

**College Name: Conestoga College**

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**Assignment:2**

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# Diagram



# Summary of the Flowchart

The flowchart presents a methodical way of processing product applications and providing customer care. The executive-level overview is as follows:

This procedure starts with obtaining the necessary information to grasp the consumer's demands fully. The needs and requirements are evaluated to ensure they align with the provided goods and services.

The next step is gathering documentation, which streamlines the formalities required for processing. The customer is consulted to review possibilities and, if necessary, clarify. The consumer is given a range of product alternatives so they may make an educated choice.

After the client decides, the official application procedure starts. Any more information needed is quickly sought, guaranteeing a seamless and comprehensive procedure. After finishing, the application is accepted and authorized after verification to ensure it is accurate and complete.

Documents that are missing are swiftly looked for. All papers go through a review procedure to ensure compliance and accuracy once they have been validated. The customer receives a fast notification upon approval, and a welcome package is dispatched along with any instructions or account information that may be required.

A follow-up ensures that the consumer is satisfied and addresses any unanswered questions or issues before the process ends. From the first query to final certification and beyond, a smooth client experience is guaranteed by this methodical process.

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| **Task/Activity** | **BA Team** | **Financial Analysts** | **Market Analysts** | **Strategy Team** | **IT & Ops Team** |
| **Analyze Financial Status** | R/A | C | I | I | I |
| **Assess Market Share** | R | C/A | I | I | I |
| **Conduct Competitive Analysis** | R | I | A | A | I |
| **Review Strategic Initiatives** | R | I | I | A | A |
| **Examine Organizational Structure** | R | I | I | I | I |
| **Evaluate Executive Team** | R | I | I | A | I |
| **Review Corporate Mission** | R/A | A | I | A | A |
| **Review IT & Ops Mission** | R/A | A | I | A | R |
| **Understand Corporate Vision** | R/A | A | I | A | A |
| **Understand IT & Ops Vision** | R/A | A | I | A | R |

# RACI Matrix