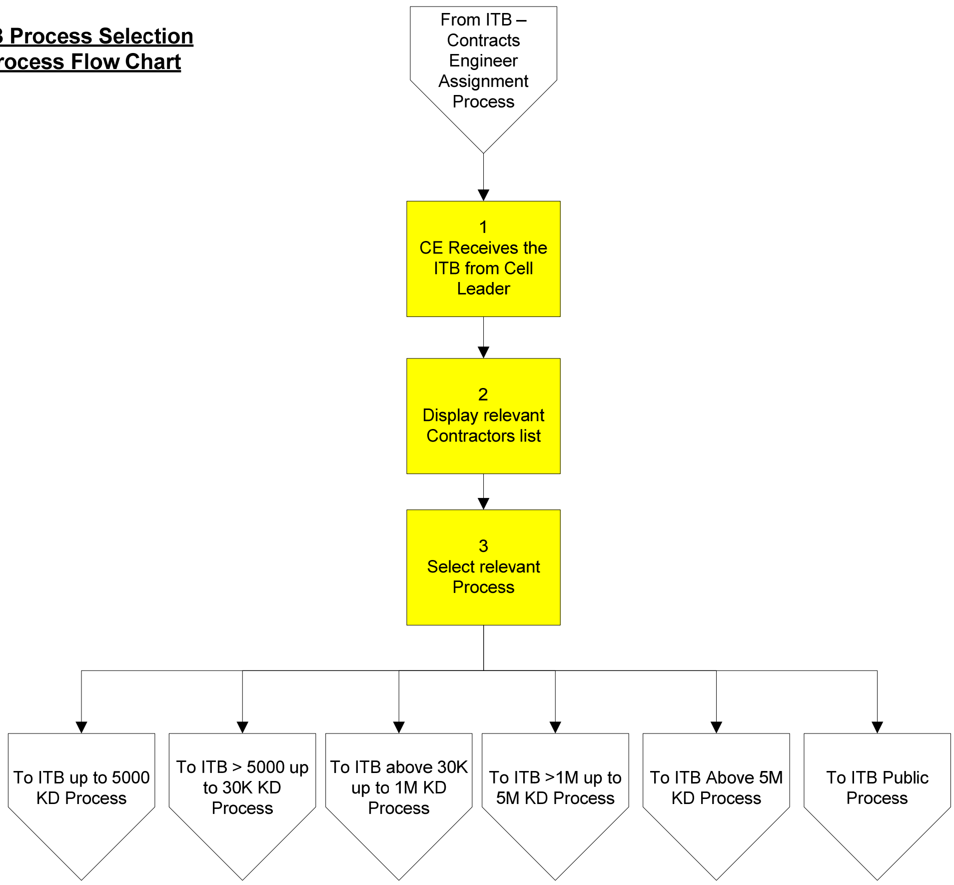
Stage	Action By	Status	Remarks
4. Correct ITB details as per requirement	Responsible Engineer	TOUSER	Responsible Engineer will coordinate with Contract Specialist and provide all necessary details required to issue ITB.
5. Route corrected ITB for Approval	Responsible Engineer	INPRG	Corrected ITB will follow User department's DFA process, at the end of DFA process ITB will be routed to Contract Specialist
Receive corrected ITB and proceed with further process	Contract Specialist	INPRG	
MAXIMO Application: Invitation To Bid (ITB)			
Bids require technical evaluation			
6. Receive Bids, insert in ITB/ Open Bids using CWP	Contract Specialist	EVAL	ITB published on CWP Value <30,000 KWD: Contract Cell Leader Value >30,000 KWD: ITC nominee
7. Compile bids and do initial Commercial Evaluation	Contract Specialist	EVAL	Decide if bids require Technical evaluation by requesting department
8. Route ITB for Evaluation by User Department	Responsible Engineer	USEREVAL	Do technical evaluation of the bids received, raise technical query, if any
9. Send ITB back to Contract Specialist	Contract Specialist	EVAL	Contract Specialist will take up with bidder to obtain clarification as per technical query raised by User
10. Attach reply received on Technical query to ITB & send to User	Contract Specialist	USEREVAL	Corrected ITB will follow User department's DFA process, at the end of DFA process ITB will be routed to Contract Specialist
Compile Technical and Commercial evaluation	Contract Specialist	EVAL	Prepare bids evaluation/ comparison statement and proceed as per ITB process.

65.6 Records

- Invitation To Bid
- Customer/ Technical Evaluation documents
- Commercial Evaluation documents

66. Invitation to Bid – Process selection

ITB Process Selection
Process Flow Chart



66.1 Purpose

To define Contracting methodology based on the total estimated value of the Invitation to Bid and the appropriate bidders that can supply these services.

66.2 Scope

The process is applicable to all Invitation to Bid for Contracts.

66.3 Owner

Department Manager

66.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Team Leader, QA & SS

66.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Invitation to Bid			
From **Invitation to Bid – Contract Specialist Assignment**			
1. Contract Specialist receives the assigned ITB in his/ her workflow inbox. CS prepares the scheduled event log and puts in all planned dates for selected actions. (Scheduled Events Tab)	Contract Specialist	WAPPR	If a Customer has raised a Service Requisition and there has NOT been a Cross-Functional Team exercise, the Contracts Team Staff will be notified by the system of the ITB that will include technical specification and scope of work. If a Customer has raised a Service Requisition and if there has been a Cross-Functional Team exercise, the Contracts Team Staff will participate in the XF Team activities and will be notified by the system of the Service Requisition. The Contracts Team Staff shall check the Service Requisition for accuracy and completeness before it is finalized.
2. Display relevant Contractor List.	Contract Specialist	WAPPR	System will run Contractor List report to assist in making selection. The Report must have a fix ranking for two years. (Based on Commercial Directory, previous ITB's and Contracts and Customer suggestions). The Total Estimated Cost will be displayed on the ITB main Screen. The value of the ITB will have an influence on the approval process. Define contract number. This Number will be used for the life of this contract.

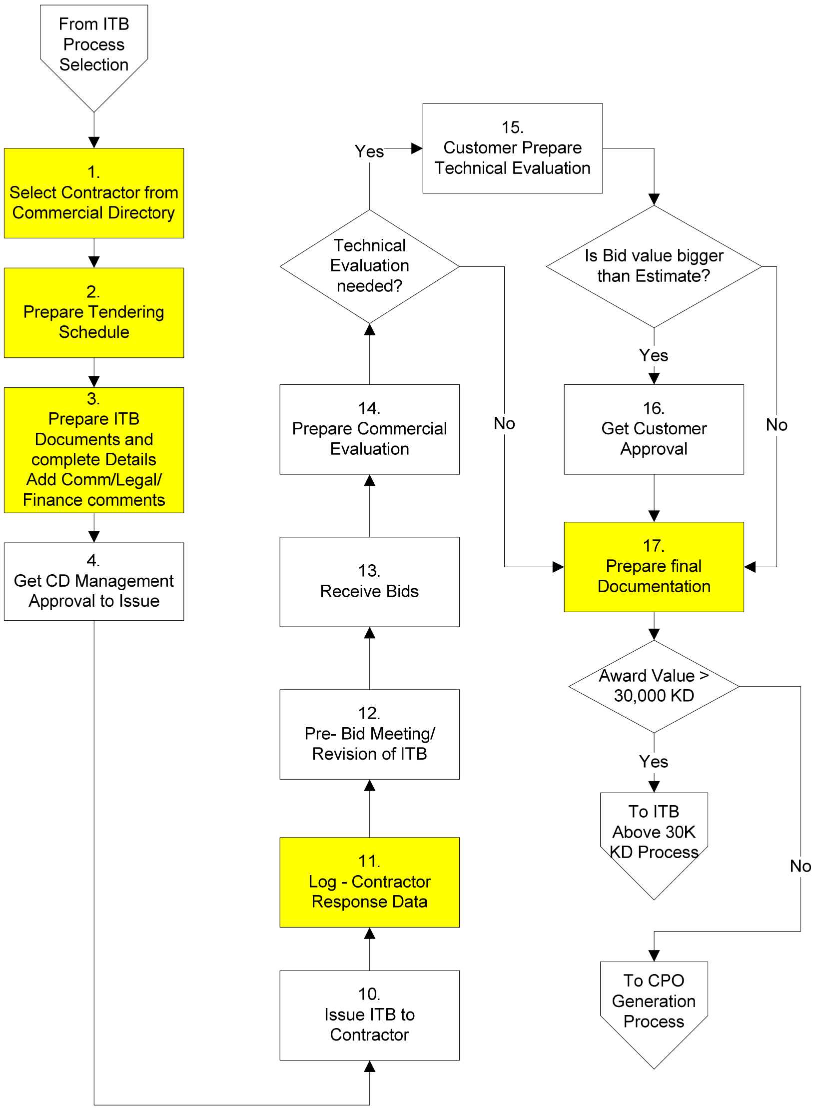
Stage	Action By	Status	Remarks
3. Select relevant Process.	Contract Specialist	WAPPR	The CE will choose one of the three options displayed in Workflow: • Up to 30,000 KD Process • Up to 1,000,000 KD Process • Above 1M KD Process up to 5M KD • Above 5M KD • Public Process
To **Invitation to Bid – Up to 30,000 KD Process**			
To **Invitation to Bid – Above 30,000 up to 1,000,000 KD Process**			
To **Invitation to Bid – Above 1,000,000 up to 5,000,000 KD Process**			
To **Invitation to Bid - Above 5,000,000 KD Process**			
To **Invitation to Bid - Public Process**			

66.6 Records

- ITB (Invitation to Bid)
- Contractor List Report
- Cross Functional Team Meeting Minutes
- Draft Tender Documents

67. Invitation to Bid – Up to 30,000 KD Process

Invitation to Bid – UP to 30,000 KD Flow Chart



67.1 Purpose

To generate ITB with Complete service description, Quantity and rate, Special Clauses of Contract. Then to receive, enter and evaluate the responses of the Contractors.

67.2 Scope

The process is applicable to all Invitation to Bid for Contracts up to 30,000 KD.

67.3 Owner

Department Manager

67.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Team Leader, QA & SS

67.5 Process Stages (Including Responsibilities)

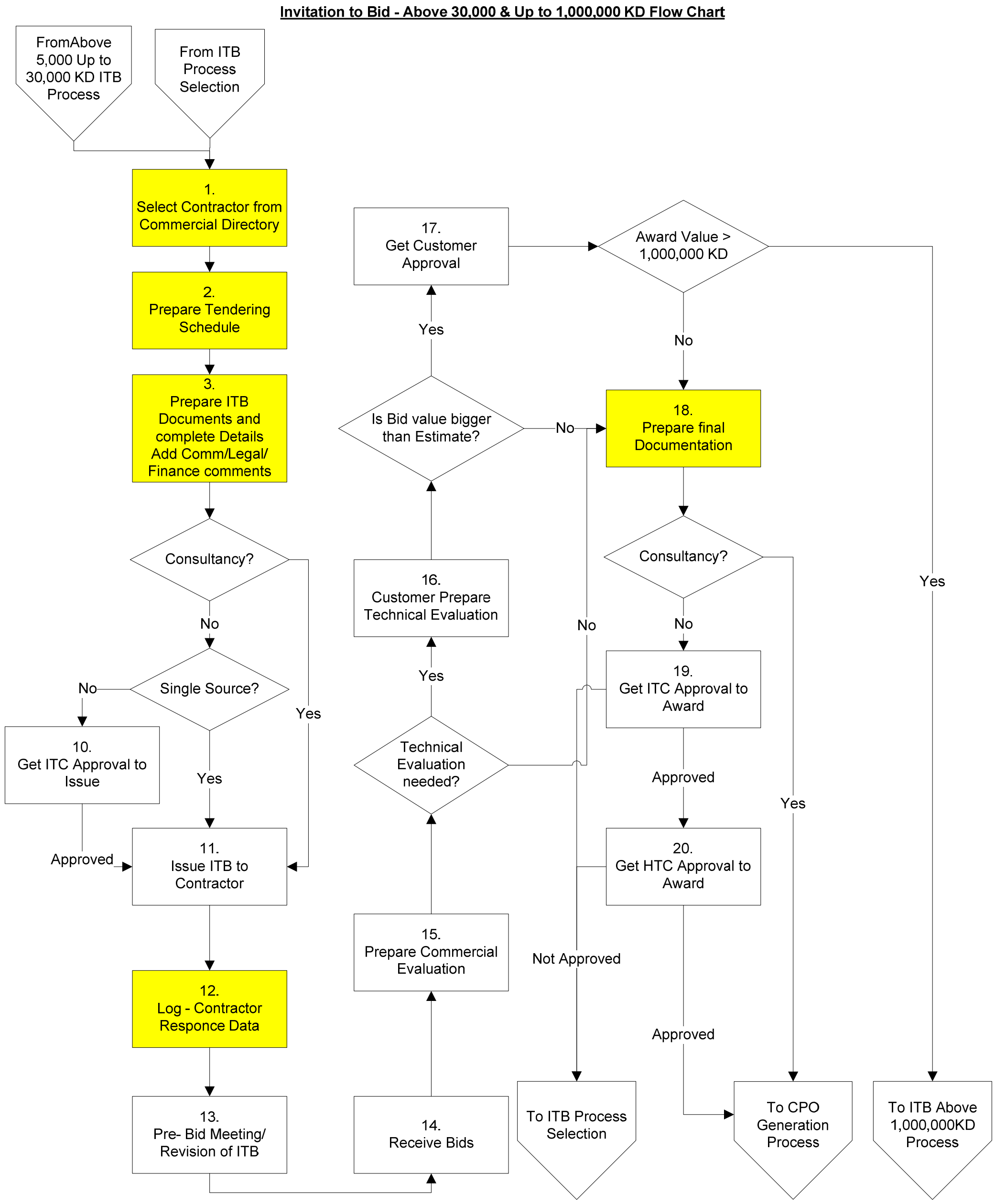
Stage	Action By	Status	Remarks
MAXIMO Application: Invitation to Bid			
From **Invitation to Bid – Process Selection**			
1. Select Contractors from the approved Commercial Directory registered in MAXIMO.	Contract Specialist	INPRG	This list will be displayed by the Contractor List report, which displays the list of Contractors associated with a service. New contractor has to be added to the Commercial Directory by VEC/CEC in order to be selected; this is to be coordinated by Comm. Dept.
2. Prepare Tendering Schedule (define ITB closing date & scheduled events).	Contract Specialist	INPRG	The CE will run a report that will populate the events schedule tab in the ITB. The CE will liaise with the Customer.
3. Prepare ITB Documents and complete details	Contract Specialist	READY	Such Details Include: • Scope of Work. • Schedule of Rates. • All Tender Documents. • Closing Date (Planned). • Required Bid Validity. • Specify Payment Terms. • Special Instructions. • Appendices.
4. Get telephonic bid for less than 500 KD (and followed by fax quotation).	Contract Specialist	SENT	The Contract Specialist will get the relevant bids via a telephone conversation with the applicable Contractors. Use ITB Print Report which includes the SOW lines.
5. Send Documents to Contractor.	Contract Specialist	SENT	The documents can either be printed or mailed to the relevant Contractors.

Stage	Action By	Status	Remarks
6. Log – Contractor Response.	Contract Specialist	SENT	Contract Specialist log Contractor response. Site visit to be arranged in coordination with user if necessary.
7. Provide Clarification.	Contract Specialist	SENT	The action take place outside MAXIMO but the event will be inserted in the ITB Event Log.
8. Receive Bids.	Contract Specialist	SENT	The bids of all the Contractors will be inserted in MAXIMO.
To **Invitation to Bid - Above 30,000 KD Process**			
9. Prepare Commercial. Evaluation.	Contract Specialist	EVAL	The Commercial Evaluation will be executed with the assistance of the Bid Evaluation Report. The Result will be inserted into MAXIMO.
10. Prepare Technical Evaluation.	Contract Specialist	EVAL	The Contract Specialist makes the decision if he needs the evaluation. KNPC might require clarification from the Contractor. Although this activity is taking place outside of MAXIMO, the Contract Specialist needs to put all the comments in quotation lines as well or in the ITB Event Log.
To **Contract Generation**			

67.6 Records

- ITB (Invitation to Bid)
- Contractor List Report
- Cross Functional Team Meeting Minutes
- Tender Documents
- Technical Specification
- Bid Evaluation Sheet Report
- ITB Event Log
- ITB Event Schedule

68. Invitation to Bid – above 30,000 and up to 1,000,000 KD Process



68.1 Purpose

To generate ITB with Complete service description, Quantity and rate, Special Clauses of Contract. Then to receive, enter and evaluate the responses of the Contractors.

68.2 Scope

The process is applicable to all Invitation to Bid for Contracts up to 1,000,000 KD.

68.3 Owner

Department Manager

68.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

68.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Invitation to Bid			
From **Invitation to Bid – Process Selection**			
1. Select Contractors from the approved Commercial Directory registered in MAXIMO.	Contract Specialist	INPRG	This list will be displayed by the Contractor List report, which displays the list of Contractors associated with a service. New contractor has to be added to the Commercial Directory by VEC/CEC in order to be selected; this is to be coordinated by Comm. Dept.
2. Prepare Tendering Schedule (define ITB closing date & scheduled events).	Contract Specialist	INPRG	The CE will run a report that will populate the events schedule tab in the ITB. The CE will liaise with the Customer.
3. Prepare ITB Documents and complete details	Contract Specialist	READY	Such Details Include: • Scope of Work. • Schedule of Rates. • All Tender Documents. • Closing Date (Planned). • Required Bid Validity. • Specify Payment Terms. • Special Instructions. • Appendices.

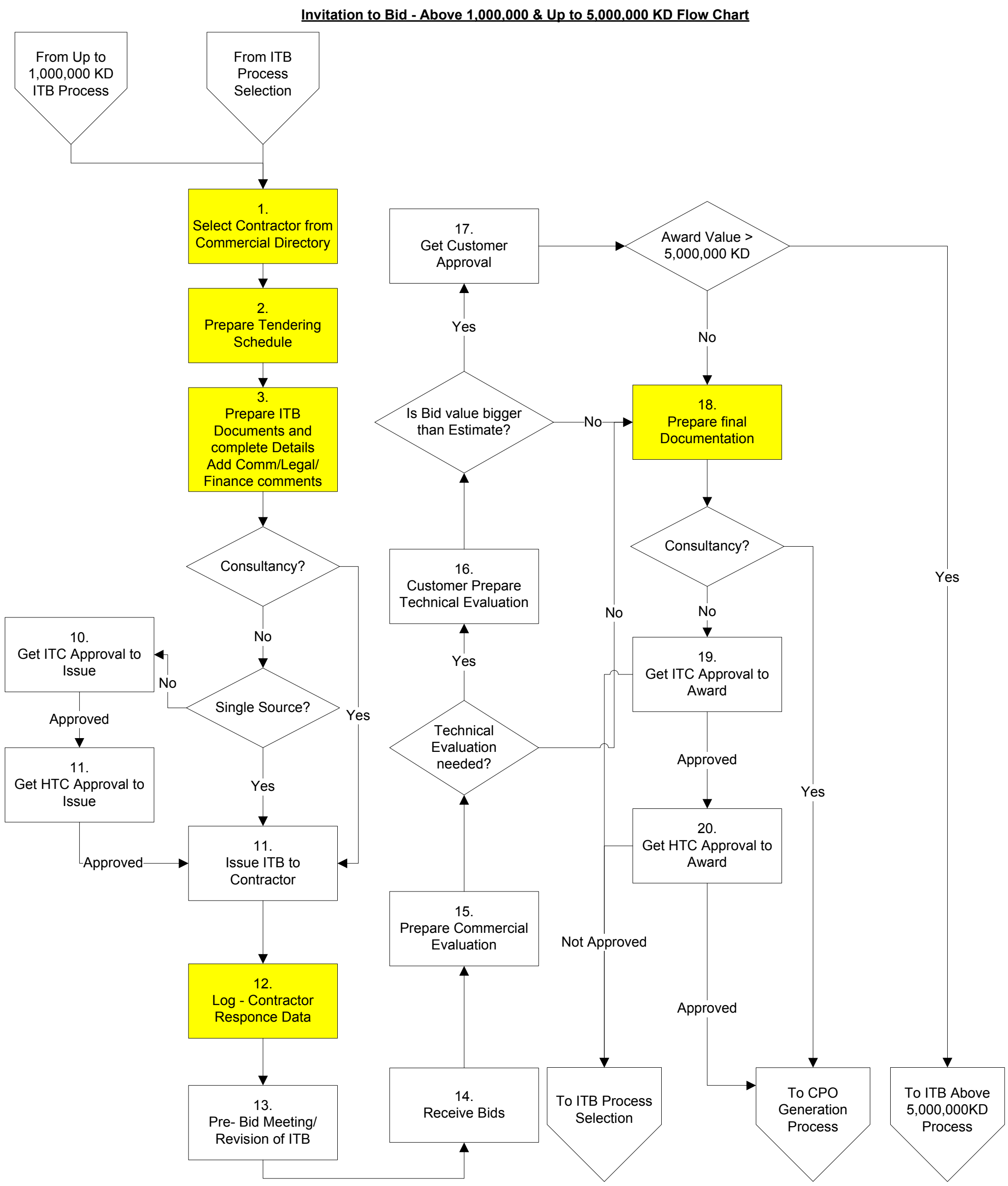
Stage	Action By	Status	Remarks
4. Get telephonic bid for less than 500 KD (and followed by fax quotation).	Contract Specialist	SENT	The Contract Specialist will get the relevant bids via a telephone conversation with the applicable Contractors. Use ITB Print Report which includes the SOW lines.
5. Send Documents to Contractor.	Contract Specialist	SENT	The documents can either be printed or mailed to the relevant Contractors.
6. Log – Contractor Response.	Contract Specialist	SENT	Contract Specialist log Contractor response. Site visit to be arranged in coordination with user if necessary.
7. Provide Clarification.	Contract Specialist	SENT	The action take place outside MAXIMO but the event will be inserted in the ITB Event Log.
8. Receive Bids.	Contract Specialist	SENT	The bids of all the Contractors will be inserted in MAXIMO.
To **Invitation to Bid - Above 1,000,000 KD Process**			If the awarded value is above 1,000,000 KD this process needs to be followed.
9. Prepare Commercial. Evaluation.	Contract Specialist	EVAL	The Commercial Evaluation will be executed with the assistance of the Bid Evaluation Report. The Result will be inserted into MAXIMO.
10. Prepare Technical Evaluation.	Contract Specialist	EVAL	The Contract Specialist makes the decision if he needs the evaluation. KNPC might require clarification from the Contractor. Although this activity is taking place outside of MAXIMO, the Contract Specialist needs to put all the comments in quotation lines as well or in the ITB Event Log.
To **Contract Generation**			

68.6 Records

- ITB (Invitation to Bid)
- Contractor List Report
- Cross Functional Team Meeting Minutes
- Tender Documents
- Technical Specification

- ITC (minutes of meeting and memos)
- PTM minutes
- Bank Guarantees (Initial Bid Bond)
- Bid Evaluation Sheet Report
- ITB Event Log
- ITB Event Schedule

69. Invitation to Bid – above 1,000,000 and up to 5,000,000 KD Process



69.1 Purpose

To generate ITB with Complete service description, Quantity and rate, Special Clauses of Contract. Then to receive, enter and evaluate the responses of the Contractors.

69.2 Scope

The process is applicable to all Invitation to Bid for Service Contracts above 1,000,000 KD.

69.3 Owner

Department Manager

69.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

69.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Invitation to Bid			
From **Invitation to Bid – Process Selection**			
From **Invitation to Bid – Up to 1,000,000 KD Process**			
1 Select Contractors from the Commercial Directory in MAXIMO.	Contract Specialist	INPRG	This list will be displayed by the Contractor List report, which displays the list of Contractors associated with a service.
2. Prepare Tendering Schedule.	Contract Specialist	INPRG	System will run a report that will populate the events schedule tab in the ITB. The CE will liaise with the Customer.

Stage	Action By	Status	Remarks
3. Prepare ITB Documents and complete details. Incorporate Commercial / Legal / Finance / Customer comments.	Contract Specialist	READY	Such Details Include: • Scope of Work. • Schedule of Rates. • All Tender Documents. • Closing Date.(Planned) • Required Bid Validity. • Pre-Bid Meeting Date. • Specify Payment Terms. • Special Instructions. • Coordinating Site in Multi Site Contracts. • Appendices. • Check, review and add clauses (only after approval obtained) in the MAXIMO application. For manpower: • Job Code. • Hours/Months per Job Code. And Wage.
4. Get ITC Approval to Issue.	Contract Specialist	PSAPPI	Detail of comments will be kept in the ITB Event Log.
5. Get HTC Approval to Issue.	Contract Specialist	HTAPPI	Detail of comments will be kept in the ITB Event Log. Criteria : estimate > 1,000,000 KD.
Outside MAXIMO			
6. LA/L and Corporate Legal to Review.	Contract Specialist	N/A	Detail of comments will be kept in the ITB Event Log. Criteria: The Value is more than 5,000,000KD and it is not Consultancy.
MAXIMO Application: Invitation to Bid			

Stage	Action By	Status	Remarks
7. Get CTC Approval to Issue.	Contract Specialist	CTAPPI	CTC not only approve to issue, but they also request KNPC to Issue the ITB as limited or public. Detail of comments will be kept in the ITB Event Log. Criteria: It is not Single Source Items and it is not Consultancy.
To **Invitation to Bid - Public Process**			
Outside MAXIMO			
8. Amend comments from Corporate Legal if Required.	Contract Specialist	N/A	Comments will be kept in the ITB Event Log. Details will be incorporated in the Draft Tender Document. Criteria: The value is more than 75000KD.
MAXIMO Application: Invitation to Bid			
9. Send Tender Documents to CTC.	Contract Specialist	SENT	If the value of the ITB is above 30000 KD, the documents will be submitted to CTC in soft copy. Criteria: It is not Single Source Items and it is not Consultancy.
10. Issue ITB to Contractor.	Contract Specialist	SENT	If the value of the ITB is below 30000 KD, the documents can either printed or mailed to the relevant Contractors
11. Log – Contractor Response.	Contract Specialist	SENT	Contract Specialist log Contractor response.

Stage	Action By	Status	Remarks
12. Pre-Bid Meeting. Revision of ITB as required.	Contract Specialist	SENT	If needed. Minutes of this meeting will be kept in the ITB Event Log. PTM minutes to be issued after obtaining approvals.
13. Receive Bids.	Contract Specialist	SENT	The bids of the five lowest Contractors will be inserted in MAXIMO. Initial Bank Guarantees will be associated with the ITB for the applicable Contractor. The Bank Guarantees will be entered in the Commercial Directory.
14. Prepare Commercial. Evaluation.	Contract Specialist	EVAL	The Commercial Evaluation will be executed with the assistance of the Bid Evaluation Report. The Result will be inserted into MAXIMO.
15. Customer Prepare Technical Evaluation.	Contract Specialist	EVAL	The Contract Specialist makes the decision if he needs the evaluation. KNPC might require clarification from the Contractor. Although this activity is taking place outside of MAXIMO, the Contract Specialist needs to put all the comments in the ITB as well or in the ITB Event Log.
16. Get Customer Approval.	Contract Specialist	EVAL	When the bid value is more than the estimated value. The Contract Specialist needs to get approval from the Customer to continue with the process.
17. Prepare Final Documentation for the Recommendation.	Contract Specialist	DOCFIN	The Contract Specialist will then print the technical and commercial comparison sheets to justify award.
18. Get ITC Approval to Award.	Contract Specialist	PSAPPR	Detail of comments will be kept in the ITB Event Log.

Stage	Action By	Status	Remarks
19. Get HTC Approval to Award.	Contract Specialist	HTAPPR	Detail of comments will be kept in the ITB Event Log. Criteria: The Value is more than 1,000,000 KD.
20. Get CTC Approval to Award.	Contract Specialist	CTAPPR	Detail of comments will be kept in the ITB Event Log. Criteria: It is not for a Consultancy.
To **Contract Generation**			

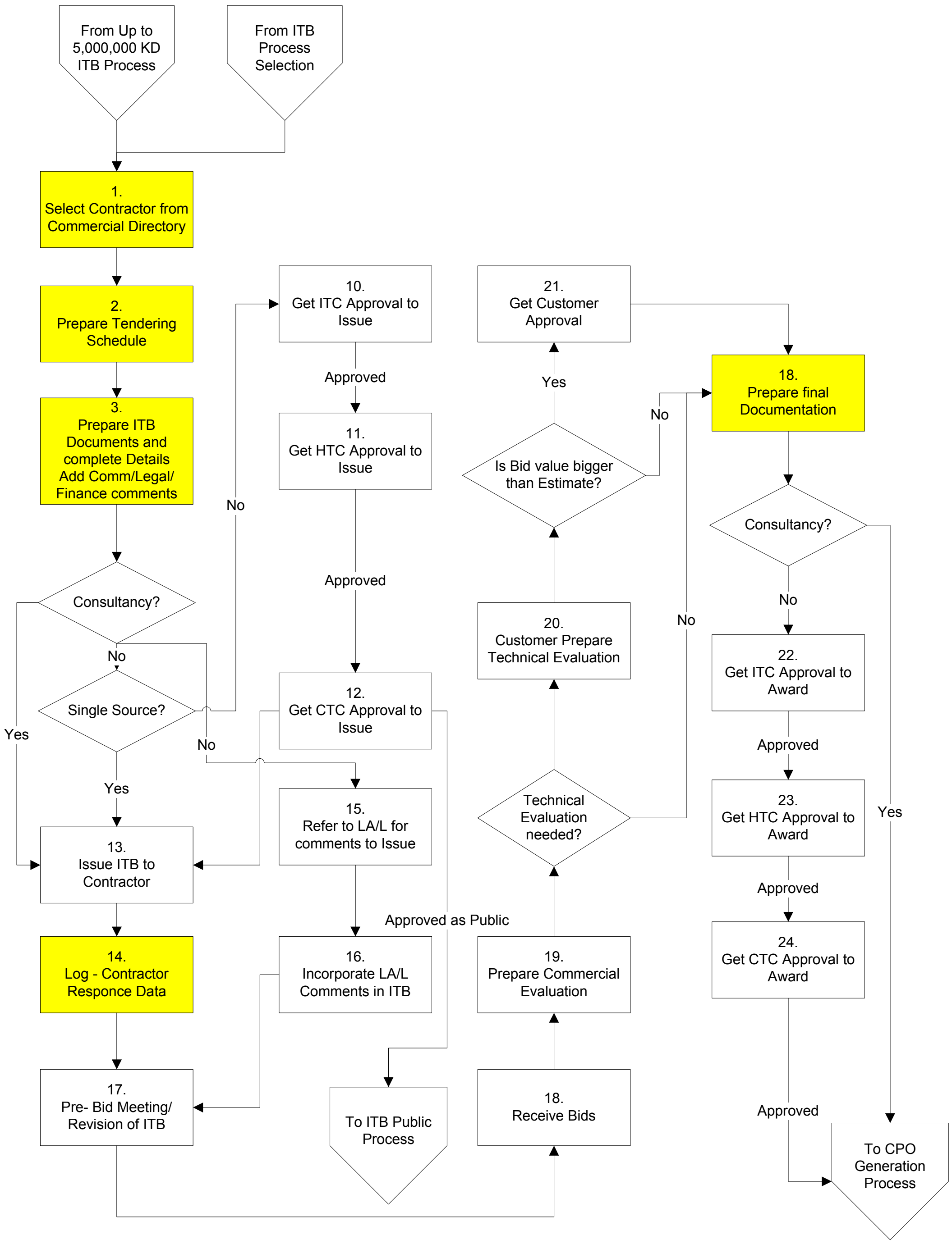
Note: At All times, Contract Specialist will use the Event Log Screens (Both scheduled and non-scheduled) to record all related activities.

69.6 Records

- ITB (Invitation to Bid)
- Contractor List Report
- Cross Functional Team Meeting Minutes
- Tender Documents
- Technical Specification
- CTC (minutes of meeting and memos)
- ITC (minutes of meeting and memos)
- HTC (minutes of meeting and memos)
- Legal Response (minutes of meeting and memos)
- LA/L (minutes of meeting and memos)
- PTM minutes
- Bank Guarantees (Initial Bid Bond)
- Bid Evaluation Sheet Report
- ITB Event Log
- ITB Event Schedule

70. Invitation to Bid – above 5,000,000 KD Process

Invitation to Bid - Above 5,000,000 KD Flow Chart



70.1 Purpose

To generate ITB with Complete service description, Quantity and rate, Special Clauses of Contract. Then to receive, enter and evaluate the responses of the Contractors.

70.2 Scope

The process is applicable to all Invitation to Bid for Service Contracts above 5,000,000 KD.

70.3 Owner

Department Manager

70.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

70.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Invitation to Bid			
From **Invitation to Bid – Process Selection**			
From **Invitation to Bid – Up to 1,000,000 KD Process**			
1 Select Contractors from the Commercial Directory in MAXIMO.	Contract Specialist	INPRG	This list will be displayed by the Contractor List report, which displays the list of Contractors associated with a service.
2. Prepare Tendering Schedule.	Contract Specialist	INPRG	system will run a report that will populate the events schedule tab in the ITB. The CE will liaise with the Customer.

Stage	Action By	Status	Remarks
3. Prepare ITB Documents and complete details. Incorporate Commercial / Legal / Finance / Customer comments.	Contract Specialist	READY	Such Details Include: • Scope of Work. • Schedule of Rates. • All Tender Documents. • Closing Date.(Planned) • Required Bid Validity. • Pre-Bid Meeting Date. • Specify Payment Terms. • Special Instructions. • Coordinating Site in Multi Site Contracts. • Appendices. • Check, review and add clauses (only after approval obtained) in the MAXIMO application. For manpower: • Job Code. • Hours/Months per Job Code. And Wage.
4. Get ITC Approval to Issue.	Contract Specialist	PSAPPI	Detail of comments will be kept in the ITB Event Log.
5. Get HTC Approval to Issue.	Contract Specialist	HTAPPI	Detail of comments will be kept in the ITB Event Log. Criteria : estimate > 1,000,000 KD.
Outside MAXIMO			
6. LA/L and Corporate Legal to Review.	Contract Specialist	N/A	Detail of comments will be kept in the ITB Event Log. Criteria: The Value is more than 5,000,000KD and it is not Consultancy.
MAXIMO Application: Invitation to Bid			

Stage	Action By	Status	Remarks
7. Get CTC Approval to Issue.	Contract Specialist	CTAPPI	CTC not only approve to issue, but they also request KNPC to Issue the ITB as limited or public. Detail of comments will be kept in the ITB Event Log. Criteria: It is not Single Source Items and it is not Consultancy.
To **Invitation to Bid - Public Process**			
Outside MAXIMO			
8. Amend comments from Corporate Legal if Required.	Contract Specialist	N/A	Comments will be kept in the ITB Event Log. Details will be incorporated in the Draft Tender Document. Criteria: The value is more than 75000KD.
MAXIMO Application: Invitation to Bid			
9. Send Tender Documents to CTC.	Contract Specialist	SENT	If the value of the ITB is above 30000 KD, the documents will be submitted to CTC in soft copy. Criteria: It is not Single Source Items and it is not Consultancy.
10. Issue ITB to Contractor.	Contract Specialist	SENT	If the value of the ITB is below 30000 KD, the documents can either printed or mailed to the relevant Contractors
11. Log – Contractor Response.	Contract Specialist	SENT	Contract Specialist log Contractor response.

Stage	Action By	Status	Remarks
12. Pre-Bid Meeting. Revision of ITB as required.	Contract Specialist	SENT	If needed. Minutes of this meeting will be kept in the ITB Event Log. PTM minutes to be issued after obtaining approvals.
13. Receive Bids.	Contract Specialist	SENT	The bids of the five lowest Contractors will be inserted in MAXIMO. Initial Bank Guarantees will be associated with the ITB for the applicable Contractor. The Bank Guarantees will be entered in the Commercial Directory.
14. Prepare Commercial. Evaluation.	Contract Specialist	EVAL	The Commercial Evaluation will be executed with the assistance of the Bid Evaluation Report. The Result will be inserted into MAXIMO.
15. Customer Prepare Technical Evaluation.	Contract Specialist	EVAL	The Contract Specialist makes the decision if he needs the evaluation. KNPC might require clarification from the Contractor. Although this activity is taking place outside of MAXIMO, the Contract Specialist needs to put all the comments in the ITB as well or in the ITB Event Log.
16. Get Customer Approval.	Contract Specialist	EVAL	When the bid value is more than the estimated value. The Contract Specialist needs to get approval from the Customer to continue with the process.
17. Prepare Final Documentation for the Recommendation.	Contract Specialist	DOCFIN	The Contract Specialist will then print the technical and commercial comparison sheets to justify award.
18. Get ITC Approval to Award.	Contract Specialist	PSAPPR	Detail of comments will be kept in the ITB Event Log.

Stage	Action By	Status	Remarks
19. Get HTC Approval to Award.	Contract Specialist	HTAPPR	Detail of comments will be kept in the ITB Event Log. Criteria: The Value is more than 1,000,000KD.
20. Get CTC Approval to Award.	Contract Specialist	CTAPPR	Detail of comments will be kept in the ITB Event Log. Criteria: It is not for a Consultancy. Value > 5,000,000 KD
To **Contract Generation**			

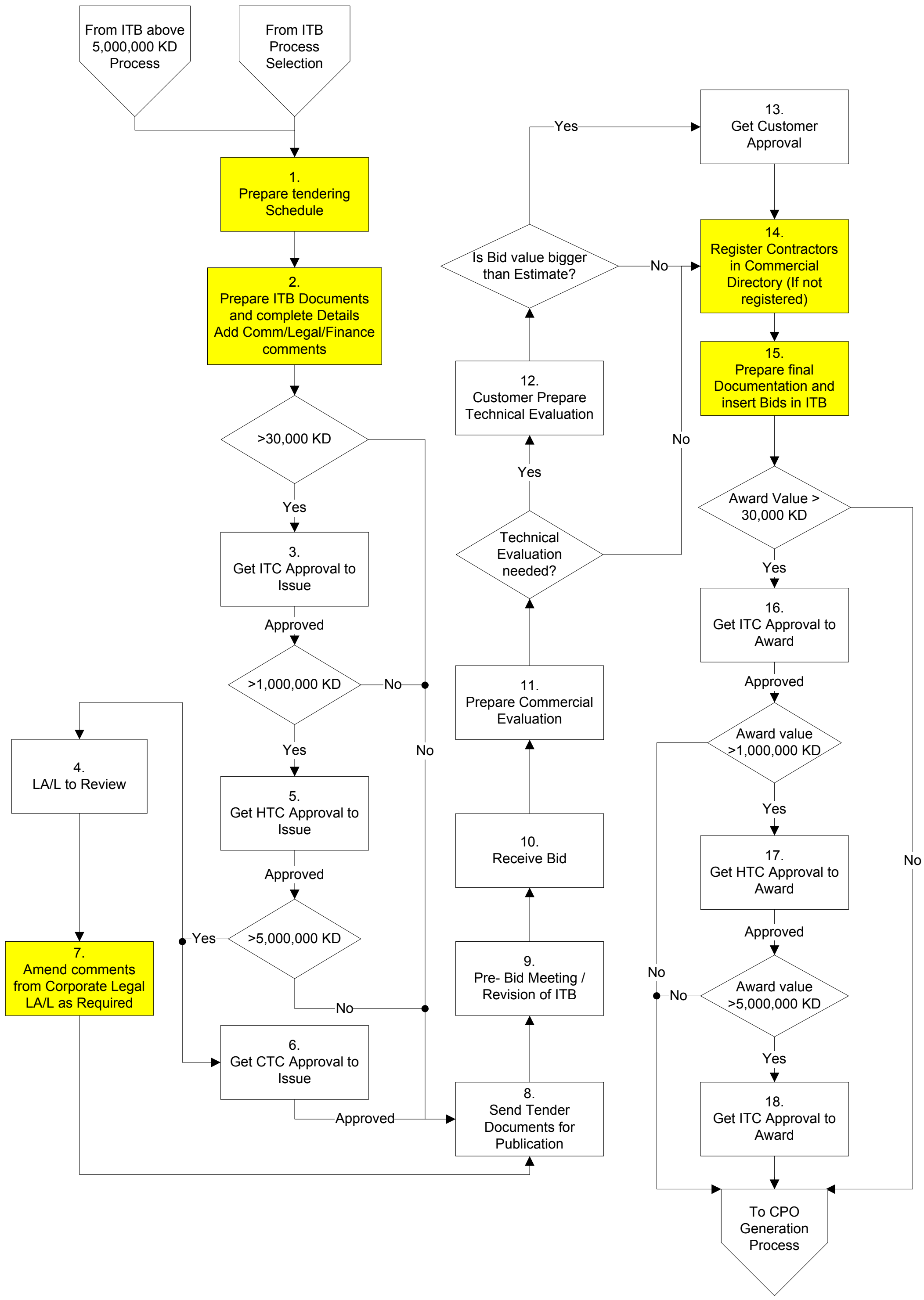
Note: At All times, Contract Specialist will use the Event Log Screens (Both scheduled and non-scheduled) to record all related activities.

70.6 Records

- ITB (Invitation to Bid)
- Contractor List Report
- Cross Functional Team Meeting Minutes
- Tender Documents
- Technical Specification
- CTC (minutes of meeting and memos)
- ITC (minutes of meeting and memos)
- HTC (minutes of meeting and memos)
- Legal Response (minutes of meeting and memos)
- LA/L (minutes of meeting and memos)
- PTM minutes
- Bank Guarantees (Initial Bid Bond)
- Bid Evaluation Sheet Report
- ITB Event Log
- ITB Event Schedule

71. Invitation to Bid – Public Process

Invitation to Bid - Public Flow Chart



71.1 Purpose

To generate ITB with Complete service description, Quantity and rate, Special Clauses of Contract. Then to receive, enter and evaluate the responses of the Contractors.

71.2 Scope

All Invitations to Bid for Contracts on Public Tender or Momarasah.

71.3 Owner

Department Manager

71.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

71.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Invitation to Bid			
From **Invitation to Bid – Process Selection**			
From **Invitation to Bid - Above 5000 KD Process**			
1. Prepare Tendering Schedule	Contract Specialist	INPRG	System will run a report that will populate the events schedule tab in the ITB. The CE will liaise with the Customer.
2. Prepare ITB Documents and complete details. Incorporate Commercial / Legal / Finance / Customer comments.	Contract Specialist	READY	Such Details Include: • Scope of Work. • Schedule of Rates. • All Tender Documents. • Closing Date.(Planned) • Required Bid Validity. • Pre-Bid Meeting Date. • Specify Payment Terms. • Special Instructions. • Coordinating Site in Multi Site Contracts. • Appendices. • Check, review and add clauses (only after approval obtained) in the MAXIMO application.

			For manpower: • Job Code. • Hours/Months per Job Code. And Wage.
3. Get ITC Approval to Issue.	Contract Specialist	ITAPPI	If value is >30,000 KD. Detail of comments will be kept in the ITB Event Log.
Outside MAXIMO			
4. LA/L and Corporate Legal to Review.	Contract Specialist	N/A	Detail of comments will be kept in the ITB Event Log. Criteria: The Value is more than 5,000,000KD and it is not Consultancy.
5. Get HTC Approval to Issue.	Contract Specialist	HTAPPI	Detail of comments will be kept in the ITB Event Log. Criteria: The Value is more than 1 million KD
6. Get CTC Approval to Issue.	Contract Specialist	CTAPPI	Detail of comments will be kept in the ITB Event Log.
MAXIMO Application: Invitation to Bid			
7. Amend comments from Corporate Legal if Required.	Contract Specialist	N/A	Detail of comments will be kept in the ITB Event Log. Criteria: The value is more than 1,000,000KD.
8. Send Tender Documents for Publication.	Contract Specialist	SENT	The documents can be sent either to the CTC, ITC or Gazette for Publication.
9. Pre-Bid Meeting. Revision of ITB as required.	Contract Specialist	SENT	If needed. Minutes of this meeting will be kept in the ITB Event Log. PTM minutes to be issued after obtaining approvals.
10. Receive Quotation.	Contract	EVAL	The quotations will be opened from CWP by

	Specialist		ITC. Contractors may not be registered in the Commercial Directory if quotation received manually.
11. Prepare Commercial. Evaluation.	Contract Specialist	SENT	The Commercial Evaluation will be executed outside MAXIMO. The Result will be inserted into ITB Event Log.
12. Prepare Technical Evaluation.	Contract Specialist	SENT	The Contract Specialist makes the decision if he needs the evaluation. KNPC might require clarification from the Contractor. Although this activity is taking place outside of MAXIMO, the Contract Specialist needs to put all the comments in the ITB lines as well or in the ITB Event Log.
13. Get Customer Approval.	Contract Specialist	INPRG	When the quoted value is more than the estimated value. The Contract Specialist needs to get approval from the Customer to continue with the process.
14. Register Contractors in Commercial Directory (In case the Contractor is not registered).	Contract Specialist	INPRG	The Contract Specialist will ensure that the successful Contractors will be registered in the Commercial Directory. Initial Bank Guarantees will be associated with the ITB for the applicable Contractor. The Bank Guarantees will be entered in the Commercial Directory, Guaranties & Policies Model.
15. Prepare Final Documentation for the Recommendation and Insert Bids of successful Contractors.	Contract Specialist	SENT	The next step will be to enter the applicable Bids in MAXIMO. The Contract Specialist will then print the technical and commercial comparison sheets to justify award.
16. Get ITC Approval to Award.	Contract Specialist	ITAPAW	Detail of comments will be kept in the ITB Event Log.

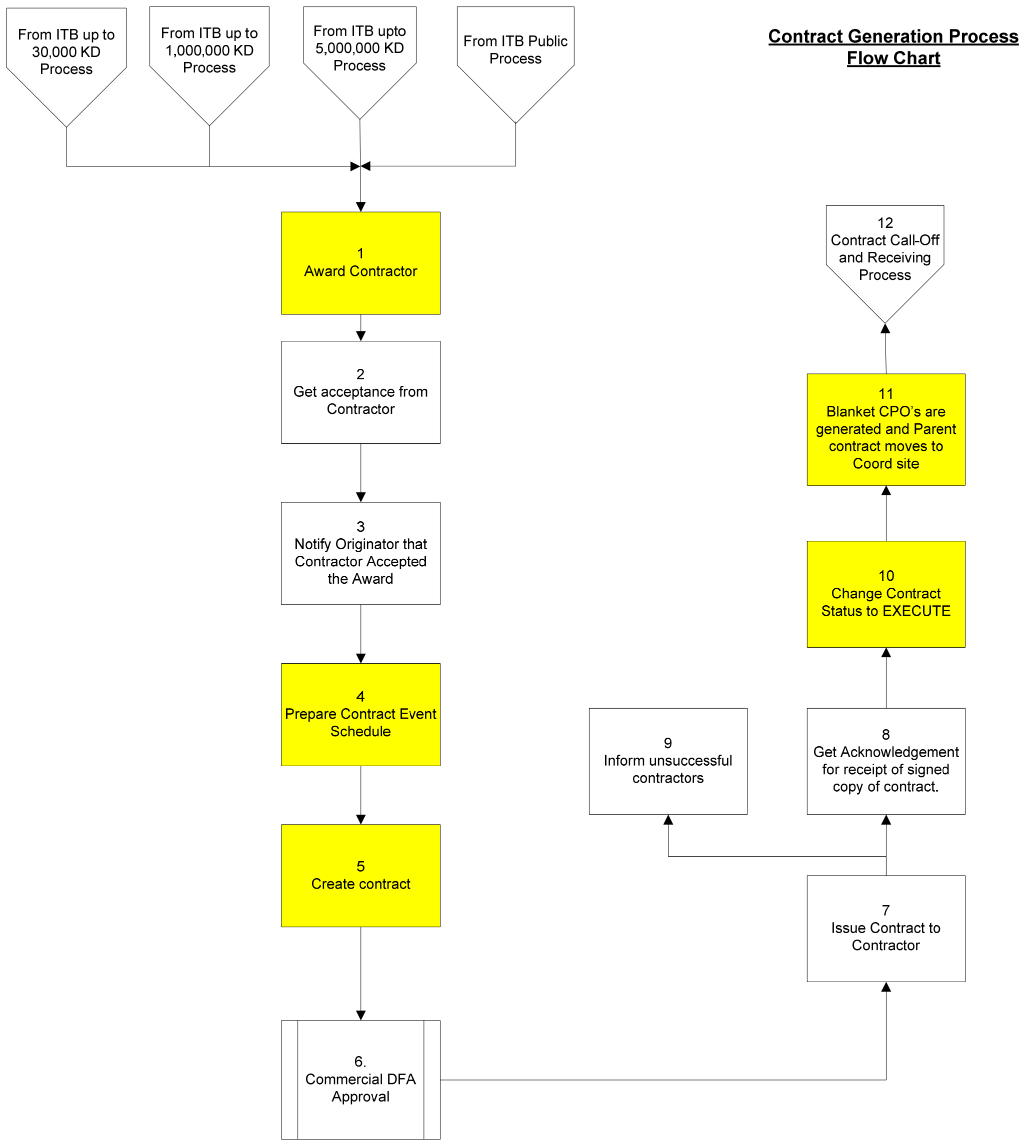
17. Get HTC Approval to Award.	Contract Specialist	HTAPPR	Detail of comments will be kept in the ITB Event Log. Criteria: The Value is more than 1 million KD.
18. Get CTC Approval to Award.	Contract Specialist	CTAPAW	Detail of comments will be kept in the ITB Event Log. Criteria: The Value is more than 5 million KD.
To **Contract Generation**			

Note: At All times, Contract Specialist will use the Event Log Screens (Both scheduled and non-scheduled) to record all related activities.

71.6 Records

- ITB (Invitation to Bid)
- Contractor List Report
- Cross Functional Team Meeting Minutes
- Tender Documents
- Technical Specification
- CTC (minutes of meeting and memos)
- ITC (minutes of meeting and memos)
- HTC (minutes of meeting and memos)
- Legal Response (minutes of meeting and memos)
- LA/L (minutes of meeting and memos)
- PTM minutes of meeting
- Bank Guarantees and Initial Bid Bond
- Bid Evaluation Sheet Report
- ITB Event Log
- ITB Event Schedule

72. Contract Generation



72.1 Purpose

To define methodology to Generate & Issue Contract Purchase Order based on the outcome of Invitation to Bid Process defined in the three previous sections.

72.2 Scope

This process applies to all types of Agreements, Contracts and Projects.

72.3 Owner

Department Manager

72.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

72.5 Process Stages (Including Responsibilities)

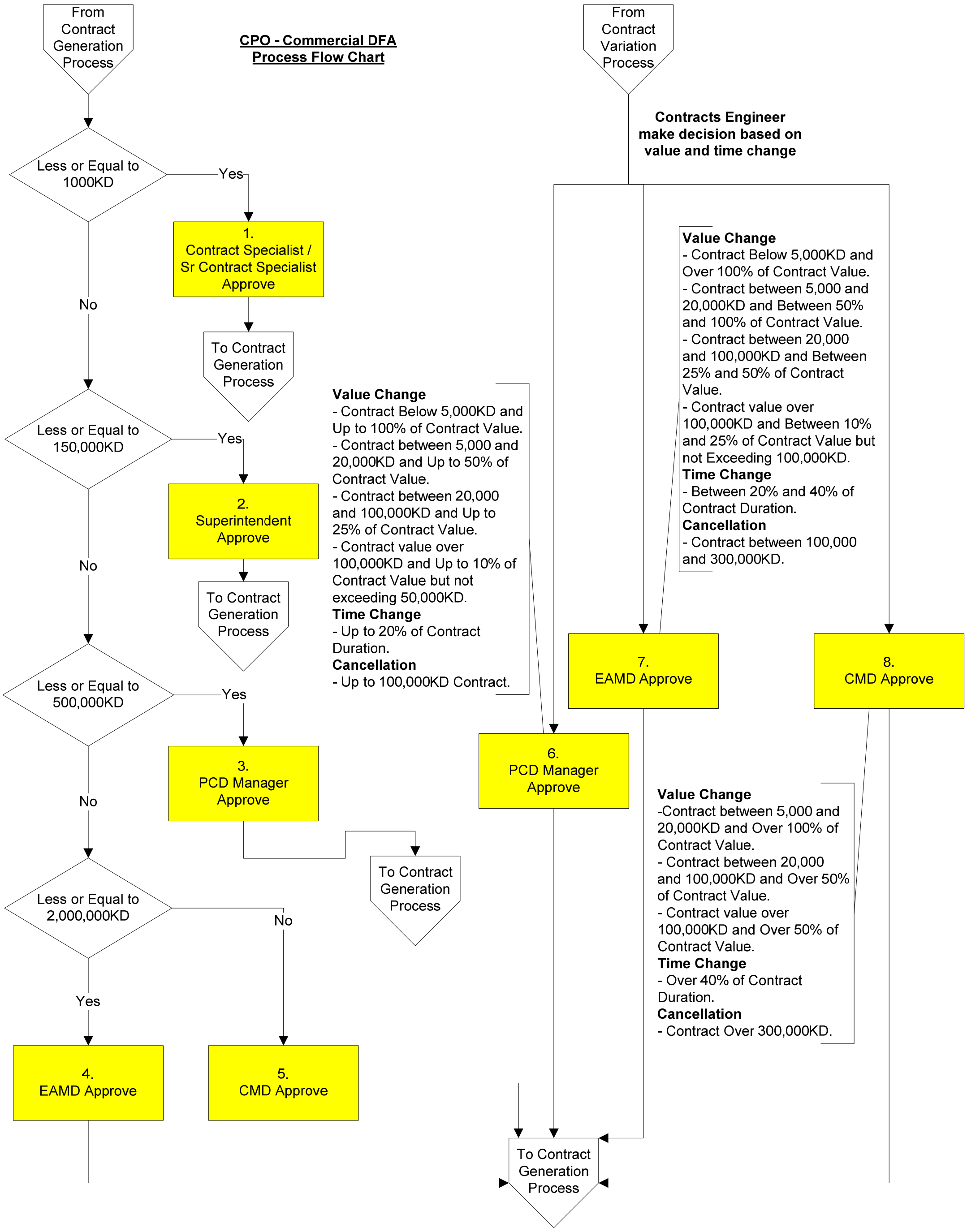
Stage	Action By	Status	Remarks
MAXIMO Application: Invitation to Bid			
From **Invitation to Bid - > up to 30000 KD Process**			
From **Invitation to Bid - > 30000 and up to 1,000,000 KD Process**			
From **Invitation to Bid – Above 1,000,000 KD Process and up to 5,000,000 KD**			
From **Invitation to Bid – Above 5,000,000 KD Process**			
From **Invitation to Bid - Public Process**			
1. Award Contractor.	Contract Specialist	DOCFIN	Set the award flag to yes on the applicable lines for the applicable Contractors.
2. Get Acceptance from Contractor.		DOCFIN	The Contractor must accept at this point that he will be able to deliver what he promised. If not the Contract Specialist can award the next best Contractor with the necessary Approvals (ITC, HTC and CTC). Request contractor to submit relevant PBG & IP for approval by Finance.
3. Notify Originator that Contractor Accepted the Award	Contract Specialist	DOCFIN	
4. Prepare Contract Event Schedule.	Contract Specialist	DOCFIN	The CE will update the events schedule tab in the CPO.

Stage	Action By	Status	Remarks
5. Create Contract Purchase Order.	Contract Specialist	AWARD CLOSE	Upon acceptance of award fax by the contractor the CS or Sr. CS will change the status of ITB to AWARD via the workflow. The system then generates Contract PO on COMM site in status WAPPR and ITB status will be changed to CLOSE.
MAXIMO Application: Contract Purchase Order			
6. Commercial DFA Process	As per DFA	APPR	
7. Issue Contract to Contractor.	Contract Specialist	ISSUED	The Hardcopy Contract with cover letter will be send to the Contractor.
8. Get acknowledgment for receipt of the signed copy of the contract by the contractor.	Contract Specialist	EXCUTE	
MAXIMO Application: Invitation to Bid			
9. Inform Unsuccessful Contractors and return bid bond as applicable.	Contract Specialist	CLOSE	Run the Report from the ITB and send it to the applicable Contractors.
MAXIMO Application: Contract Purchase Order			
10. Change contract status to EXCUTE via workflow.	Contract Specialist	EXCUTE	
11. System generates Blanket CPOs and the Parent contract moves to coord. Site*.	Contract Specialist	EXCUTE	* Coordinating site in case it is a multi site contract.
MAXIMO Application: Contract Purchase Order (On Site for Execution)			
12. To **Contract Call-Off and Receiving Process**			

72.6 Records

- Award Notification
- Contract Documents
- Contract Purchase Order (CPO)
- Acceptance letter from Contractor
- Blanket CPO(s)
- Bank Guarantees / Insurance Policies

73. Contract Purchase Order – Commercial DFA Process



73.1 Purpose

To determine who will be the authorized person to approve Contracts and Variation Orders.

73.2 Scope

From waiting approval Contract Purchase Orders to Approved Contract Purchase Orders.

73.3 Owner

Department Manager

73.4 Auditing Team Members

- Department Manager (Chairman)
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

73.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Contract Purchase Order			
From **Contract Generation** Process			
1. Approve Contract	Contract Specialist	APPR	Contract Value ≤ 1,000KD
2. Approve Contract	Team Leader	APPR	Contract Value >1,000 and ≤ 150,000KD
3. Approve Contract	CD Manager	APPR	Contract Value >150,000 and ≤ 500,000KD
4. Approve Contract	DMD	APPR	Contract Value >500,000 and ≤ 2,000,000KD
5. Approve Contract	CMD	APPR	Contract Value > 2,000,000KD
To **Contract Generation** Process			

Criteria for Variation and Cancellation Orders:

Type	Authorized to Approve CONTRACT Variation

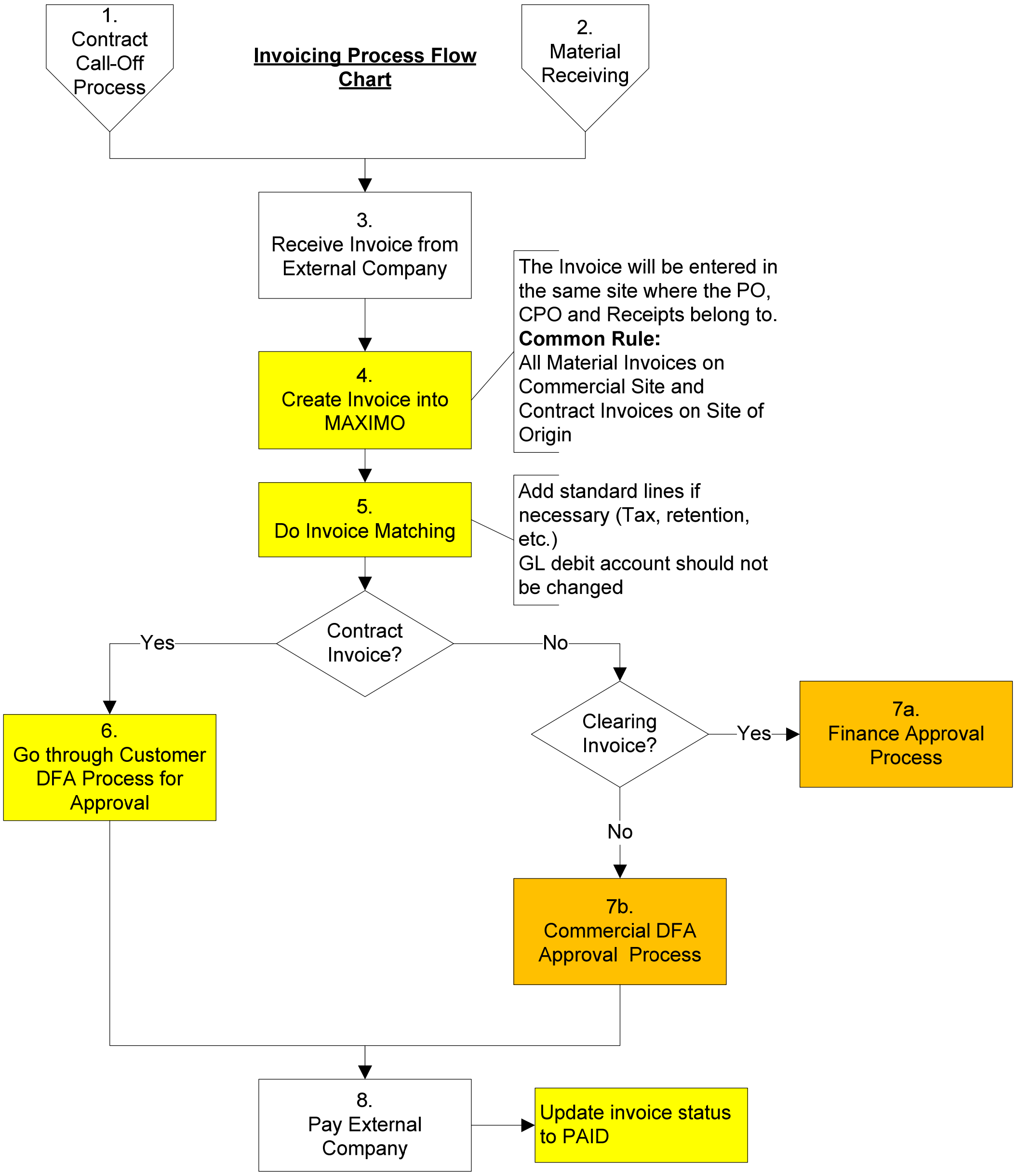
MAXIMO Application: Contract Purchase Order

	CD MANAGER	DCEO	CEO
From **Contract Variation Order (Including Cancellation)** Process			
Value Change	Contract Below 5,000KD. And Up to 100% of Contract Value.	Contract Below 5,000KD. Over 100% of Contract Value.	
	Contract between 5,000 and 20,000KD. And Up to 50% of Contract Value.	Contract between 5,000 and 20,000KD. And Between 50% and 100% of Contract Value.	Contract between 5,000 and 20,000KD. And Over 100% of Contract Value.
	Contract between 20,000 and 100,000KD. And Up to 25% of Contract Value.	Contract between 20,000 and 100,000KD. And Between 25% and 50% of Contract Value.	Contract between 20,000 and 100,000KD. And Over 50% of Contract Value.
	Contract value over 100,000KD. And Up to 10% of Contract Value but not exceeding 50,000KD.	Contract value over 100,000KD. And Between 10% and 25% of Contract Value but not Exceeding 100,000KD.	Contract value over 100,000KD. And Over 50% of Contract Value.
Time Change	Up to 20% of CONTRACT Duration.	Between 20% and 40% of Contract Duration.	Over 40% of Contract Duration.
Cancellation At the end of contract variation order Commercial DFA process the status of the record is changed to 'CONAPPR' through workflow.	Up to 100,000KD PO.	Contract between 100,000 and 300,000KD.	Contract Over 300,000KD.
To **Contract Variation** Process			

73.6 Records

- Contract Purchase Order (CPO)

74. Contract Invoicing Process



74.1 Purpose

This process enables Finance and the Customer of the Service to accept and approve the invoices for payment

74.2 Scope

The process starts after the receiving of materials and services and the receiving of the invoice. The invoice goes through an approval process to payment of the external Company.

74.3 Owner

Department Manager

74.4 Auditing Team Members

- Department Manager (Chairman)
- Departmental Team Leader

74.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Receiving			
From **Contract Call-Off and Receiving Process**			
From **Material Receiving Process**			
1. Contract Call-Off Process.	Customer	EXCUTE	The receipts are approved and complete.
2. Material Receiving Process.	Storekeeper	EXCUTE	The receipts are approved and complete.
Outside MAXIMO			
3. Receive Invoice from External Company.	Financial Accountant Payable	N/A	Finance will receive the invoice from the External Company for Materials and Service.
MAXIMO Application: Invoicing			

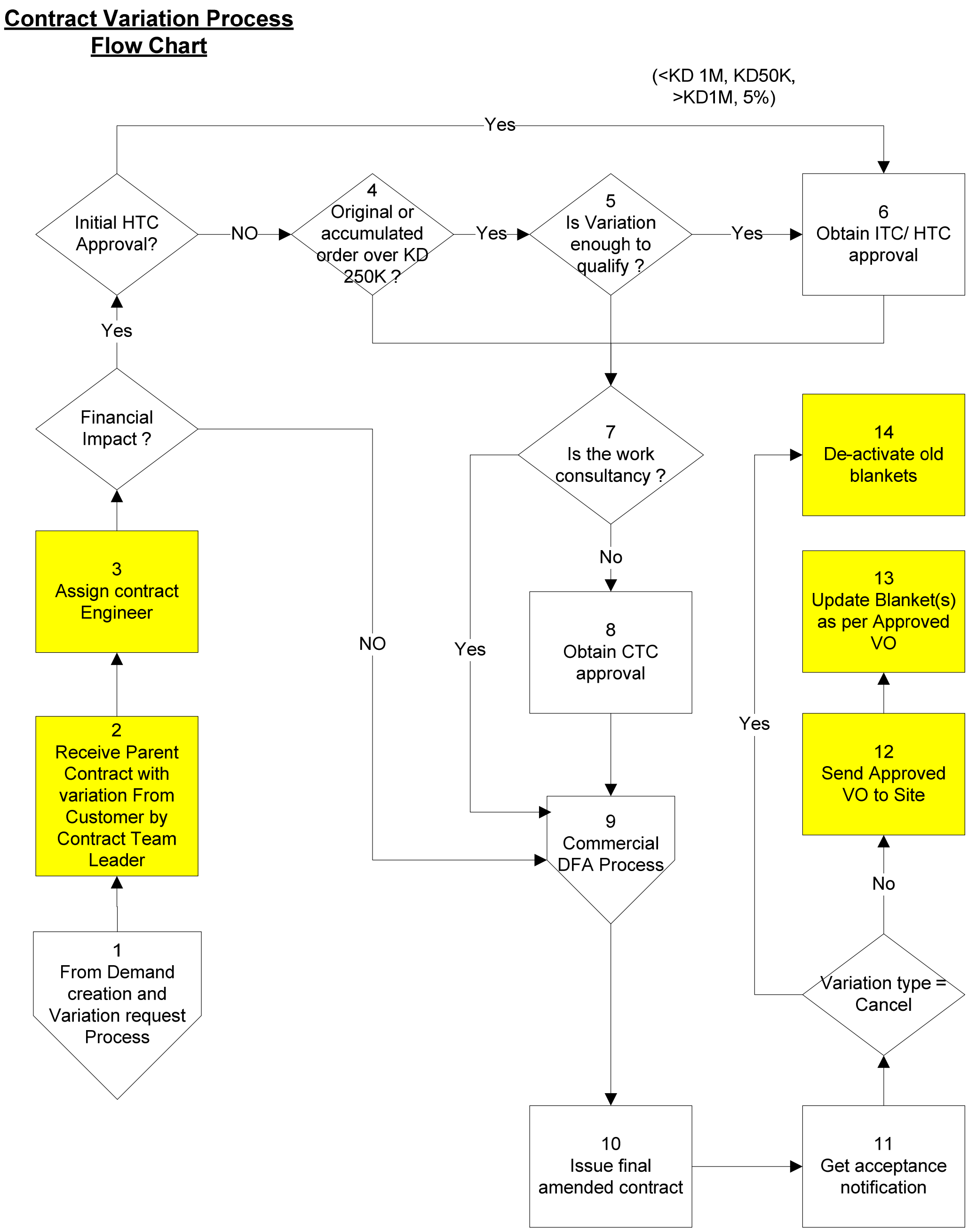
Stage	Action By	Status	Remarks
4. Create Invoice and select Call Off PO Lines into MAXIMO.	Financial Accountant Payable	ENTERED	Contracts and Materials must not be allowed to be on the same Invoice. The Invoice will be entered in the same site where the PO, CPO, MCPO and Receipts are. **Common Rule:** All Material Invoices on Commercial Site and Contract Invoices on Site of Origin. More than one Invoice can be entered per PO/CPO/MCPO. The Contractor Invoice will be referenced on all relevant MAXIMO Invoices.
5. Do Invoice Matching	Financial Accountant Payable	ENTERED	Finance will match the following two way matching: - Received. - Invoiced. Add standard lines if necessary (Tax, retention, etc.). GL debit account should not be changed.
6. Customer Approval	As per DFA	APPR	Finance will route the Contract Invoice via workflow to the Responsible Engineer for the Call-Off. Based on the value, the Invoice will follow the approval process to the applicable ranking.
7a. Finance Approval	Financial Accountant Payable	APPR	MIT clearance Invoices will be approved by Finance on the Commercial Site.

Stage	Action By	Status	Remarks
7b. Commercial Approval	As per Commercial DFA	APPR	Finance will route the PO Invoice via workflow to the Responsible Buyer. Based on the value, the Invoice will follow the approval process to the applicable ranking. Note: Buyer will do the 3 way match before routing for approval by the approving Authority.
8. Pay External Company	Financial Accountant Payable	PAID	Update invoice status to PAID.

74.6 Records

- Invoices
- Inventory Receiving
- Contract Receiving

75. Contract Variation Order (Including Cancellation)



75.1 *Purpose*

To establish a methodology to create and implement variations and cancellations on contracts.

75.2 Scope

All variations on Contracts will follow this process from the Approved Service Request for variations to the amendment to the CPO, Blanket CPO's.

75.3 Owner

Department Manager

75.4 Auditing Team Members

- Department Manager (Chairman)
- Departmental Team Leader
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

75.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
MAXIMO Application: Service Requisition			
1. From **Demand for Service or Variation Order Creation**			The Contracts Team Staff or Contract Specialist starts the process by sending details to the External Co-ordination Group unless the Variation concerns consultancy.
MAXIMO Application: Variation Request			
2. Receive Parent contract with variation information from customer.	Contract Cell Leader	CUSTAPPR	
3. assign Contract Specialist	Contract Cell Leader	CUSTAPPR	The Contract Specialist will Duplicate the Parent Contract PO and apply all the necessary amendments.
Outside MAXIMO			
4. Is the Order Over >1,000,000 KD.	Contract Specialist	N/A	If the original awarded value was over KD 5 million, and if HTC Approval to Award was sought at that time, HTC must be approached by the External Co-coordinator to Approve the Variation. This also applies to Single Source.
5. Is the variation enough to qualify.	Contract Specialist	N/A	In the following cases, the limits above which ITC/HTC approval is required are: - If the original award was less than or equal to KD1million and the accumulated variations exceed KD50, 000. - If the original award was more than KD1million and the accumulated variations exceed 5%.

Stage	Action By	Status	Remarks
6. Obtain ITC/HTC approval.	Contract Specialist	N/A	If the original order was less than KD1,000, 000, but the order AFTER the variation will be over KD250, 000, then approval must be sought from HTC before proceeding using the same rules shown above.
7. Is it Consultancy Contract?	Contract Specialist	N/A	If yes it will not require CTC approval.
8. Obtain CTC approval.	Contract Specialist	N/A	If the value is above 1 million and not consultancy.
MAXIMO Application: CPO			
9. To and From **Contract Purchase Order - Commercial DFA Process**			Approve Contract PO The Parent Contract will go through the Commercial DFA Process.
10. Issue Final Amended Contract to Contractor.	Contract Specialist	ISSUED	
11. Get acceptance notification from Contractor for PO.	Contract Specialist	EXCUTE	The Parent PO (VO) went through the DFA process and is accepted by the Contractor.
MAXIMO Application: CPO or MCPO			
12. Move Approved VO to Coord* Site	System	EXCUTE	
13. Update Blanket(s) as per approved VO.	System	APPR	
14. The old Blankets will be de-activated via work flow.	System	EXPIRE	

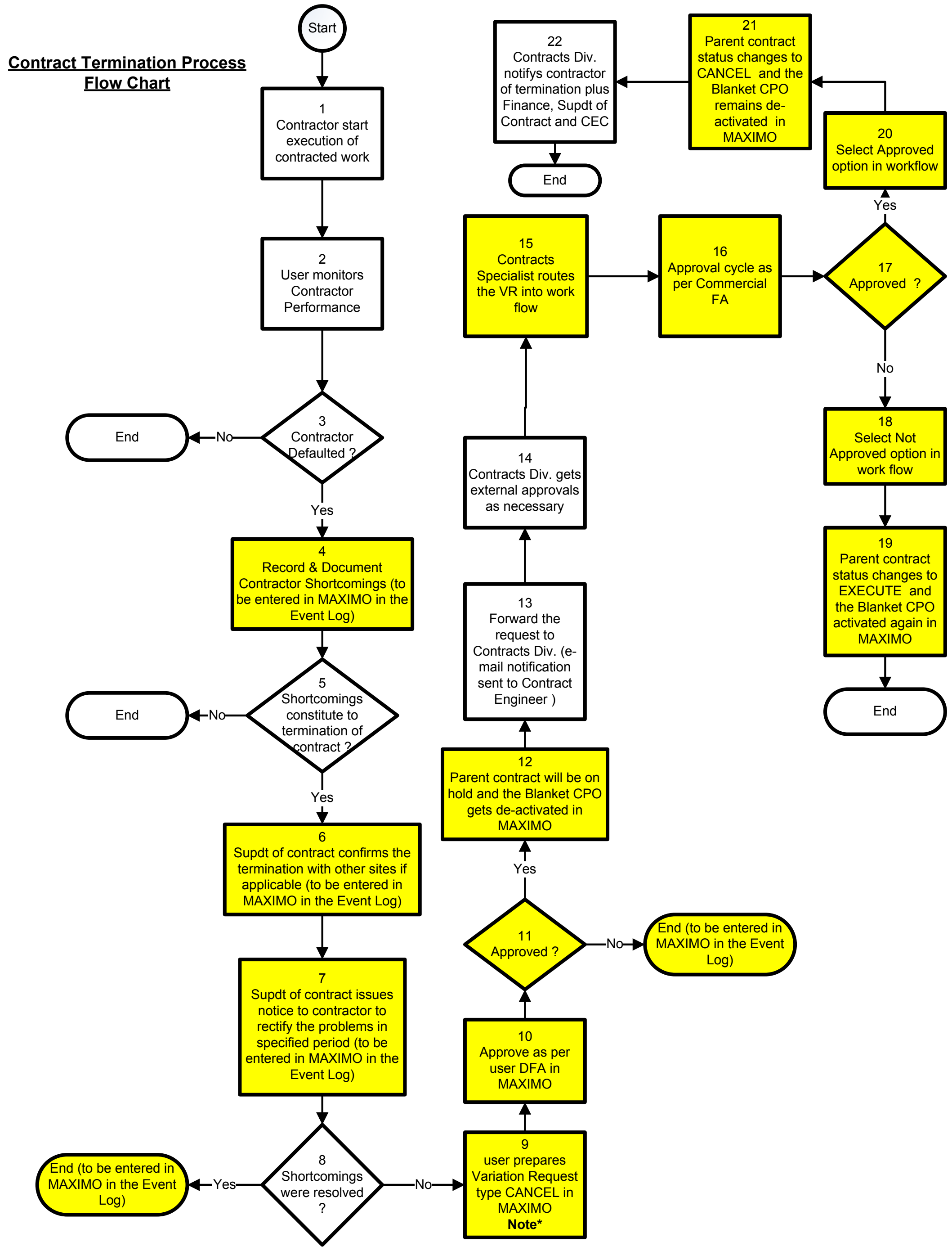
Notes:

- The External Coordinator sends an Arabic letter to CTC, containing justifications for each variation and requesting CTC's approval to vary the Award unless the Variation concerns consultancy.
- When CTC Approval of the Variation is received, it shall be passed to the Contracts Team Staff or CE who shall process the Variation to the Order or Contract.

75.6 Records

- Service Requisition for Variation
- Variation Parent CPO
- Variation Blanket CPO(s)
- Amended Contract Document

76. Contract Termination



76.1 Purpose
To define the process for terminating a contract.

76.2 Scope
All active contracts.

76.3 Owner
Department Manager

76.4 Auditing Team Members
- Department Manager (Chairman)
- Departmental Team Leader
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

76.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Contracted work has started.			
2. Contractor performance is monitored by user.	User of contract		
3&4. Short comings of contractor to be logged in the event log in the Contract Application.	User of contract	EXECUTE	
5&6. Confirm the decision to terminate the contract with other users if it is a multi site contract.	Sudt. Of Contract (user)	EXECUTE	In case contractor's short comings constitute the termination of the contract. To be logged in the contract event log in the Contract Application.
7. Issue notice to contractor to rectify the problems in specified period (to be entered in MAXIMO in the Event Log)	Sudt. Of Contract (user)	EXECUTE	

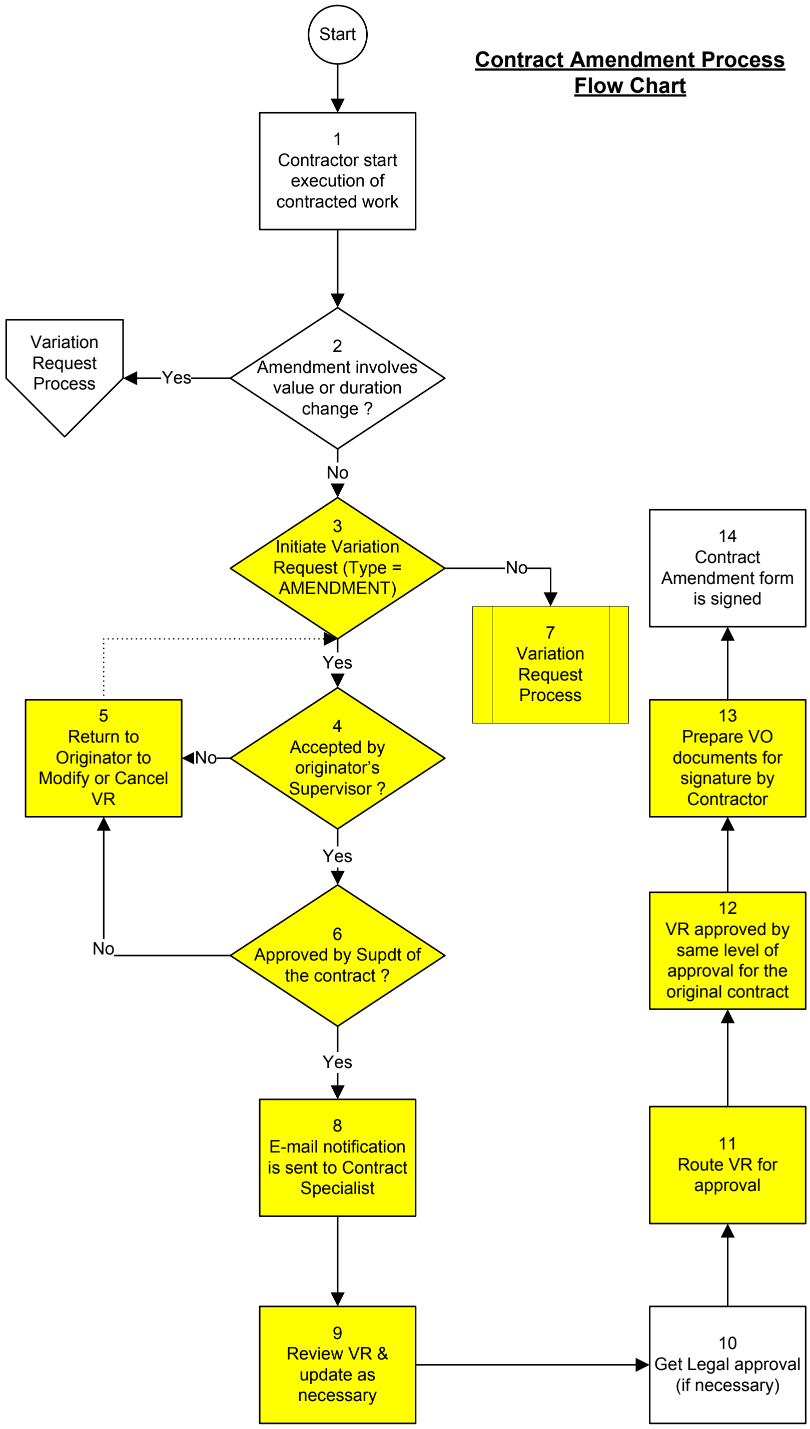
Stage	Action By	Status	Remarks
8. No further action to be taken if short comings are resolved.	User of contract	EXECUTE	Log in the contract event log.
9. Initiate Variation Request and flag it as type CANCEL..	User of contract	CUSTREQ	
10. Approve VR as per user FA/DFA		CUSTAPPR	11. If the VR is not approved the same to be logged in the event log.
12. When the VR is approved by user side the parent contract will be transferred to COMM site and the Blanket CPO will be deactivated.	System		
13. Forward the request to Contracts Div. (e-mail notification sent to Contract Engineer by the system)	User of the contract		e-mail notification sent to Contract Engineer by the system.
14. Obtain external approvals as necessary.	Contracts Div.		
15. Route the VR for approval.	Contracts Specialist		
16. The VR goes thru the approval process as per the Commercial FA.			

Stage	Action By	Status	Remarks
17/1819. If not approved the parent contract will return to the user site and the blanket will be activated.	System	EXECUTE	
20&21. If approved the parent contract will be changed to CANCEL and blanket contract remains in-active.	System	CANCEL	
22. notify contractor of termination plus Finance, Supdt of Contract and CEC.	Contracts Div.		

76.6 Records

- Parent contracts CPO's
- Blanket CPO's
- Variation requests
- ITC approval & notes

77. Contract Amendment



77.1 Purpose

To establish a methodology to amend contract clauses or schedule of rates without affecting the contract duration or value. .

77.2 Scope

All active contracts.

77.3 Owner

Department Manager

77.4 Auditing Team Members

- Department Manager (Chairman)
- Departmental Team Leader
- Team Leader, Contracts
- Team Leader, Commercial Support
- Internal Tender Committee
- Team Leader, QA & SS

77.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
1. Contract has commenced.	Contractor		
2. Need to amend the contract.	User of contract		
3. Initiate Variation Request type = AMEND?	User of contract	CUSTREQ	Note: The Sub-status of the CPO is changed; the main status remains EXCUTE throughout.
4. Accept the VR.	Supervisor of the initiator.	CUSTREQ	
5. Return to initiator to modify or cancel the VR if rejected.	Initiator of VR	CUSTREQ	Return to initiator if rejected.
6. Approve VR.	Supdt of Contract (Customer)	CUSTAPPR	The CPO record is moved to COMM site.
7. If VR type is other than AMEND			In case the amendment constitute time or value change follow the **Variation request Process**
8. Send e-mail notification to Contract Specialist.	System		
9. Review VR & ensure completeness.	Contract Specialist	CUSTAPPR	
10. Get Legal approval if necessary.	Contract Specialist		
11. Route VR for approval.	Contract Specialist	CUSTAPPR	

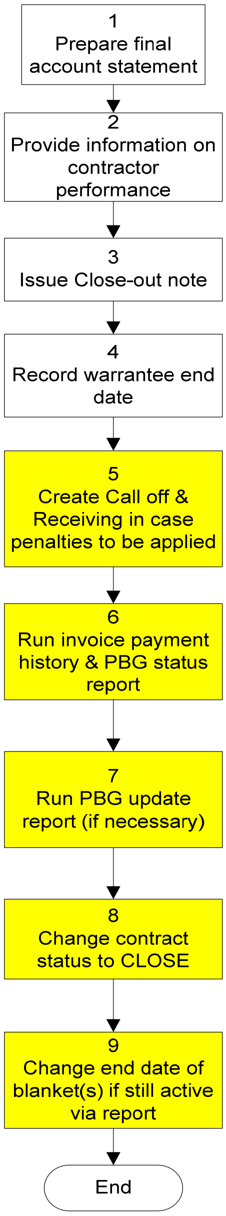
Stage	Action By	Status	Remarks
12. Approve VR.		CONAPPR	The VR should be approved by the same level that approved the original contract.
13. Prepare Contract Amendment and call Contractor for signature	Contract Specialist	ISSUE	
14. Contract Amendment form is signed by Company & Contractor.	Contract Specialist	EXCUTE	When the Contract Specialist updates the VR Status to EXCUTE. VR gets converted to VO which in turn updates the Blanket CPO at all the sites and moves back the Contract PO to coordinating site.

77.6 Records

- Variation Request
- Parent Contracts CPO
- Blanket CPOs

78. Contract Closing Process

Contract Closing Process Flow Chart



78.1 Purpose

To Prevent any future transactions against this Contract and to put it in history for analysis.

78.2 Scope

All Contracts will go through the process of closing and the parent CPO will be closed.

78.3 Owner

Department Manager

78.4 Auditing Team Members

- Department Manager (Chairman)
- Departmental Team Leader
- Team Leader, Contracts
- Team Leader, Commercial Support
- Team Leader, Accounts Payable
- Team Leader, Insurance
- Team Leader, QA & SS

78.5 Process Stages (Including Responsibilities)

Stage	Action By	Status	Remarks
Outside MAXIMO			
1. A final account (Statement) is prepared for all Contracts with a final Contract Price over KD 25,000. This is the payment to be made at the end of the work and will not include retentions and other deductions for, e.g. Guarantee Period.	Customer		This is done outside MAXIMO – it is recorded in the event log. The Sponsor is responsible for the agreement of the final account (Statement). The Contractor must submit this and should be in the form of a summary, identifying the original Contract Price, any variation and any other additional costs accepted by KNPC in respect of the Contract. The final account, when agreed by both parties, must be signed by both the KNPC Sponsor and the Contractor representative.

Stage	Action By	Status	Remarks
2. The Sponsor and Contract Team Staff shall provide information on Contractor Performance in accordance with the VEC/CEC Standing Instructions.	Customer		Details will be filled out in the performance tab in the Commercial Directory against the specified Contractor.
MAXIMO Application: Contract Purchase Order			
3. The Contracts Team Staff shall issue a close-out note to the Supdt of the contract, Finance and Legal. when all Contractual matters have been settled and will archive all documents relating to the Contract. Customer will then Change the Contract status to complete.	Customer	COMP	
4. Record Warranty End Date	Customer	COMP	The CE will record the end of the Warranty Period in the Contract Event Log. The start of the Warranty Period is when the status is changed to complete. During this period, everything must be recorded in the Contract Event Log.
5. Create Call off and Receiving if there are penalties to be applied.	Customer		
6. Run invoice payment history & PBG status report	Customer		
7. Run PBG update report (if necessary)	Customer		
8. Change Status to Close	Customer	CLOSE	After successfully completing the Warranty Period, the Contract Status to be changed to Close.
9. Run report to deactivate the Old Blanket CPO's.	Customer	EXPIRE	This Report will change the End Date of the old Blankets and that will restrict the Users from creating Blanket Releases.

Note: Contract PO's are closed in MAXIMO if the following conditions are met:

- When Invoices are logged and approved and paid,
- No valid Bank Guarantees against the vendor in the PO

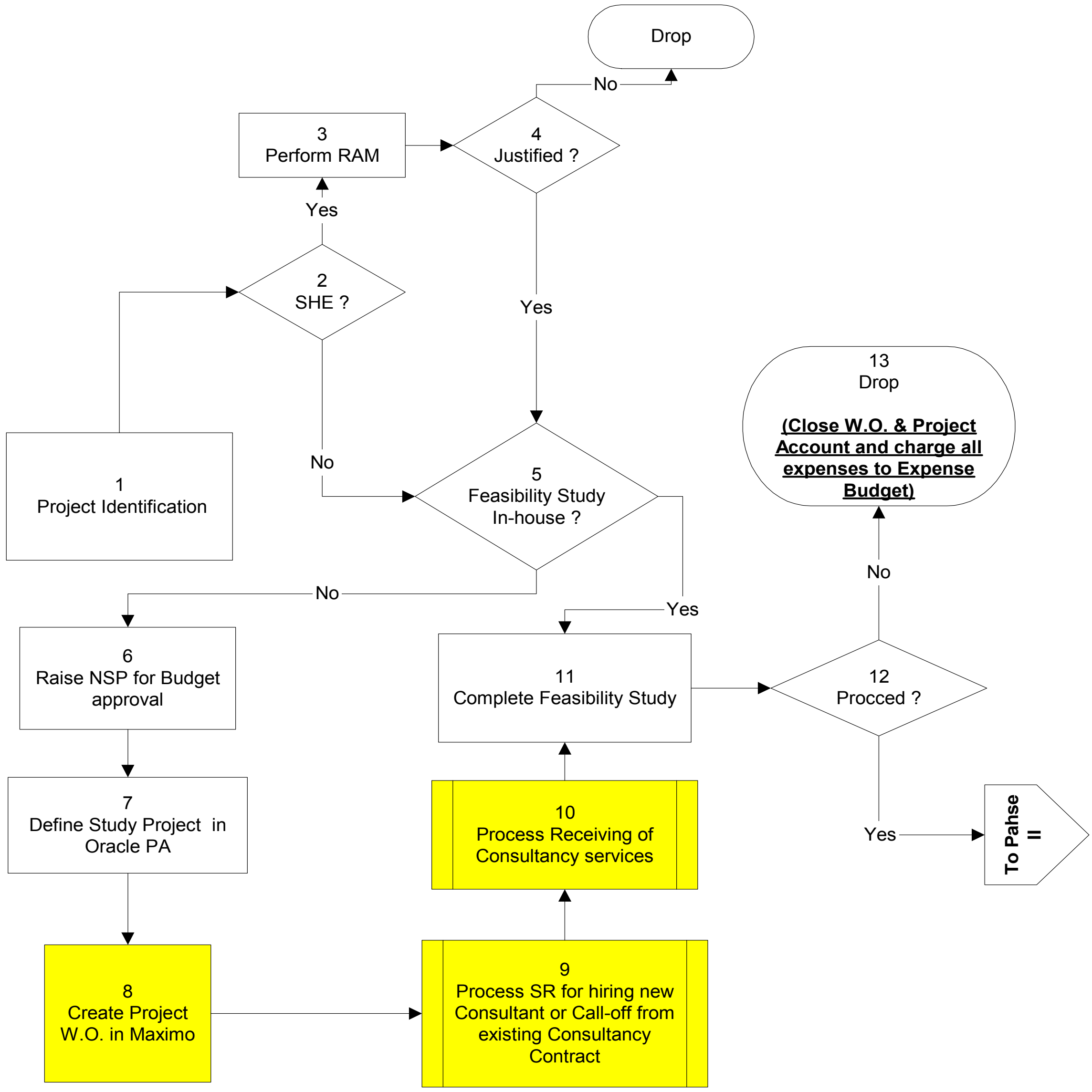
Contract PO's are manually closed when the Contract agreement validity period is expired and/or when the ceiling limit is reached or when the Sponsor recommends it.

78.6 Records

- Variation Request
- Variation Parent CPO
- Variation Blanket CPO(s)
- Final Contract Document
- Final Account Statement
- Bank Guarantee

Projects related Business Processes

79. Feasibility – Phase I



79.1 Purpose

To broadly define a process for carrying out feasibility study of a prospective capital project.

79.2 Scope

A project is identified when any department within KNPC or outside KNPC (such as KPC, PIC, Equate etc.) puts forward an idea to set up a new facility, process or system within KNPC, or which will necessitate modifying/revamping the existing facilities of KNPC.

The idea, when approved, is studied/investigated further for establishing its feasibility that broadly covers the following aspects:

- Establish project objectives clearly and accurately.
- Identify and collate the existing data and obtain further data by means of additional studies and possible tests.
- Technical feasibility study and identification of options.
- Identify need for auxiliary facilities and establish availability of required utilities.
- Conceptual engineering to refine the options into a recommended solution that maximizes the economics of the project and minimizes technical and commercial risks as well as satisfies the operational, safety and environmental requirements of KNPC.
- Economic evaluation of alternatives that lead to recommended solution.
- To determine preliminary project execution plan and policies to be used for quality, safety and environmental management.
- To produce cost estimate (accuracy of ± 30%) either based on in-house data / budgetary quotations or through a consultant as part of his study.
- Carry out Preliminary Risk Analysis to identify major risks.
- To broadly establish integrity, operability and maintainability for the chosen option.

Finally, based on the feasibility study report and supporting information, decision is obtained from the concerned DMD – Refinery / Corporate Manager to proceed further in development of project scope.

79.3 Process Stages (Including Responsibilities)

S.#	Stage	Action By	Status	Remarks
1.	Project Identification	Concerned Department within KNPC	Idea Approved	
2, 3 & 4.	SHE Related Project: In case of SHE related project, Risk Assessment is carried out and if justified action is taken to	The Concerned Department that originated the project coordinates for performance of RAM		

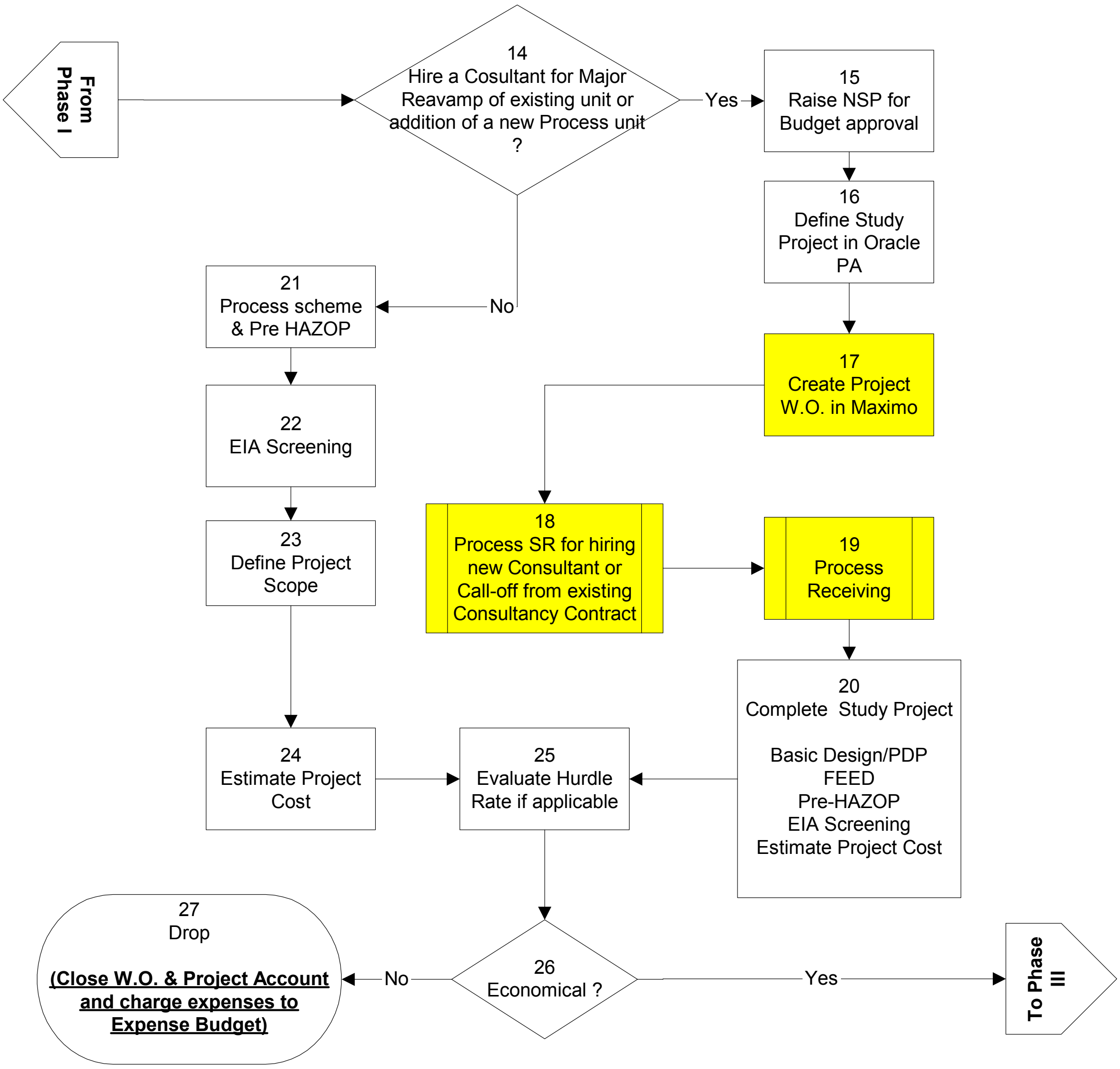
S.#	Stage	Action By	Status	Remarks
	proceed further; otherwise the project is dropped.	and takes further actions accordingly.		
5.	Decision on hiring a Consultant for feasibility study	Concerned Department Manager		With approval form concerned DMD Refinery / Corporate Manager
6.	Raise NSP for budget approval to hire the Consultant	Engg. & Services Division	Funds approved from Study Budget	Processing of NSP (Tentative) as well as NSP (Final) is done through Corporate Planning with copy to Finance as per FA.
7.	Define Study Project in Oracle PA	Finance	Approved Study Project	
8.	Create Project WO in MAXIMO	Engg. & Services Division	Approved WO	Use Project WO application in MAXIMO
9.	Process SR for hiring new Consultant or call-off from existing Consultancy Contract	Engg. & Services Division		Use Contracting Module in MAXIMO or coordinate with Supdt. of Contract of existing Consultancy Contract for call-off.
10.	Process Receiving and Invoicing of Consultancy Services	Concerned Supdt. of Contract		Use Contract Receiving application in MAXIMO.
11.	Complete Feasibility Study	Concerned Department (either in-house or through Consultant)		Assisted by Technical Services, Operations, Engg. & Maintenance, Inspection &

S.#	Stage	Action By	Status	Remarks
				Corrosion, SHE, PD, CP etc as applicable.
12.	Decision to proceed for development of project scope	Concerned Department Manager		With approval from concerned GM Refinery / Corporate Manager.
13.	Close WO and Project Account	Engg. & Services Division	WO Closed in MAXIMO	Inform Finance to close Project Account in Oracle PA and transfer expenses to Expense Budget.

79.4 Records

- Clear statement of project objectives.
- Study report which recommends a single development solution and which clearly states all the requirements/details of auxiliaries/utilities.
- A list of major constraints and assumptions made.
- Feasibility Study Report by a consultant (if applicable).
- Project Economics (if applicable).
- An outline of project execution plan.
- Preliminary cost estimate of complete project (accuracy ± 30%).
- Risk Assessment Matrix.
- NSP (Tentative) and NSP (Final).

80. Basic Design / Process Design Package (PDP) & Front Engineering Design (FEED) – Phase II



80.1 Purpose

To broadly define a process for development of scope of a capital project.

80.2 Scope

This process is intended to advance the engineering based on the investigation/feasibility study report and broadly covers the following aspects:

- To effectively resolve various engineering options into one single engineering solution.
- To advance the engineering to a level of definition where technical, safety, environmental, cost and schedule are quantified further.
- To produce Design Basis, Basic Design Package, Front End Engineering Design (FEED) document that would help in preparation of project proposal good enough to obtain approval of capital budget for implementation of the project.

80.3 Process Stages (Including Responsibilities)

S.#	Stage	Action By	Status	Remarks
14.	Decision to hire a Consultant for a major revamp of existing Process Unit or addition of a new Process Unit	Supdt., Engg. & Services		With approval from concerned DMD Refinery / Corporate Manager. For project studies to be handled by PD, coordinate with Projects Manager.
15.	Raise NSP for budget approval to hire Consultant for carrying out Basic Design/PDP & FEED	Engg. & Services Division	Funds approved from Study Budget	Processing of NSP (Tentative) as well as NSP (Final) is done through Corporate Planning with copy to Finance as per FA.
16.	Define Study Project in Oracle PA	Finance	Approved Study Project	
17.	Create Project WO in MAXIMO	Engg. & Services Division or Project Control – PD as applicable	Approved WO	Use Project WO application in MAXIMO.
18.	Process SR for hiring new Consultant or call-off from existing	Engg. & Services Division or Project Control – PD and		Use Contracting Module in MAXIMO or coordinate with Supdt.

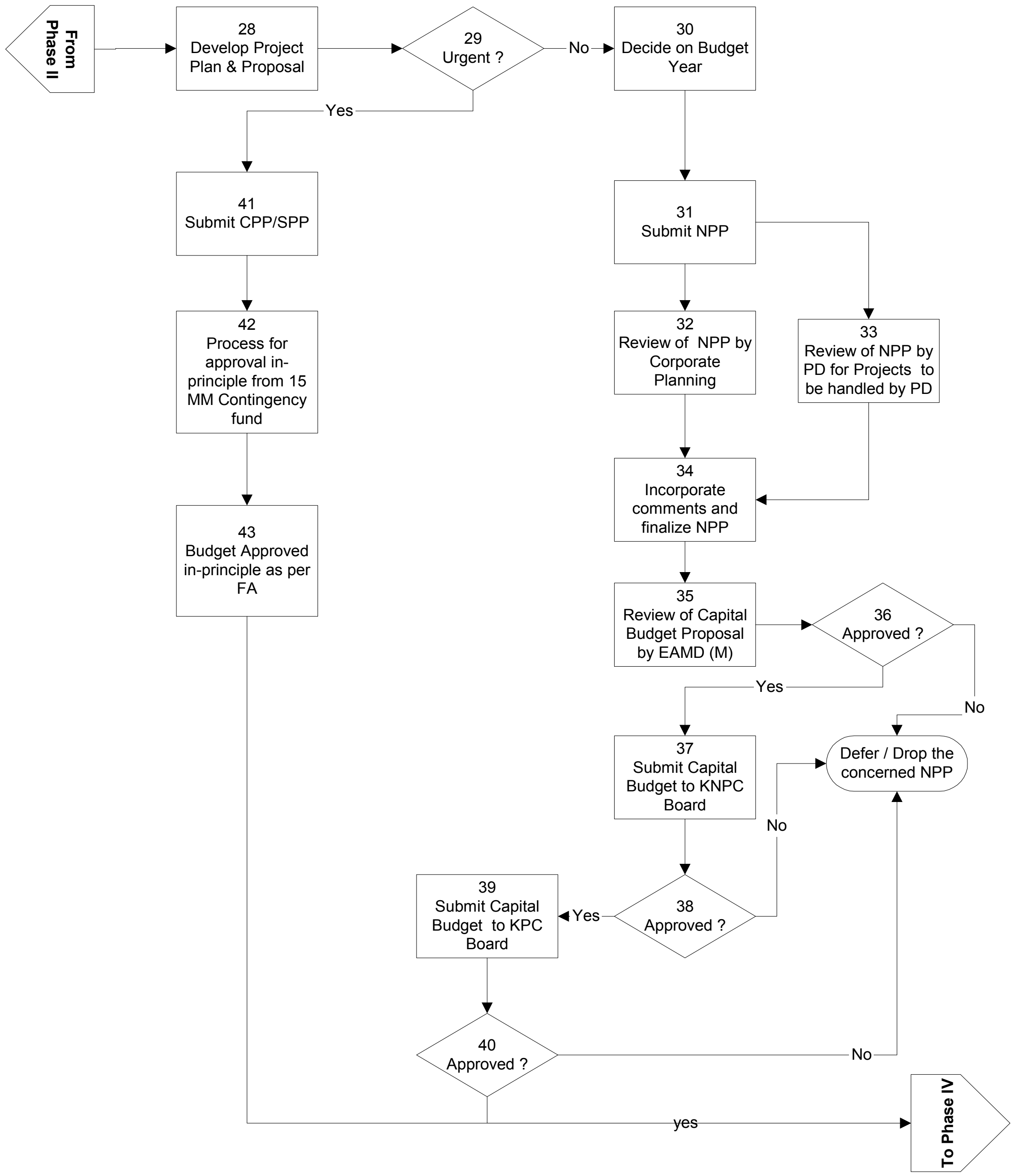
S.#	Stage	Action By	Status	Remarks
	Consultancy Contract	Engg. Design – PD or Project Coordination Group – PD as applicable		of Contract of existing Consultancy Contract for call-off.
19.	Process Receiving and Invoicing of Consultancy Services	Concerned Supdt. of Contract		Use Contract Receiving application in MAXIMO.
20.	Complete Study Project	Study Team through Consultant		Team formed by representatives from Technical Services, Operations, Engg. & Maintenance, Inspection & Corrosion, SHE, PD, CP etc as applicable. Reference: Coordination Procedure between Refineries and PD for handling of study projects # PRJ-QMS 9M-01-4010 Rev.1A.
Small addition / modification type of projects handled in-house				
21.	Process Scheme & Pre-HAZOP	Engg. & Services Division coordinates with Technical Services and HAZOP Committee		
22.	Environmental Impact Assessment (EIA) Screening	Engg. & Services Division coordinates with SHE Department		

S.#	Stage	Action By	Status	Remarks
23.	Define Project Scope	Engg. & Services Division		In coordination with Operations, Inspection & Corrosion, Maintenance, Technical Services and SHE.
24.	Estimate Project Cost	Engg. & Services Division		
25.	Evaluate Hurdle Rate if applicable	Engg. & Services Division or study Team		
26.	Decision to proceed further for capital budget approval in case of economically viable projects	Engg. & Services Division		With approval from concerned DMD Refinery / Corporate Manager.
27.	Close WO and Project Account	Engg. & Services Division or Project Control – PD as applicable	WO Closed in MAXIMO	Inform Finance to close Project Account in Oracle PA and transfer expenses to Expense Budget.

80.4 Records

- FEED Package containing Process Datasheets, PFDs, P&IDs, Plot Plans, Equipment Layouts, Equipment Specifications etc.
- Site Conditions (presence of underground obstructions, if any) and Soil Report
- Project Execution Plan
- Procurement Plan identifying long lead items
- Safety Plan and Study Reports, if any
- Environment Impact Assessment Report
- Constructability Study Report
- Updated Project Estimate (accuracy ± 15%)
- Tie-in Details
- NSP (Tentative) and NSP (Final)

81. Capital Budget Approval – Phase III



81.1 Purpose

To broadly define capital budget approval cycle.

81.2 Scope

This process is intended to highlight the various steps involved in obtaining approval of capital budget, either in-principle or final, to enable the executing Department to proceed with implementation of the project.

Reference:

a) Capital Project Initiation and Control Procedure issued by C&MD.
b) Capital Project Initiation Procedure between Refineries and Projects Department # PRJ-QMS 9M-98-4008 Rev.1A.

81.3 Process Stages (Including Responsibilities)

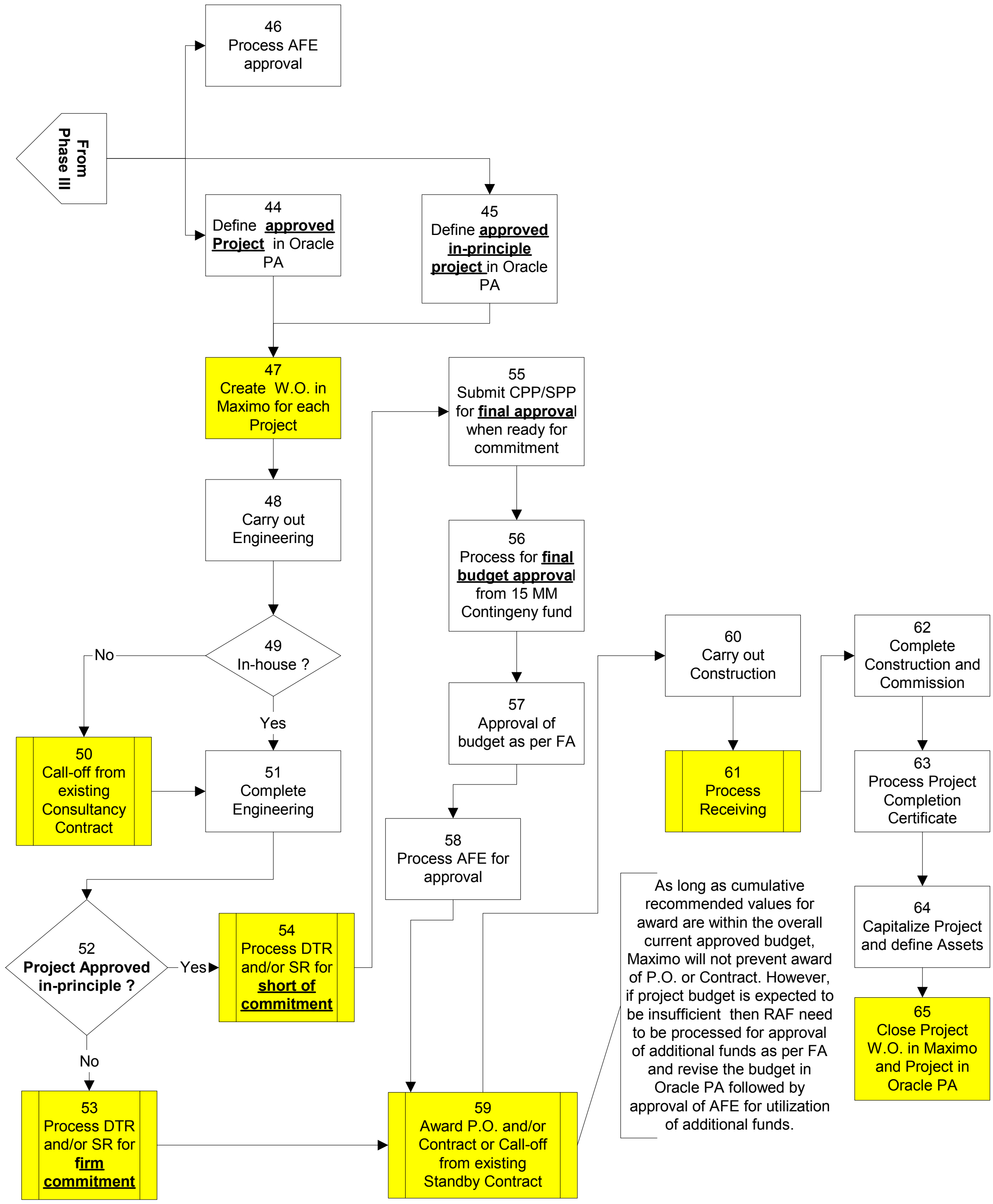
S.#	Stage	Action By	Status	Remarks
28.	Develop Project Plan & Proposal	Engg. & Services Division		Based on inputs from various sections or PD (for project studies handled by PD).
29.	Decision on whether project is of urgent nature or not	Engg. & Services Division		Based on nature of project / project plan
30.	Decide on Budget Year for the planned projects.	Engg. & Services Division		Based on project plan
31.	Submit NPP	Engg. & Services Division		Include in annual capital budget submission
32.	Review of NPP by Corporate Planning	Corporate Planning Department		
33.	Review of NPP by PD for projects to be handled by PD	Projects Department		
34.	Incorporate comments and finalize NPP	Engg. & Services Division		
35.	Review of Capital Budget Proposal by	Corporate Planning Department		Annual Capital Budget Review Meeting within

S.#	Stage	Action By	Status	Remarks
	EAMD(M)			KNPC
36.	Approval of the Capital Budget Proposal for further submission to KNPC Board	EAMD(M)		During annual Capital Budget Review Meeting
37.	Submit Capital Budget to KNPC Board	Corporate Planning Department through C&MD		
38.	Approval of Capital Budget Proposal by KNPC Board	KNPC Board		Corporate Planning Department to inform all concerned Departments
39.	Submit Capital Budget to KPC Board	Corporate Planning Department through C&MD		
40.	Approval of Capital Budget by KPC Board	KPC Board		Corporate Planning Department to inform all concerned Departments
41.	Submit CPP/SPP for project of urgent nature	Engg. & Services Division		
42.	Process for approval in-principle from 15MM contingency fund	Corporate Planning Department		
43.	Budget approval in-principle as per FA	Corporate Planning Department		To inform concerned Department with copy to Finance Department

81.4 Records

- Annual Capital Budget Guidelines issued by Corporate Planning Department
- Annual Capital Budget Cycle Schedule issued by Corporate Planning Department
- Approved NPP
- Approved in-principle CPP/SPP

82. Detailed Design, Procurement, Construction and Commissioning – Phase IV



82.1 Purpose

To broadly define a process for implementation of capital project after approval of the budget either in-principle or final.

82.2 Scope

The scope of this process is to enable carrying out of detailed engineering, procurement, construction and commissioning.

Detailed Engineering

Detailed engineering covers producing of specifications, datasheets, drawings, technical standards, material/equipment requisitions and service requisitions to enable purchase of specialized and bulk materials and commencement of construction.

Depending on the size of the project and its complexity, the detailed engineering may be carried out in-house or by engineering consultant or be part of EPC Contract.

All engineering/safety review/audits shall be in accordance with quality/safety plans developed and agreed during the previous stages.

Any change at this stage will be subject to rigorous change control.

Construction

Based on the work packages and specifications provided during detailed engineering, the new plant/facilities are finally constructed/modified by mobilizing a contractor.

The main focus at this stage is on monitoring of progress, quality control and technical acceptance through detailed planning, inspection and testing.

Commissioning

Commissioning, start-up and handover is generally carried out by a team involving Refinery personnel, Project personnel, Licensor representative, contractors and vendors as applicable.

Project Close-out

On successful commissioning of the new facility, project completion and acceptance certificate is issued by the owner. This is followed by capitalization of the expenditure, creation of assets and closing of work order and project account.

82.3 Process Stages (Including Responsibilities)

S.#	Stage	Action By	Status	Remarks

S.#	Stage	Action By	Status	Remarks
44.	Define approved Project in Oracle PA	Finance	Approved Capital Project	
45.	Define approved in-principle Project in Oracle PA	Finance	Capital Project approved in-principle	
46.	Process AFE approval	Engg. & Services Division or Project Control – PD as applicable	Approved AFE	To coordinate with Finance for approval as per DFA
47.	Create WO in MAXIMO for each Project	Engg. & Services Division or Project Control – PD or Project Coordination Group - PD as applicable.	Approved WO	Use Project WO application in MAXIMO
48, 49.	Carry out Engineering either in-house or through existing Consultancy Contract	Engg. & Services Division or Engg. Design – PD or Project Coordination Group – PD as applicable		Decision on whether the Engineering to be carried out in-house or through Consultant will depend on size and complexity of the Project and will be taken with approval of concerned Department Manager.
50.	Call-off from existing Consultancy Contract	Engg. & Services Division or Engg. Design – PD or Project Coordination Group – PD as applicable		To coordinate with Supdt. of Contract for call-off.

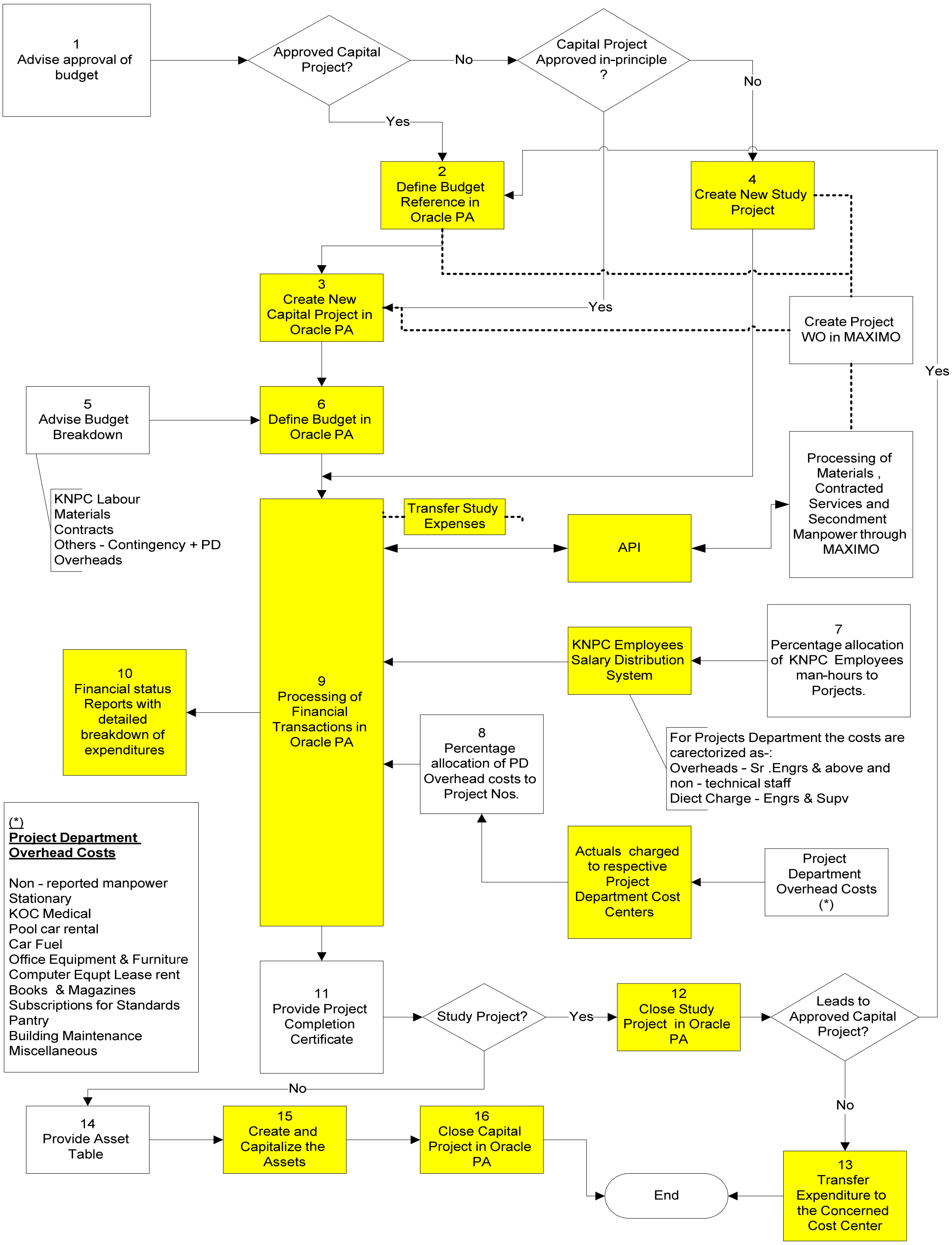
S.#	Stage	Action By	Status	Remarks
51.	Complete Engineering	Engg. & Services Division or Engg. Design – PD or Project Coordination Group – PD as applicable		With support from concerned engineering disciplines and review/approval by Owner of the Project.
52, 53.	Process DTR and/or SR for approved Project to procure Direct Charge Materials and/or to Mobilize Contractors.	Engg. & Services Division or Engg. Design – PD and Project Control – PD or Project Coordination Group – PD as applicable		Use Purchasing or Contract Module in MAXIMO.
52, 54.	Process DTR and/or SR for Project approved in-principle for obtaining firm quotations / offers (short of commitment) for finalizing the project estimate for final budget approval.	Engg. & Services Division or Engg. Design – PD and Project Control – PD or Project Coordination Group – PD as applicable		Use Purchasing or Contract Module in MAXIMO. However, processing of DTR and SR is limited up to receipt of offers (short of commitment) and award of PO or Contract can be made only after final approval of the budget.
55.	Submit CPP/SPP for final approval when ready for commitment.	Engg. & Services Division or Project Control – PD or Project Coordination Group – PD as applicable		
56.	Process for final budget approval from 15MM Contingency Fund	Corporate Planning Department		As per DFA in coordination with Finance
57.	Approval of budget as per DFA.	Finance	Approved CPP/SPP	Inform concerned Department.

S.#	Stage	Action By	Status	Remarks
58.	Process AFE for approval	Engg. & Serv. Div. or Const. Group–PD as applicable	Approved AFE	
59.	- Award PO and/or Contract - Call-off from existing Standby Contract	Commercial Dept. Project Control – PD		MAXIMO - Blankets (Contract POs) are created in the Blanket application and for Call-off use Blanket Release Application.
60.	Cary out Construction	Engg. & Serv. Div. or Const. Group–PD as applicable		
61.	Process Receiving of Services (percentage progress) against approved Call-off.	Concerned Supdt. of Contract		Use Receiving Application in MAXIMO
62.	Complete Construction and Commission	Engg. & Serv. Div. or Const. Group–PD as applicable		
63.	Process Project Completion Certificate	Engg. & Services Div. or Proj. Control–PD or Proj. Coordn. Group - PD as applicable		Submit to the Owner of the Project for approval and acceptance based on the feedback from the concerned Construction Group.
64.	Capitalize Project and define Assets	Engg. & Services Div. or Proj. Control–PD or Proj. Coordn. Group - PD as applicable		Provide Asset Table and Project Completion Certificate to Finance.
65.	Close WO in MAXIMO and Project Account in Oracle PA.	Engg. & Services Div. or Proj. Control–PD or Proj. Coordn. Group- D as applicable		Inform Finance to close Project Account in Oracle PA.

82.4 Records

- Approved AFE
- Drawings and documents
- Project Completion and Acceptance Certificate
- Asset Table
- Close-out Report

83. Defining Projects under Oracle PA and Project Accounting



83.1 Purpose

To establish a procedure for defining a project under Oracle PA as well as to show overall process of Project Accounting.

83.2 Scope

This procedure is applicable to capital and study projects, or third-party recoverable projects.

83.3 Process Stages (Including Responsibilities)

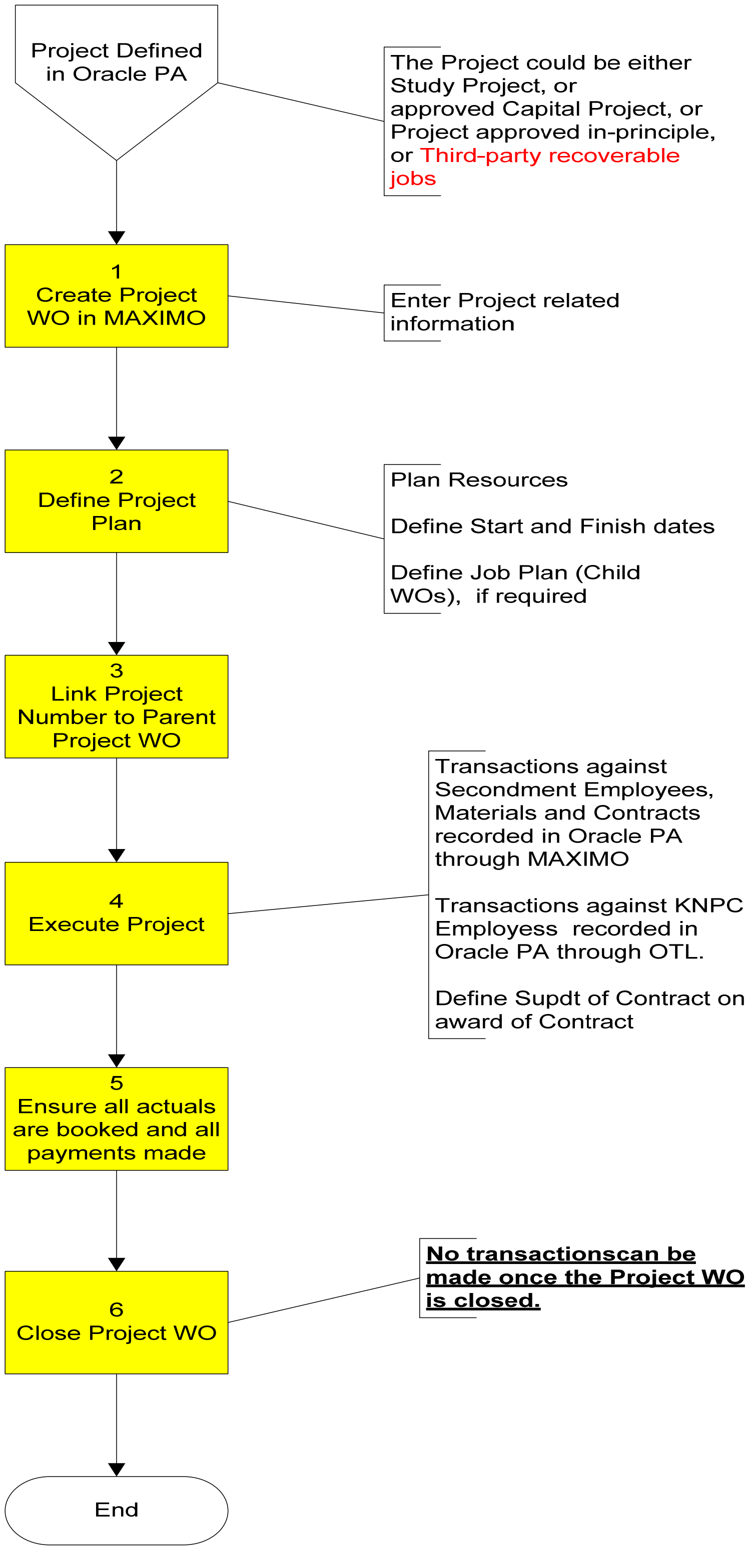
S.#	Stage	Action By	Status	Remarks
1.	Advise approval of budget	Engineering Services Division or Projects Control – PD or Projects Coordination Group – PD as applicable.		To Finance through memo.
2.	Define Budget Reference in Oracle PA.	Projects & Fixed Assets Accounts		
3.	Create new Capital Project in Oracle PA	Projects & Fixed Assets Accounts		
4.	Create new Study Project	Cost & Budget		
5.	Advise Budget Breakdown	Engineering Services Division or Projects Control – PD or Projects Coordination Group – PD as applicable.		
6.	Define Budget in Oracle PA.	Projects & Fixed Assets Accounts		
7.	Percentage allocation of KNPC employees' man-hours to Projects.	Engineering Services Division or Projects Control – PD as applicable.		
8.	Percentage allocation of overhead costs to Project Nos.	Project Control –PD		Advise Finance on monthly basis

S.#	Stage	Action By	Status	Remarks
9.	Processing of Financial Transactions in Oracle PA.	Projects & Fixed Assets Accounts		
10.	Financial Status Reports with detailed breakdown of expenditures.	Oracle PA		
11.	Provide Project Completion Certificate	Engineering Services Division or Projects Control – PD or Projects Coordination Group – PD as applicable.		
12.	Close Study Project in Oracle PA	Cost & Budget		Transfer study expenses to Capital Project Account if study leads to Capital Project.
13.	Transfer expenditure to the concerned Cost Centre	Cost & Budget		
14.	Provide Asset Table	Engineering Services Division or Projects Control – PD or Projects Coordination Group – PD as applicable.		
15.	Create and capitalize the assets	Projects & Fixed Assets Accounts		
16.	Close Capital Project in Oracle PA.	Projects & Fixed Assets Accounts		

83.4 Records

- Financial Status Reports
- Project Completion Certificate
- Asset Table

84. Creation of Project Work Order



84.1 Purpose

To establish a process for creation of Project Work Order under MAXIMO.

84.2 Scope

This process is intended to define WO under MAXIMO against either approved Study Project or approved Capital Project or a Capital Project which is approved in-principle, or third-party recoverable jobs, to enable performance of the following project related activities through applicable MAXIMO Modules and Applications.

a) Purchasing of materials
b) Contracting of services.
c) Receiving and issue of materials at store rooms.
d) Receiving of contract services.
e) Payments to contractors
f) Reporting and receiving of secondment employee services

The above activities shall be carried out by referencing corresponding WO numbers so that all the financial transactions are recorded against the WO, which is linked to Oracle PA through Project number.

84.3 Process Stages (Including Responsibilities)

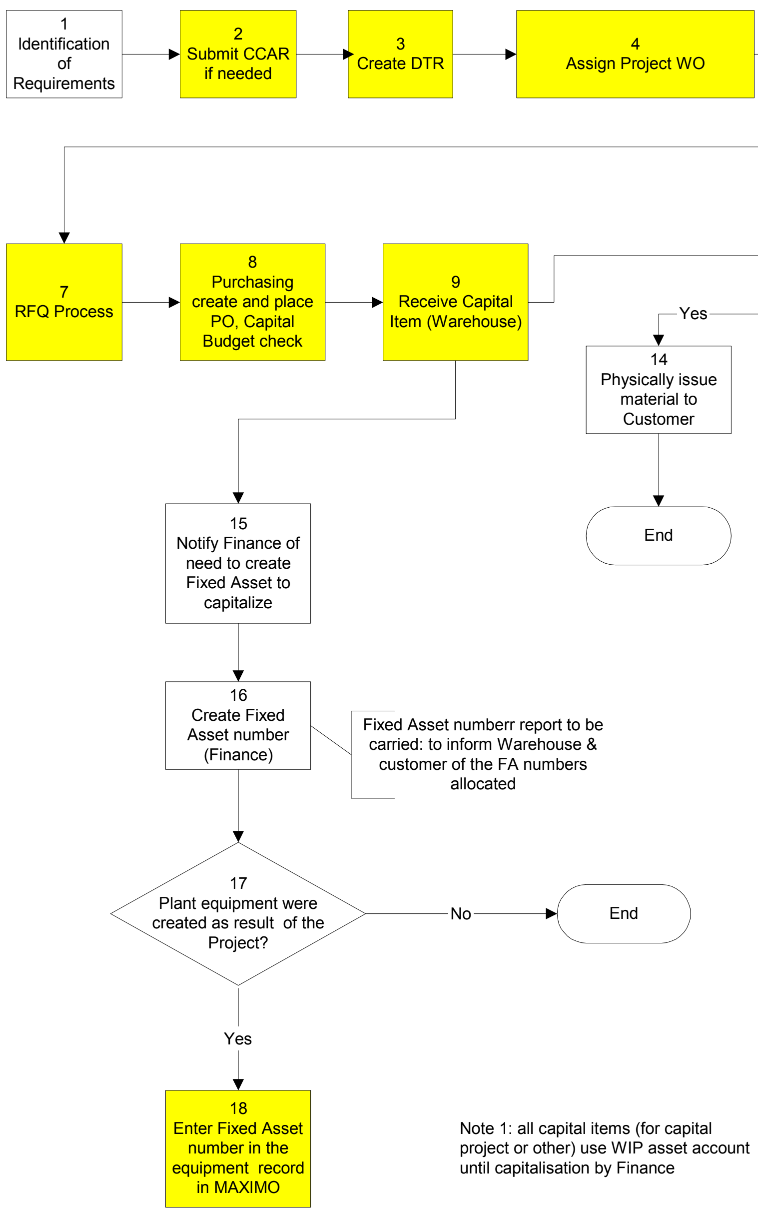
S.#	Stage	Action By	Status	Remarks
1.	Create Project WO in MAXIMO	Engg. & Services Division or Project Control – PD/NRP/CFP or Coordination Group – PD as applicable	WAPPR	
2.	Define Project Plan	Engg. & Services Division or Project Control – PD/NRP/CFP or Project Coordination Group – PD as applicable	WAPPR	- Plan Resources - Define Start & Finish Dates - Define Job Plan
3.	Link Project Number to Parent Project WO	Engg. & Services Division or Project Control –	INPRG	

S.#	Stage	Action By	Status	Remarks
		PD/NRP/CFP or Project Coordination Group – PD as applicable		
4.	Execute Project	Engg. & Services Division or Projects Department as applicable	INPRG	
5.	Ensure all actuals are booked and all payments made	Engg. & Services Division or Construction Group – PD or Project Coordination Group – PD as applicable	COMP	
6.	Close Project WO	Engg. & Services Division or Project Control – PD/NRP/CFP or Project Coordination Group – PD as applicable	CLOSE	

84.4 Records

- Project WO

85. Procurement of Direct Charge Equipment and Materials, One Year Operational Spares, Insurance Spares and Stock Items



85.1 Purpose

To establish the procedure for Procurement of Direct Charge Materials and its further handling after receipt.

85.2 Scope

All capital items, which include equipment, bulk materials, one year operational spares, insurance spares and stock items.

85.3 Process Stages (Including Responsibilities)

S.#	Stage	Action By	Status	Remarks
1.	Identification of requirement	Concerned Discipline Engineer		
2.	Request to add item in the Catalogue if it does not exist using the CCAR application. Identify items as capital.	Concerned Discipline Engineer		Refer to **Catalogue Creation and Amendment Process**
3.	Raise DTR to request the capital items. (Ensure correct GL Natural Account is entered).	Concerned Discipline Engineer		Against Project WO
4.	Assign Project WO to DTR	Concerned Discipline Engineer		
5.	DTR Workflow	MAXIMO		
6.	Create approved Purchase Requisition (PR) for the capital items.	MAXIMO	APPR	
7.	Request for Quotation (RFQ)	Purchasing		**Request for Quotation – Buyer Assignment Process**
8.	Create and place PO. Capital Budget check will be done by MAXIMO.	Purchasing	APPR	
9.	Receive capital item in Warehouse (physically)	Warehouse		

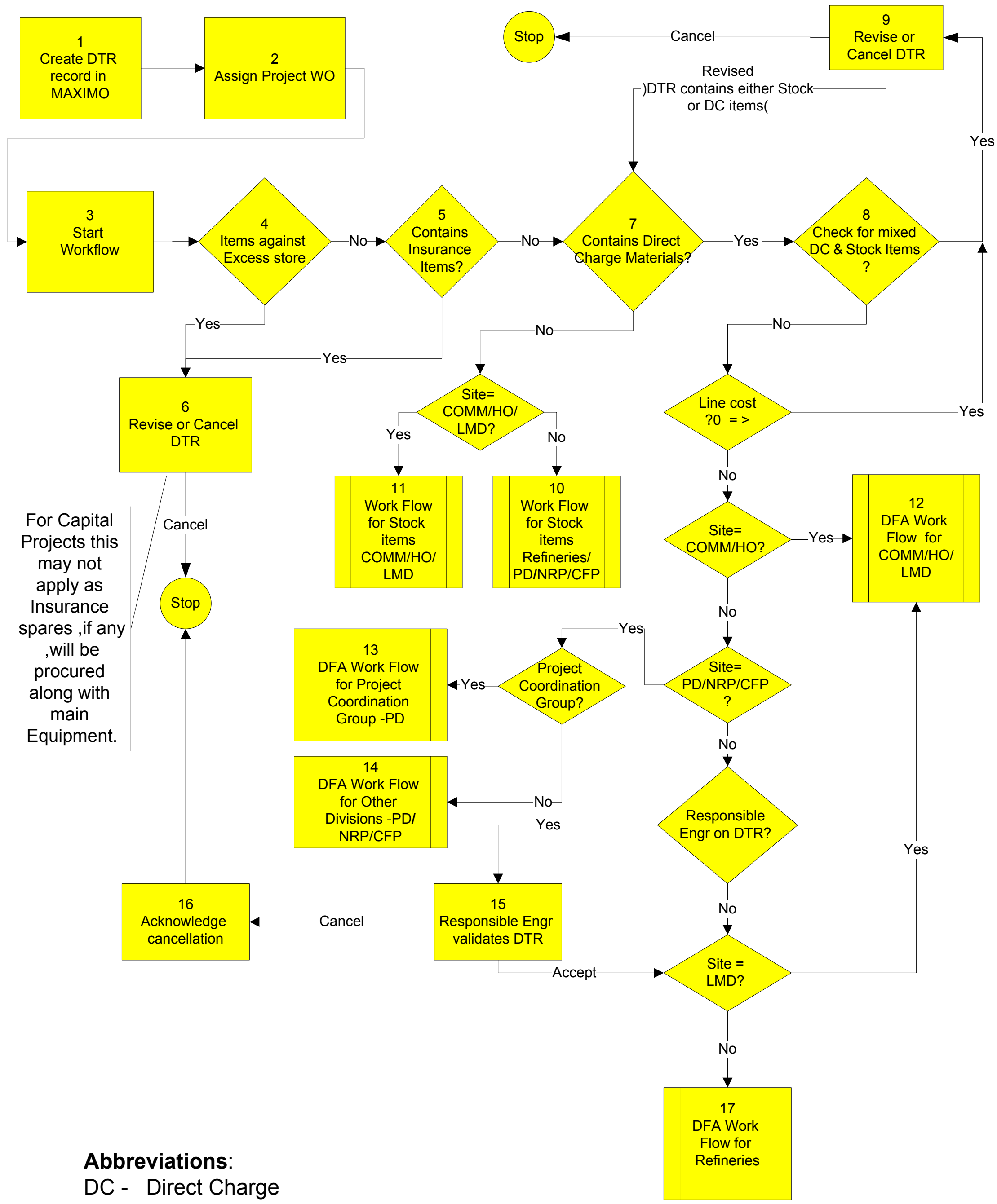
S.#	Stage	Action By	Status	Remarks
10.	Collect Material?	Customer		The Customer will make a decision with the concurrence of the Storekeeper to collect the item or to leave it there for physical storage.
11.	Add item to Direct Charge Storeroom	Storekeeper		• A Utility Report will assist the storekeeper to add the item to the Direct Charge Storeroom with zero value. • A time limit will be set for keeping the material in the DC Storeroom. This action will be taken by the Storekeeper with the concurrence of the Customer. • No financial transaction will take place in MAXIMO.
12, 14.	Physically Issue material to Customer	Storekeeper		
13.	Remove Item Association with Direct Charge Storeroom	Storekeeper		No financial transaction will take place in MAXIMO.
15.	Notify Finance of need to create Fixed Asset to capitalize and the location/tag of each asset (equipment)	Engg. & Services Division or Project Control – PD/NRP/CFP or Project Coordination Group-PD as applicable		Provide Asset Table to Finance on completion of the Project.
16.	Create Fixed Asset number	Finance		Fixed Asset number report to be created: to inform Warehouse and Customer of the FA numbers allocated.
17.	Plant equipment was created as result of the project?	Engineering Services or Project Control – PD/NRP/CFP or Project		

S.#	Stage	Action By	Status	Remarks
		Coordination Group-PD as applicable		
18.	If yes, enter Fixed Asset number in the related equipment record.	Engineering Services or Project Control – PD/NRP/CFP or Project Coordination Group-PD as applicable		

85.4 Records

- DTRs (Desktop Requisitions)
- PRs (Purchase Requisitions)
- RFQs (Request for Quotations)
- POs (Purchase Orders)
- CCARs (Catalogue Creation and Amendment Request)
- Receiving notes
- Memos/E-mails of Vendor/Freight Forwarder, Drawings, Documents, Manufacturing Schedule etc.
- Inspection Notes
- Event Log
- Expediting Schedule
- Item Master
- Inventory
- Fixed Assets Report

86. Desktop Requisition Process (For Projects)



Abbreviations:
DC - Direct Charge
DFA - Delegation of Financial Authority
DTR - Desktop Requisition
WF - Workflow

86.1 Purpose

To set the procedure for using the Desktop Requisition Application (DTR) to request materials and spare parts.

86.2 Scope

The procedure to be followed for all materials requests done through the DTR application.

86.3 Process Stages (Including Responsibilities)

S.#	Stage	Action By	Status	Remarks
1.	Create DTR record in MAXIMO	Requestor		Use DTR application.
2.	Assign Project WO.	Requestor		PO cannot be placed for Projects Approved in-principle without final approval of the budget.
3.	Start Workflow	Requestor		
4.	Contains items from excess store?	MAXIMO		
5.	Contains Insurance items?	MAXIMO		
6.	Revise or cancel DTR?	Requestor		This will not apply for Capital Projects as Insurance Spares will be procured with main equipment.
7.	Contains Direct Charge materials?	MAXIMO		
8.	Check for mixed DC & stock items?	MAXIMO		
9.	Revise or cancel DTR?	Requestor		
10.	Workflow for stock items for Refineries/PD/NRP/CFP	MAXIMO		MAXIMO checks for maintenance type materials and stationary / safety items and accordingly approval is

S.#	Stage	Action By	Status	Remarks
				processed. Note: Separate DTR should be created for stationary, safety and maintenance materials.
11.	Workflow for stock items for Commercial/HO/LMD	MAXIMO		MAXIMO checks for maintenance type materials and stationary / safety items and accordingly approval is processed. Note: Separate DTR should be created for stationary, safety and maintenance materials.
12.	DFA Workflow for Direct Charge Materials for Commercial / HO / LMD	MAXIMO		
13.	DFA Workflow for Direct Charge Materials for Project Coordination Group – PD	MAXIMO		
14.	DFA Workflow for Direct Charge Materials for other Divisions of PD / NRP / CFP	MAXIMO		Processing is done through Projects Control Division for validation of completeness of DTR and Budget check.
15.	Responsible Engineer validates DTR for DC materials.	Responsible Engineer through MAXIMO		This is applicable for Refineries only.
16.	Acknowledge cancellation.	Requestor through MAXIMO		This is applicable for Refineries only.
17.	DFA Workflow for Direct Charge Materials for Refineries.	MAXIMO		After acceptance of DTR by Responsible Engineer.

86.4 Records

- DTR Request

87. Service Requisition Process (For Projects)

87.1 Purpose

To define methodology to create Approved Service Requisition (Demand for Service) for new Contract.

87.2 Scope

All requests to raise new services/projects contracts.

87.3 Process Stages (Including Responsibilities)

S.#	Stage	Action By	Status	Remarks
1.	Preparation of Scope of Work and Technical Specification along with Tender Drawings	Project Coordinator / Requester		Outside MAXIMO
2.	Review of Scope of Work and its attachment (1 above) and comments thereon.	All Discipline Engineers		Outside MAXIMO
3.	Incorporation of Discipline Engineers comments	Project Coordinator / Requester		Outside MAXIMO
4.	Forward final Scope of Work with its attachment to Refinery for comments	Project Coordinator / Requester		Outside MAXIMO
5.	Review of Scope of Work and its attachment (4 above) and comments thereon.	Concerned Refinery		Outside MAXIMO
6.	Incorporate Refinery Comments in case Scope is in line with NPP form.	Project Coordinator / Requester		Outside MAXIMO
7.	In case Refinery comments calls for Additional Scope etc., seek necessary approvals such as Change Request Approvals.	Project Coordinator /Concerned Refinery		Outside MAXIMO
MAXIMO Service Requisition Application				
8.	Create new SR record in MAXIMO	Requester	WAPPR	Use SR Application. Requester specifies all details, dates and mandatory fields.
9.	Link SR to Project Work Order in MAXIMO	Requester	WAPPR	By giving Ref. of MAXIMO Work Order No. in SR
10.	Create Draft Tender Document by following steps:- -Either apply a suitable Model Tender Document	Requester	WAPPR	Through Select Action menu of MAXIMO SR Application.

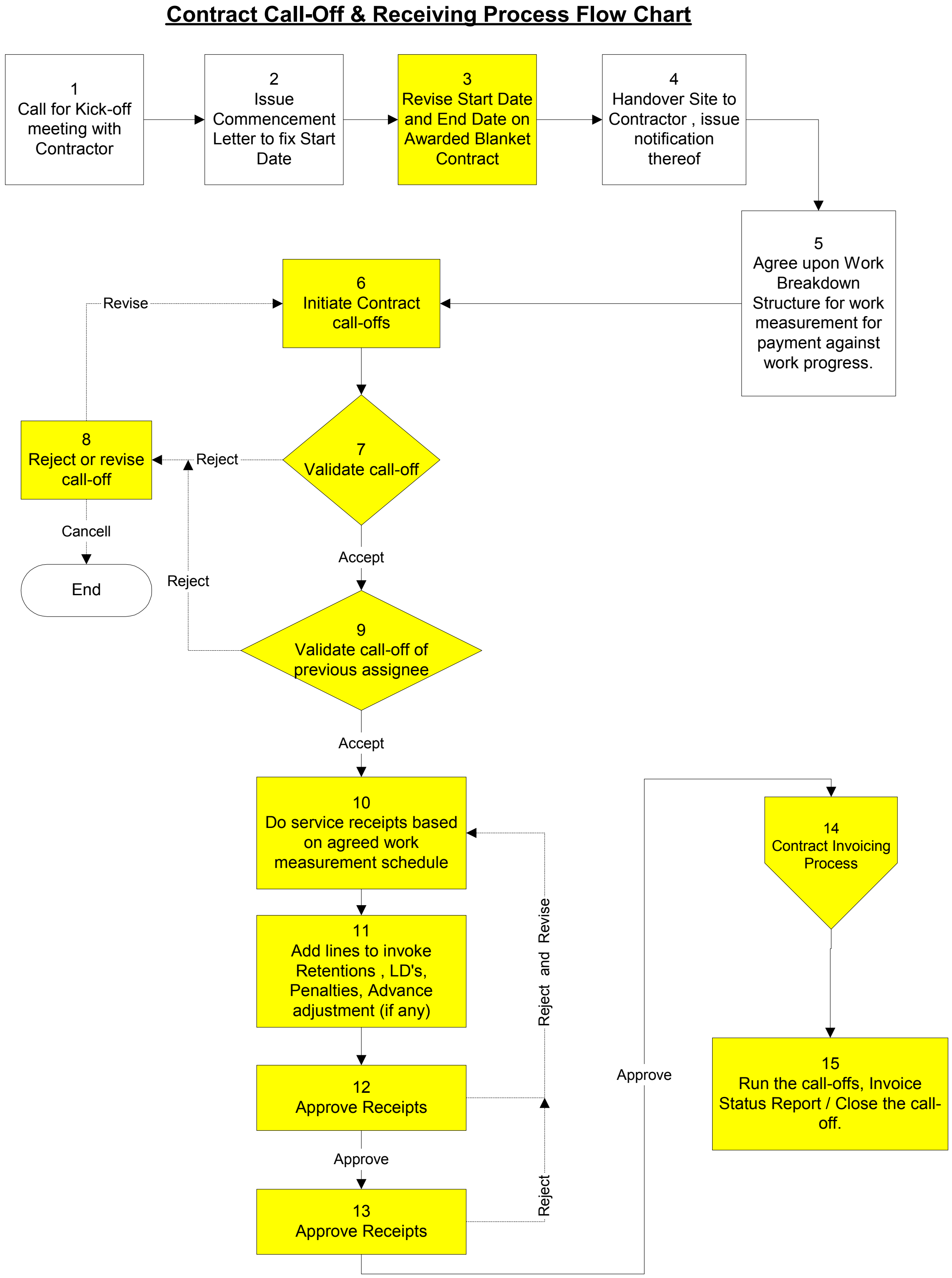
S.#	Stage	Action By	Status	Remarks
	and attach to SR -Or copy existing similar contract and attach to SR.			
11.	Amend/modify selected attached Model Tender Document / Existing Contract to suit particular Project's requirements.	Project Coordinator / Requester	WAPPR	Amend/modify draft document clause by clause through selecting each node/element in MAXIMO.
12.	Attach/insert the final Scope of Work and Technical Specifications / Drawings etc to the SR.	Project Coordinator / Requester	WAPPR	Scope of Work to be either attached or created in MAXIMO at element level by copying entire Scope of Work and other sections as per model document requirements.
12 (a).	Create SR lines (Schedule of Rates)	Project Coordinator / Requester	WAPPR	Add the SR lines which shall be called off and received while administering the contract.
13.	Initiate Work Flow for SR Approval	Project Coordinator (Engineer)	WAPPR	Refer the workflow chart
14.	Review Final Draft Tender Document attached to SR and comments	Contracts Engineer – PD/NRP/CFP		Contracts Engineers review entire Draft Tender Document and check compliance with Commercial procedures and requirements and comment thereon.
15.	Amend/modify/add Contracts Engineer's comments incorporation	Project Coordinator (Originator of SR)		
16.	Examine incorporation of all comments	Contracts Engineer – PD/NRP/CFP		Draft Tender Document gets finalized at this stage.
17.	Check for Budget Approval	Cost Engineer – PD/NRP/CFP		Budget checking approval process.
18.	Cost Engineer to return SR to Contracts Engineer upon Budget Check / Approval	Contracts Engineer – PD/NRP/CFP		
19.	Check for DFA Approval	MAXIMO	APPR	Workflow
20.	Follow Commercial ITB process for non-	Commercial Department	MAXIMO	SR is converted to ITB by Maximo, and moved to COMM site

S.#	Stage	Action By	Status	Remarks
	consultancy contract tenders			
21.	Follow Projects ITB process for Consultancy Type contracts.	Project Department / NRP / CFP	MAXIMO	SR is converted into ITB by Maximo and remains on PRJ or NRP site

87.4 Records

- SRs (Service Requisitions)
- Draft Tender Documents
- SR's Status Reports

88. Contract Call-off & Receiving Process (For Project Dept.)



88.1 Purpose

To define the methodology and responsibilities for initiating, validating and approving Contracts call-off and receiving.

88.2 Scope

All Contracts call-offs and their corresponding receipts.

88.3 Process Stages (Including Responsibilities)

S.#	Stage	Action By	Status	Remarks
1.	Call for Kick-off meeting with Contractor	Supdt. of the Contract		Outside MAXIMO
2.	Issue Commencement Letter to fix Start Date	Supdt. of the Contract		Outside MAXIMO
MAXIMO Contract Application				
3.	Revise Start Date and End Date on Awarded Contract	Supdt. of the Contract		Select revised start date through action memo and revise the start date as per Commencement Letter.
4.	Handover Site to Contractor , issue notification thereof	Supdt. of the Contract		Outside MAXIMO
5.	Agree upon Work Breakdown Structure for work measurement for payment against work progress.	Supdt. of the Contract		Outside MAXIMO
MAXIMO Blanket Application				
6.	Initiate Contract call-offs	Construction Engineer	WAPPR	Create Blanket release through action memo and start workflow for validating.
7.	Receive call-off in the in-box and validate, accept or reject call-off	Sr. Construction Engineer	WAPPR	
8.	Reject or revise call-off	Construction Engineer	WAPPR	
9.	Receive call-off of in the inbox and validate. Accept or reject call-off.	Supdt. of the Contract	APPR	Call-off will be returned to originator if it is rejected. Originator to issue instructions to Contractor to confirm start of work. Status is to be changed to ISSUED & EXECUTE.
MAXIMO Receiving Contracts Application				
10.	Do service receipts based on agreed work measurement basis in Receiving Application	Construction Engineer		Receive against the respective call-off. Check first for existing receipts against the call-off. The status of

S.#	Stage	Action By	Status	Remarks
	upon execution.			the first receipt shall be NONE.
11.	Add lines to invoke Retentions , LD's, Penalties, Advance adjustment (if any)	Construction Engineer		Initiate workflow for Validation and Approval.
12& 13.	Approve or reject receipts	Sr. Construction Engineer / Supdt. of the Contract	PARTIAL	The status will remain in PARTIAL until all the call-off lines are received including revoking of penalties and retention lines. If the receipt is rejected it will be returned to the originator (Construction Engineer-PD) to revise.
14.	Contract Invoicing Process	Finance Department		Approved Receipts will go to Contract Invoicing Process
15.	After approval of the invoice, run the call-offs Invoice Status Report. Close the call-off if the call-off is completed and received in full and invoices are approved against call-off and no further receipts are required.	Construction Engineer	PARTIAL CLOSE	Upon approval of the invoice, MAXIMO will send e-mail notification to the originator of the call-off.

88.4 Records

- Contracts Call-offs
- Contract Receipts
- Contract Invoices and Payments