**QualPro MOM – Session 1**

1. Head Office (Master Admin)
   1. UAE Country Manager (Country Admin)
      1. Sales Coordinator (County Admin Assistant)
      2. Sales Field Manager: Responsible of an Area
         1. Sales Executive: takes orders from outlets
            1. Merchandiser: Displays the products on the shelves
         2. Sales Representative: He is Sales Executive + Merchandiser for small outlets
         3. Cash Vans: Sales Rep + Delivery Boy for Small groceries
2. Tasks:
   1. To be renamed as Objectives and divided into:
      1. Company Objectives
         1. Company objectives set by Master Admin – Monthly / Weekly / Daily…
            1. I.e: Improve chicken stock sales (Created)
            2. HOW? Admin can add sub-objectives to be fulfilled by the market, i.e:

Improve distribution (Admin can link a form that salesmen can fill)

Improve visibility on shelves (link form)

Place chicken stock stands in retail outlets (link form)

* + 1. Individual Objectives (Note that individual objectives can be part of the Company objectives)
  1. Objective status:
     1. Assigned
     2. In progress
     3. To be reviewed for completion approval
     4. Completed
     5. Closed
     6. Reopened
  2. Types of forms:
     1. Distribution Form:
        1. Date
        2. Category, Product, SKU
        3. Outlet name, branch(es)
     2. Visibility Form:
        1. Date
        2. Category
        3. Outlet
        4. Type of visibility (Shelf / Gondola End / Floor display / stand)
        5. Text (Before and After) (ie was lower shelf / 1 facing and now is on eye level / 2 facing)
        6. Image – after

1. In-Store Reporting:
   1. To be handled in the same way it is mentioned in the RFP. In terms of structure, it is similar to individual objectives.
   2. The system should allow to assign an in-store report to one employee (most of times will be a merchandizer) and keep his superiors informed.
2. Employees Rating should be done as mentioned in the RFP.

General Notes:

* Admins should be able to view all the activity taking place under the monthly/company objective. All related sub-objectives need to be somehow linked to the original objective.
* A sales manager can be handling 10 outlets. Instead of creating 10 objectives for each outlet, we can have one task with a form that covers 10 outlets.
* Arabic translation to be looked at.
* Content management to be done in both Arabic and English simultaneously.
* CMS should provide a way for admins to create new forms to be filled by QualPro Staff as part of Company objectives.