



During my time at Lane Forest they began to receive international orders of material. In the beginning the assistant general manager and I worked together to understand the documentation, organize the logistics of, and fulfil international orders. As the orders grew I took over managing order fulfillment. For the process to scale I developed project flowcharts, accompanying procedures, and defined the formal documents needed to provide this service. By documenting and visualizing the process other employees began to help fulfill international orders, and Lane Forest began searching for more sales.



