Guidance

Colour palette
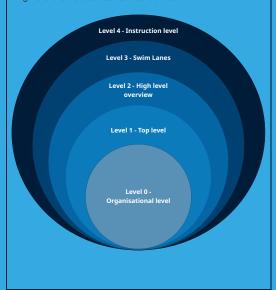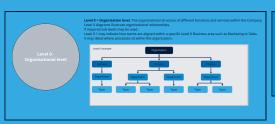

Process Definitions

Process-level definitions are crucial in various contexts, particularly in business management, software development, and system engineering. The primary point of process-level definitions is to provide clarity, consistency, and efficiency in executing tasks or operations within an organisation or system.

Process mapping typically involves several levels of detail, ranging from high-level overviews to detailed breakdowns.
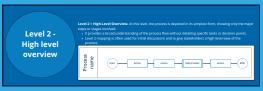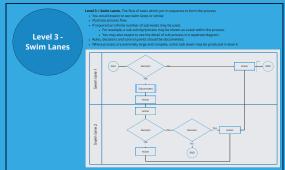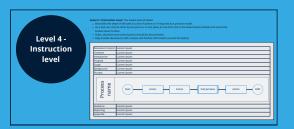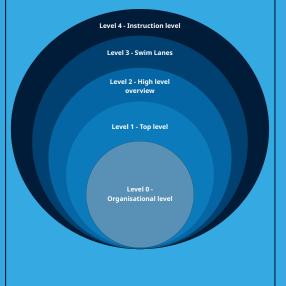
Level 4 - Instruction level

Level 3 - Swim Lanes

Level 2 - High level overview

Level 1 - Top level

Level 0 - Organisational level

Level 0 - Organisational level

Level 0 = Organisation level. The organisational structure of different functions and services within the Company.
Level 0 diagrams illustrate organisational relationships.
If required sub levels may be used.
Level 0.1 may indicate how teams are aligned within a specific Level 0 Business area such as Marketing or Sales.
It may detail where processes sit within the organisation.

Level 0 example

Level 0.1 example

Level 0.1 example 2

Level 0.1 example 2

Level 1 - Top level

Level 1 = Top Level. The dependencies between different processes upon each other.
Level 1 maps illustrate dependency/flow.
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Level 2 = High-Level Overview. At this level, the process is depicted in its simplest form, showing only the major steps or stages involved.
 • It provides a broad understanding of the process flow without detailing specific tasks or decision points.
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Level 3 - Swim Lanes

Level 3 = Swim Lanes. The flow of tasks which join in sequence to form the process.
 • You would expect to see swim lanes or similar
 • Illustrate process flow.
 • If required an infinite number of sub-levels may be used.
   • For example, a sub activity/process may be shown as a task within the process.
   • You may also expect to see the detail of sub process in a separate diagram.
 • Rules, decisions and control points should be documented.
 • Where process are extremely large and complex, some task levels may be produced in level 4.

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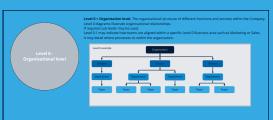 • May include documents with context and further information around the task(s).

MARLINK

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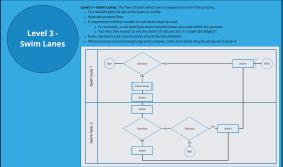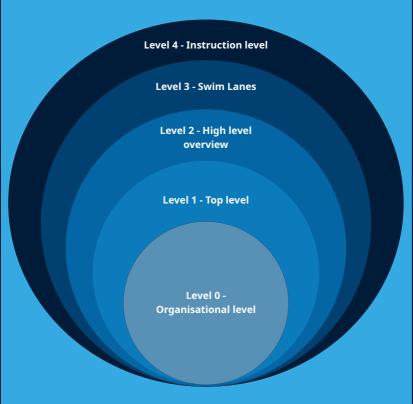

- Level 4 - Instruction level
- Level 3 - Swim Lanes
- Level 2 - High level overview
- Level 1 - Top level
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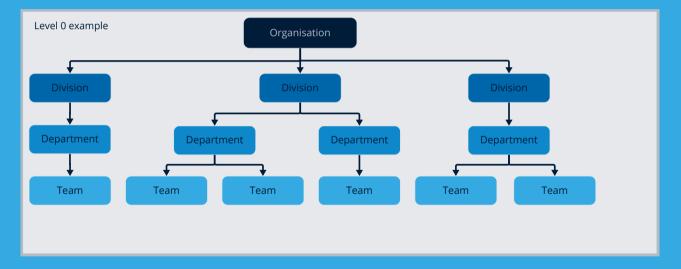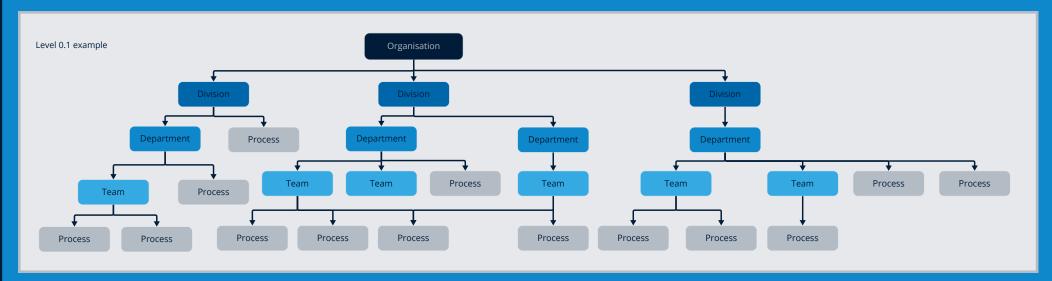
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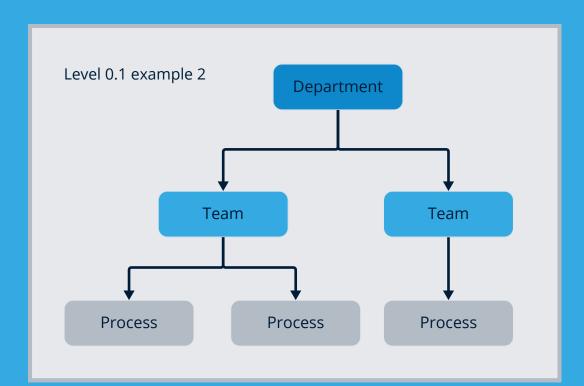Level 0 diagrams illustrate organisational relationships.
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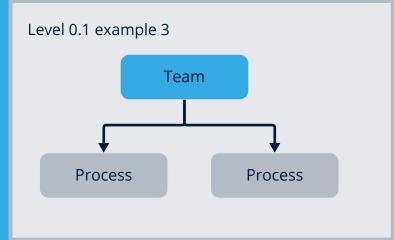Level 0 diagrams illustrate organisational relationships.
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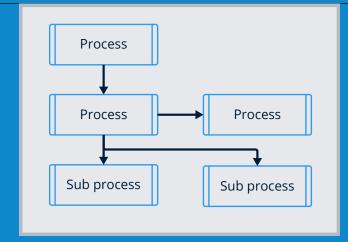It may detail where processes sit within the organisation.

Level 0 example

Organisation

- Division
  - Department
    - Team
- Division
  - Department
    - Team
    - Team
  - Department
    - Team
- Division
  - Department
    - Team
    - Team

Level 0.1 example

Organisation

Division — Division — Division

Department — Process (under first Division)

Department — Department (under second Division)

Department (under third Division)

Team — Process (under first Department)

Team — Team — Process (under second Department)

Team (under third Department)

Team — Team — Process — Process (under fourth Department)

Process — Process (under first Team)

Process — Process — Process (under second Team)

Process (under fourth Team)

Process — Process (under fifth Team)

Process (under sixth Team)

Level 0.1 example 2

Department

Team

Team

Process

Process

Process

Level 0.1 example 3

Team

Process

Process

Level 1 - Top level

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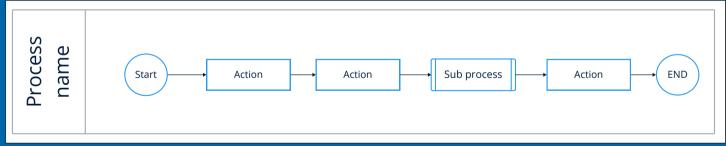Level 1 maps illustrate dependency/flow.

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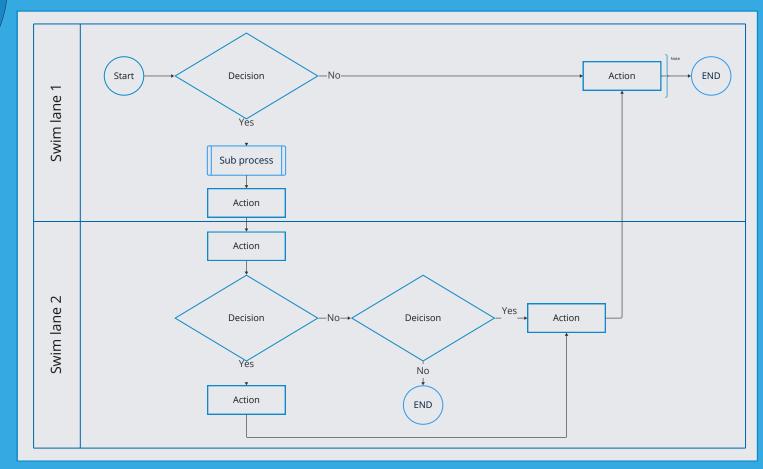
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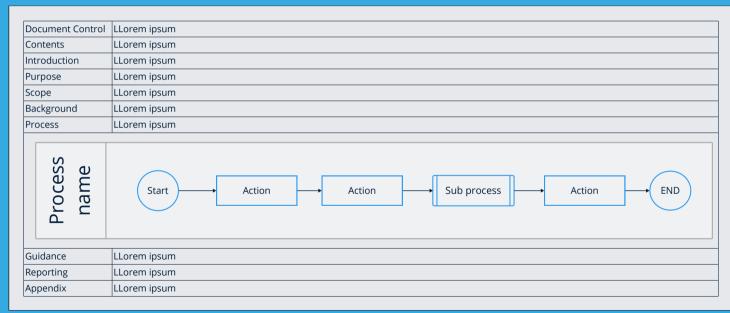
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Document Control	LLorem ipsum
Contents	LLorem ipsum
Introduction	LLorem ipsum
Purpose	LLorem ipsum
Scope	LLorem ipsum
Background	LLorem ipsum
Process	LLorem ipsum

Process name

Start → Action → Action → Sub process → Action → END

Guidance	LLorem ipsum
Reporting	LLorem ipsum
Appendix	LLorem ipsum

R.A.C.I Map

RESPONSIBLE - Doing the work - the core team, generally

ACCOUNTABLE - Answers for the work - often leadership

CONSULTED - Experts/SMEs to learn from

INFORMED - Kept in the loop

Informed

Consulted

Accountable

Responsible

Stakeholders

Team name	Individuals/role

Markers

⭐ Decision Maker

◆ Heavy Influencer

▲ [Double click to add another]

KPIs

Key Performance Indicator (KPI): **Order Cycle Time**

Definition: Order Cycle Time is the total elapsed time from when a customer places an order until the order is fulfilled and delivered to the customer.

Importance: Order Cycle Time is a critical KPI for measuring the efficiency of the order fulfillment process. A shorter cycle time indicates that orders are processed and delivered to customers quickly, leading to higher customer satisfaction and potentially repeat business. On the other hand, a longer cycle time may indicate inefficiencies in the process, such as delays in processing orders, inventory shortages, or transportation issues.

Measurement: Order Cycle Time can be measured in hours, days, or even weeks, depending on the nature of the business and the complexity of the fulfillment process. It is calculated by subtracting the order placement time from the time the order is successfully delivered to the customer.

Target: The target for Order Cycle Time may vary based on factors such as industry standards, customer expectations, and competitive benchmarks. The goal is typically to minimize cycle time while still ensuring accurate and timely order fulfillment. For example, a target Order Cycle Time of three days might be set, with the aim of fulfilling orders within this timeframe.

Continuous Improvement: Monitoring Order Cycle Time allows organizations to identify bottlenecks, inefficiencies, or areas for improvement in the order fulfillment process. By analyzing the factors contributing to longer cycle times and implementing process improvements, such as streamlining order processing steps, optimizing inventory management, or improving transportation logistics, organizations can work towards reducing cycle times and enhancing overall process efficiency.

In summary, Order Cycle Time serves as a valuable KPI for measuring the efficiency and effectiveness of the order fulfillment process, helping organizations identify opportunities for improvement and deliver better service to customers.

Key

Start

Action/task

Decision

Note   Note

Or

Predefined process or sub process

Lane / Lane / Lane / Lane

DocuSign

MTMS | Merits | CPQ | CRM | AX | P365

Glossary

MA	Master Agreement
KYC	KYC stands for "Know Your Customer." A KYC check is a process that financial institutions and other regulated companies use to verify the identity, suitability, and risk associated with their customers before conducting business with them.

Level 0 - Organisational level

Level 0 example

Level 0.1 example

Level 0.1 example 2

Level 0.1 example 3

Process

Level 1 - Top level

Level 2 - High level overview

Process name

Level 3 - Swim Lanes

Swim lane 1

Start → Decision → No → Action → END

Yes

Sub process

Action

Action

Swim lane 2

Decision → No → Deicison → Yes → Action

Yes

No

Action

END

How to log opportunities on your process map

1. Use a number to reference which action/section you're referring to
2. Populate the Opportunity table underneath your process flow and fill out all relevant information

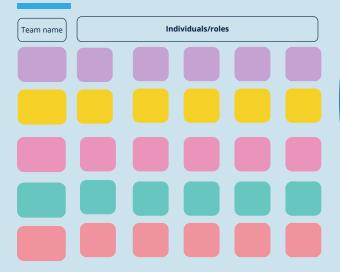| #No	Opportunity	Value/benefit	High = some financial / customer benefit Medium = financial benefit Low = minor benefit	Rating 1- 5		
				Customer value	Cost saving	Control/risk management in the organisation
1	Example - Template of questions in CRM	Example - Ensure that pricing team have everything needed to complete their quote to ensure that time is not wasted going back and fourth between pricing and sales. This can increase the time for sales to get back to a customer with a quote	Medium	4	2	1
2						
3						

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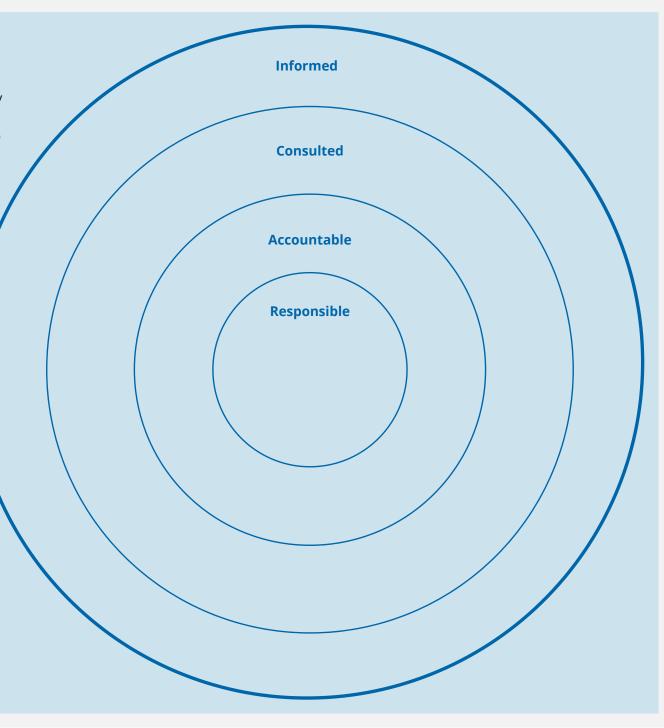
INFORMED - Kept in the loop

Stakeholders

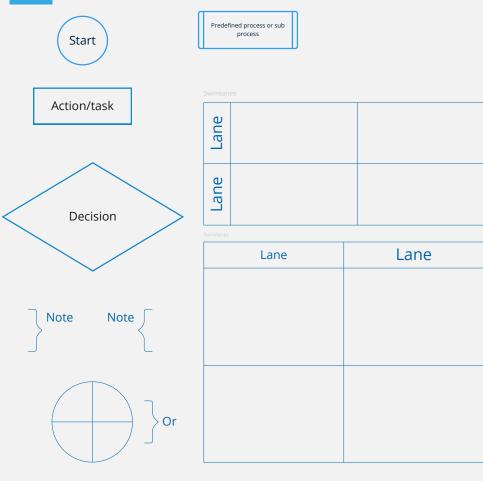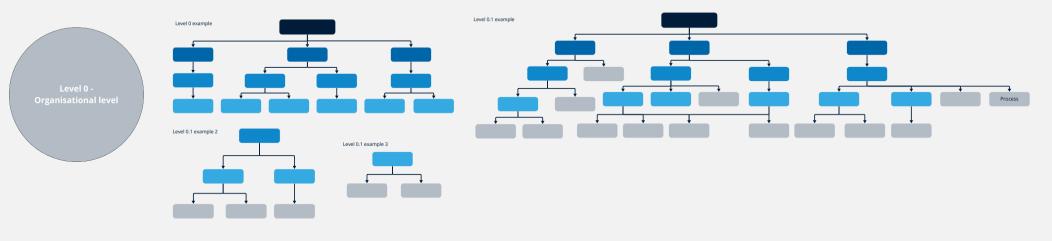| Team name	Individuals/roles

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🔺 [Double click to add another]
- - - Use arrows to show relationships - - →

Informed

Consulted

Accountable

Responsible

Key

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Predefined process or sub process

Action/task

Decision

Lane		
Lane		

Lane	Lane

Note   Note

Or

DocuSign

MTMS   GBM   Merits   CPQ   CRM   AX   P360

Level 0 - Organisational level

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Level 0.1 example 3

Process

Level 1 - Top level

Level 2 - High level overview

Process name

Level 3 - Swim Lanes

Swim lane 1

Start → Decision —No—→ Action → END (Note)

Yes ↓

Sub process

↓

Action

Swim lane 2

Action (1)

↓

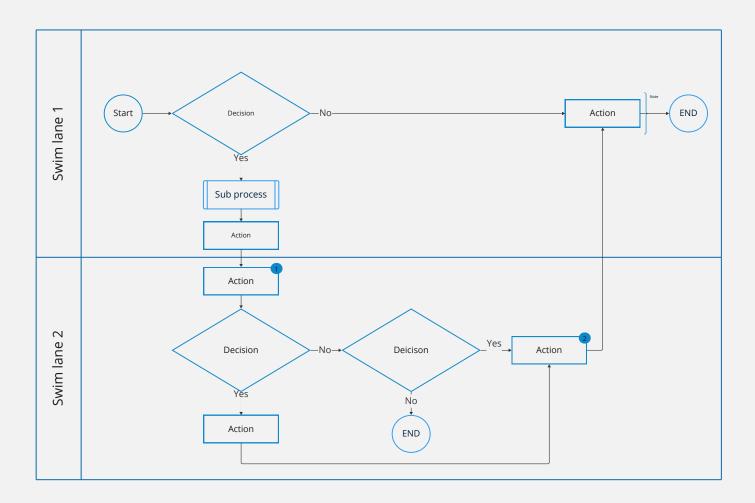Decision —No—→ Deicison —Yes→ Action (2)

Yes ↓   No ↓

Action   END

How to log opportunities on your process map
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(1) (2)

Opportunities

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Document Control

Control	Relevant information
Process Owner	
Document Owner	
Document Approver	
Document Classification	
Last Reviewed	

Revision	Date	Updated by	Description

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Control	Relevant information
Process Owner	Pauline Rutenberg
Document Owner	
Document Approver	
Document Classification	
Last Reviewed	

Revision	Date	Updated by	Description
1	18/02/24	Layla Agarez	Draft

KPIs

Importance: Reduce manual steps within this process.

Measurement: Time it takes between requesting a quote and signing the contract/MA.

no of contract revisions

Reduce rejections?

time per contract stage (value?)

time to send quote info (as the)

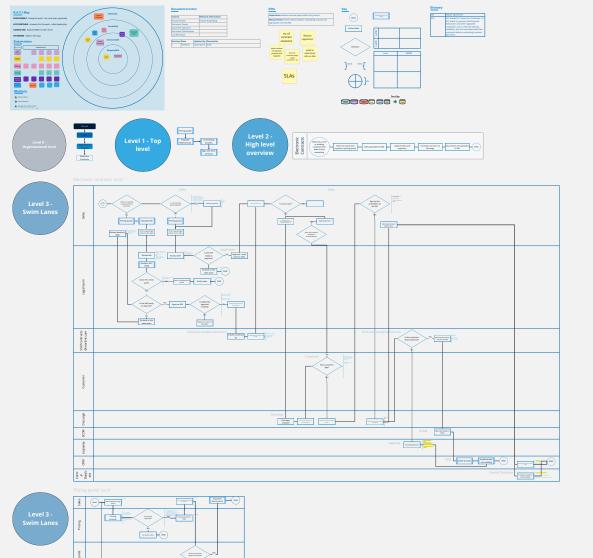SLAs

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Start / End

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DocuSign

Level 0 - Organisational level

Nucrisa

Electronic Contracts

Level 1 - Top level

Pricing quote

Populate MA/Contract

Containing process

Sign and store contract

Level 2 - High level overview

Electronic Contracts

Sales has a new or existing customer who want to buy something → Sales has a lead and requires a pricing quote → Sales populates the MA → Legal reviews and approves → Contracts are sent via Docusign → Documents are uploaded to DB → END

Level 3 - Swim Lanes

Electronic contracts 'as is'

(Swim lanes: Sales, Legal team, VSATcontracts@marlink.com, Customer, Docusign, ECDB, Legaway, CRM, Central Database)

Level 3 - Swim Lanes

Pricing quote 'as is'

(Swim lanes: Sales, Pricing, Customer)

Level 3 - Swim Lanes

Populate the MA

(Swim lanes: Sales, Pricing)

Level 2 - High level overview

Electronic Contracts

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Electronic contracts 'as is'

Sales

- Is there an existing contract with this customer?
  - No → Pricing quote → Populate MA
  - Review feedback, reply
  - Send to agreed legal contact as per region
- Is a new pricing quote required?
  - Yes → Pricing quote → Send to agreed legal contact as per region
  - No → Create a new VOF
- Sales review the contract
- Are you happy to send the contract to the customer for signature?
  - Yes → Does the customer request an amendment?
    - Yes → Make amendments, send to customer (signature) again if needed
  - No
- Sign by the presidents of the BU
  - Yes → Mark opportunity in CRM as 'Won'

Legal team

- Review MA → Perform KYC check
- Review VOF
- Is the VOF ready to approve?
  - Yes → Approve - send back to sales
  - No → Go back to the sales team → END
- Does KYC check pass?
  - No → Store in Sharepoint the results → Notify sales → END
  - Yes → Is the MA ready to approve?
    - Yes → Approve MA → Is additional approval needed?
      - No
      - Yes → Request via email? Or Docusign?
    - No → Go back to the sales team

VSATcontracts@marlink.com

- Create a Contract ID
- Is the customer Direct Maritme?
  - Yes → VSATcontracts stores the doc in ECDB
  - No

Customer

- Does customer sign?
  - No
  - Yes

Docusign

- Docusign initiated

ECDB

- Signed MA available in ECDB

Legisway

CRM

- Order process → Implementation to billing → END
- END

Central Database

- Company created in central databse

Pricing quote 'as is'

Level 3 - Swim Lanes

Sales

- Start → KAM requests pricing quote → Create quote proposal with client and the customer → Populate MA/contract → END

Pricing

- Pricing process → Is the quote approved?
  - Yes → Send quote back to KAM
  - No → Go back to sales → END

Customer

- Does the customer agree to the quote?
  - Yes
  - No

Populate the MA

Level 3 - Swim Lanes

Sales

- Start → Retrieves the latest version of the MA → Starts to remove irrelevant parts of the document → Populates pricing section → Any further information needed?
  - → Finish population of the MA → END
  - Request from pricing

Pricing

- Provides revisions → Make changes as appropriate

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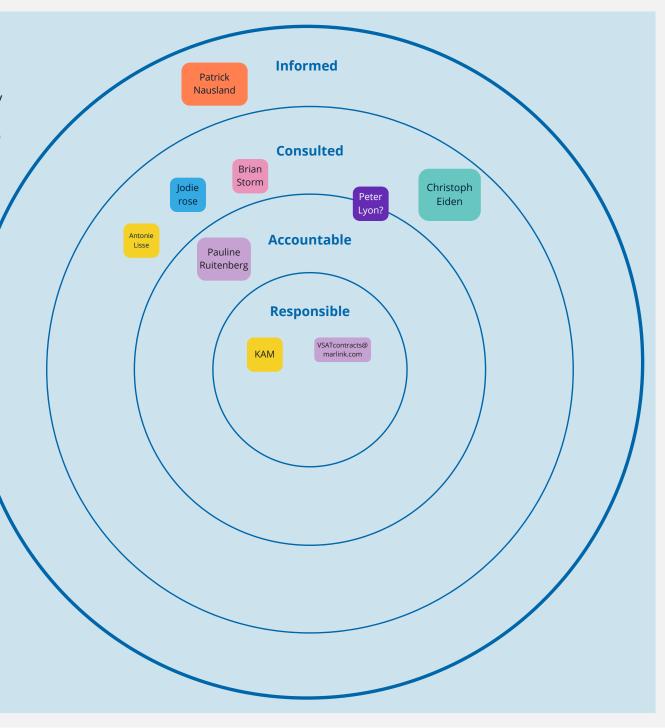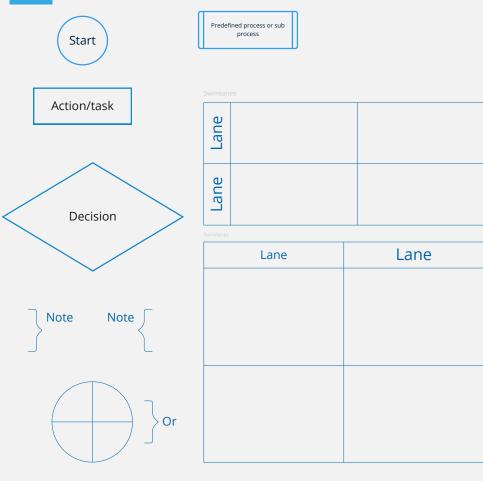
INFORMED - Kept in the loop

Stakeholders

Team name	Individuals/roles			
Legal General Counsel				
Sales				
Billing				
Pricing				
Consultancy - Cognisant				
Business Development	Martime			

Markers

⭐ Decision Maker

🔷 Heavy Influencer

🔺 [Double click to add another]
- - - Use arrows to show relationships - →

Informed

Patrick Nausland

Consulted

Brian Storm

Jodie rose

Peter Lyon?

Christoph Eiden

Antonie Lisse

Accountable

Pauline Ruitenberg

Responsible

KAM

VSATcontracts@marlink.com

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Predefined process or sub process

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Lane

Lane

Lane

Note Note

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total number of requests, positive and negative

time per contract stage - sales? customer? etc

Jodie to send some info on this

SLAs

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