

# CLAVAN PRINTERS BUSINESS MODEL SYSTEM AND PROCEDURE FLOW PROCESS

## 1. Quotation Request (Client Inquiry)

### Quotation Request (Client Inquiry)

#### Process:

Client submits a request for a quote (email, phone, or website).  
Sales Representative or Customer Service gathers details (type of print, quantity,

#### Accountable Person:

**Cecil Aligno, Jerme Alfafara and Mary Cris F. Owatan**

#### Timeline:

**Initial Response:** Within 1 hour.

**Quote Preparation:** 24 hours (if not urgent).

## 2. Quotation Preparation

### Quotation Preparation

#### Process:

Sales Representative gathers the required details.  
Sales Representative calculates production costs (materials, ink, labor, etc.) and prepares the quotation.

#### Accountable Person:

**Cecil Aligno, Jerome Alfafara and Mary Cris F. Owatan**

#### Timeline:

**2-4 hours** (depending on complexity).

## 3. Quotation Approval

### Quotation Approval

#### Process:

Client reviews and approves the quotation.  
Client may request revisions, changes, or additional details.

#### Accountable Person:

**Cecil Aligno, Jerome Alfafara and Mary Cris F. Owatan**

#### Timeline:

**1-2 business days** (to allow for client feedback and revisions).

## 4. Order Confirmation

### Order Confirmation

#### Process:

Client confirms the order after quotation approval.  
Sales Representative confirms project timeline, payment terms, and delivery dates.

#### Accountable Person:

**Cecil Aligno, Jerome Alfafara and Mary Cris F. Owatan**

#### Timeline:

**1 day** from quotation approval.

## 5. Artwork Submission (Pre-Press)

### Artwork Submission (Pre-Press)

#### Process:

Client submits finalized digital artwork.  
Graphic Designer checks the artwork for quality (resolution, color, format).  
If adjustments are required, Graphic Designer requests feedback from the client.

#### Accountable Person:

**Noel Lantian, Jocelyn Venturo and Bernie Mahida**

# CLAVAN PRINTERS BUSINESS MODEL SYSTEM AND PROCEDURE FLOW PROCESS

## Timeline:

**1 day** if artwork is ready.

If revisions are needed, time increases based on feedback.

## 6. Proofing & Approval

### Proofing & Approval

#### **Process:**

Graphic Designer prepares a digital or physical proof for client review.  
Client approves or requests changes to the proof.

#### **Accountable Person:**

**Noel Lapitan, Jocelyn Ventero and Bernie Mabida**

#### **Timeline:**

**1-2 business days** for proof preparation.

**Client approval** within **24 hours**.

## 7. Job Scheduling (Production)

### Job Scheduling

#### **Process:**

Once proof is approved, Operation Head or Assistant Operation schedules the print  
Production schedule communicated to the Printer Operator, Finishing Team, and  
Packaging Team.

#### **Accountable Person:**

**Ronilo Lavastilla and Chito Inosente**

#### **Timeline:**

**1 day** to schedule.

## 8. Printing Process

### Printing Process

#### **Process:**

Printer Operator sets up printing machinery.  
Production begins, quality checks are done during the process.

#### **Accountable Person:**

**Ronnie Ybanez and Chito Inosente**

#### **Timeline:**

**Time varies** based on job size. Can range from **1 day to several days**.

## 9. Finishing & Packaging

### Finishing & Packaging

#### **Process:**

After printing, the Finishing Team handles cutting, binding, folding, lamination, etc.  
Packaging Team ensures proper packaging for delivery.

#### **Accountable Person:**

**Roxan Paler, Francisco Calooy and Chito Inosente**

#### **Timeline:**

**1-2 days** depending on complexity.

## 10. Quality Control

### Quality Control

#### **Process:**

Quality Control Inspector checks printed materials for color accuracy, alignment,

# CLAVAN PRINTERS BUSINESS MODEL SYSTEM AND PROCEDURE FLOW PROCESS

Roxan Paler, Francisco Calooy and Chito Inosente

**Timeline:**

**1 day** for full inspection and correction.

## 11. Delivery Preparation

### Delivery Preparation

**Process:**

Logistics Team organizes transportation for delivery, prepares shipping labels and necessary documents.

**Accountable Person:**

**Jennifer Debulosan**

**Timeline:**

**1 day** for delivery prep.

## 12. Delivery

### Delivery

**Process:**

Delivery Team delivers the final printed products to the client's specified location.

**Accountable Person:**

**Jennifer Debulosan**

**Timeline:**

Delivery within **3-5 days** depending on location.

## 13. Invoicing & Payment

### Invoicing & Payment

**Process:**

Finance Team sends an invoice to the client post-delivery.  
Client processes payment.

**Accountable Person:**

**Lyndon Catana**

**Timeline:**

**Within 1-2 business days** of delivery.

## 14. Customer Feedback & Follow-up

### Customer Feedback & Follow-up

**Process:**

Sales Representative or Sales Head contacts the client to ensure satisfaction.  
Handle any post-delivery issues or complaints.

**Accountable Person:**

**Cecil Aligno, Jerome Alfafara and Mary Cris F. Owatan**

**Timeline:**

**1 week** post-delivery for feedback collection.

**Summary of Key Timelines:**

**Quotation to Approval:** 2-3 business days

**Artwork to Proofing:** 2-3 days

**Printing to Delivery:** 5-10 days (depending on complexity and job size)

**Post-Delivery:** 1-2 days for invoicing & follow-up