# Creating & Storing Supplier Data AS-IS Process

## Discussion of problems with this process

After the initial meeting with the Chief Operating Officer, we grasped that the overall problem with their processes were with data protection and privacy, which were contravening legislation. The legislation being the Protection of Personal Information Act (POPIA).  
  
The first problem to mention is that information stays in emails even after it has been stored on the system. This makes information stored on the system redundant as employees won’t see the need to check for information on the system if it’s already available and easily accessible by email and it is also a contravention of POPIA as it is stored even after there is no immediate need for it.  
Moreover, another problem is that information is never deleted or archived, which contravenes POPIA.

## Activity Worksheets

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| **Process Step** | **1. Request required information via email** |
| **Description** | After negotiation with supplier, request all relevant information is requested from the supplier. |
| **Who executes the task** | Executive Assistant |
| **When the task is executed** | After negotiations between the Executive Assistant and the supplier |
| **Required information or documents** |  |
| **Tools used** | Email |

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| **Process Step** | **2. Send required information** |
| **Description** | The information requested is sent to Analyze’s executive assistant |
| **Who executes the task** | Supplier sales employee |
| **When the task is executed** | After the email requesting for the required information |
| **Required information or documents** | Personal information and/or invoices, contracts |
| **Tools used** | Email |

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| **Process Step** | **3. Receive required information via email** |
| **Description** | After negotiation with supplier, request all relevant information is requested from the supplier. |
| **Who executes the task** | Executive Assistant |
| **When the task is executed** | When the supplier sends the required information to Analyze’s Executive Assistant |
| **Required information or documents** | Invoices and/or contracts |
| **Tools used** | Email |

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| **Process Step** | **4. Login to Xero/OneDrive and store information** |
| **Description** | After receiving an invoice/contract, the information is stored safely on Xero/OneDrive |
| **Who executes the task** | Executive Assistant |
| **When the task is executed** | After the supplier sends Analyze’s Executive Assistant invoices, contracts and/or personal information |
| **Required information or documents** | Invoices and/or contracts |
| **Tools used** | OneDrive/Xero |

## Root Cause Analysis of Problems

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| **Problem** | **Information stuck on emails even after it is stored on the OneDrive/Xero** | |
| **Discussion** | After storage of information on Xero/OneDrive, the information is never deleted from emails which may cause a security risk and contravenes the Protection of Personal Information Act (POPIA) | |
| **Quote** | “Information stays in emails even after email correspondence has ended with the supplier” - Executive Assistant | |
| **Root Cause** |  | |
|  | Why? | Employees do not delete the emails. |
|  | Why? | Employees find it more convenient to search for basic supplier information on email rather than logging into Xero/OneDrive and searching for it there. |
|  | Why? | Because the information is readily available and takes less time to access. |
|  | Why? | Because the supplier sends all the required information directly into their email. |
|  | Why? | As there is no other way to send information directly to Analyze’s system |

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| **Problem** | **Stored Information is never deleted or archived** | |
| **Discussion** | Information stored within Xero/OneDrive and on emails, is never deleted which is a problem as it contravenes the Protection of Personal Information Act (POPIA). | |
| **Quote** | "We currently store all of our information” - Chief Operating Officer | |
| **Root Cause** |  | |
|  | Why? | Because Analyze wants to keep the information |
|  | Why? | In case there is a need/use for it in future |
|  | Why? | So that they do not have to request the information again from past suppliers |

## Risks

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| **Risk Number** | **Risk** | **Probability** | **Impact** |
| **1** | Unauthorized email access | Possible | Critical |
| **2** | Incorrect information received from Suppliers | Possible | Critical |
| **3** | OneDrive/Xero getting compromised | Unlikely | Critical |
| **4** | Storing information incorrectly on OneDrive/Xero | Possible | Moderate |