

Manufacturing

Standard Business Process Framework

v1.1 /05.2012

A1 Analyze and improve business

A1.1 Analyze the external environment

- A1.1.1 Analyze external political changes and the legal and regulatory environment
- A1.1.2 Evaluate technological innovations and scientific trends in the external environment
- A1.1.3 Analyze demographic, social and cultural trends in the external environment
- A1.1.4 Analyze economic changes and industry trends in the external environment
- A1.1.5 Analyze potential suppliers as part of shaping development strategy
- A1.1.6 Analyze potential contractors as part of shaping development strategy
- A1.1.7 Analyze competition as part of shaping development strategy

A1.2 Analyze the internal environment

- A1.2.1 Assess and analyze quality of goods and services on offer
- A1.2.2 Analyze product mix
- A1.2.3 Assess and analyze production costs
- A1.2.4 Assess and analyze efficiency of business processes
- A1.2.5 Assess and analyze labor efficiency

A1.3 Develop business concept and strategy

- A1.3.1 Identify appropriate market outlets
- A1.3.2 Develop and negotiate marketing strategy
- A1.3.3 Develop business plans for project/investment solutions
- A1.3.4 Develop strategic development plan
- A1.3.5 Prepare and adjust short-term development plans

A1.4 Develop business management model

- A1.4.1 Set organizational goals and develop management policies
- A1.4.2 Design business processes and management subsystems
- A1.4.3 Generate technical specifications for automating business processes
- A1.4.4 Design organizational structure
- A1.4.5 Design workplace conditions
- A1.4.6 Develop procedures for surveying and analyzing the external and internal business environment
- A1.4.7 Develop staff incentive schemes
- A1.4.8 Develop quality management system

A1.5 Implement organizational changes

- A1.5.1 Plan organizational changes
- A1.5.2 Take steps to implement organizational changes
- A1.5.3 Monitor implementation of organizational changes

A1.6 Support and monitor management performance

- A1.6.1 Audit internal regulatory and administrative documentation
- A1.6.2 Monitor compliance with regulatory and procedural requirements

A2 Develop new and improve existing products

A2.1 Design a new product's concept

- A2.1.1 Identify market segments for a new product
- A2.1.2 Translate potential customers' needs and wants into requirements for a new product
- A2.1.3 Envisage and design features of a new product
- A2.1.4 Design a new product's life cycle
- A2.1.5 Design and introduce new technologies in a new product's concept
- A2.1.6 Determine product cost and price as part of designing a new product's concept

A2.2 Develop marketing and sales strategies for a new product

- A2.2.1 Forecast behavior of target market segments
- A2.2.2 Select distribution channels for a new product
- A2.2.3 Develop competitive marketing strategy for a new product
- A2.2.4 Develop pricing strategy for a new product
- A2.2.5 Develop advertising and promotion strategies for a new product
- A2.2.6 Develop sales forecast for a new product

A2.3 Design a new product

- A2.3.1 Develop design specification for a new product
- A2.3.2 Develop design documentation for a new product
- A2.3.3 Build and evaluate prototypes of a new product
- A2.3.4 Develop and test manufacturing process prototype
- A2.3.5 Develop quality procedures and methods for a new product
- A2.3.6 Patent, license and certify a new product and its components

A2.4 Develop manufacturing of a new product

- A2.4.1 Identify types of materials and equipment needed for a new product's manufacturing
- A2.4.2 Select and design tools for a new product's manufacturing
- A2.4.3 Develop manufacturing process for a new product
- A2.4.4 Standardize material and temporal parameters for a new product's manufacturing
- A2.4.5 Identify measuring equipment for a new product's manufacturing
- A2.4.6 Issue process documentation for a new product's manufacturing

A2.5 Improve existing products

- A2.5.1 Analyze customer claims and suggestions for product improvement
- A2.5.2 Develop proposals for product improvement
- A2.5.3 Select economically sound proposals for product improvement
- A2.5.4 Develop proposals for improving manufacturing processes
- A2.5.5 Select economically sound proposals for improving manufacturing processes

A3 Manage promotion and sales of products

A3.1 Promote products

- A3.1.1 Analyze customer database
- A3.1.2 Develop and implement customer retention programs
- A3.1.3 Identify need for attracting new customers
- A3.1.4 Develop and implement programs to promote products to target markets

A3.2 Identify a customer's need

- A3.2.1 Identify a customer's need in products
- A3.2.2 Negotiate terms and conditions for shipping products to a customer
- A3.2.3 Negotiate conditions for warranty service and satisfaction of a customer's claims
- A3.2.4 Identify amounts and methods of payment for products

A3.3 Contract with a customer

- A3.3.1 Assess a customer's credibility to identify possibilities for further cooperation
- A3.3.2 Draft a contract with a customer
- A3.3.3 Carry out legal assessment of a contract with a customer
- A3.3.4 Sign a contract with a customer

A3.4 Receive a customer's orders

- A3.4.1 Register an order received from a customer
- A3.4.2 Issue an invoice to a customer
- A3.4.3 Process a customer's enquiries as to the status of his/her order

A3.5 Store and inventory finished products

- A3.5.1 Receive finished products for storage and inventory
- A3.5.2 Store and release finished products to a customer

A3.6 Manage a customer's order

- A3.6.1 Issue documentation for finished products and organize shipment of products to a customer
- A3.6.2 Ship and deliver products to a customer (installing products at a customer's sites, if necessary)
- A3.6.3 Provide warranty service and resolve complaints of a customer

A3.7 Analyze customer satisfaction

- A3.7.1 Survey customers to assess their degree of satisfaction
- A3.7.2 Assess customer satisfaction in quantitative terms
- A3.7.3 Classify and group customer claims and suggestions

A3.8 Schedule customer order processing

- A3.8.1 Prepare production plan
- A3.8.2 Schedule (plan) shipments of finished products to customers
- A3.8.3 Forecast customer payments

A4 Manage procurement

A4.1 Plan material purchases

- A4.1.1 Forecast material prices
- A4.1.2 Develop master procurement plan for a period
- A4.1.3 Schedule obligation payments to material suppliers for a period

A4.2 Select material suppliers

- A4.2.1 Analyze potential material suppliers
- A4.2.2 Identify possible conditions for cooperation with material suppliers
- A4.2.3 Evaluate credibility of material suppliers
- A4.2.4 Conduct tenders among material suppliers

A4.3 Contract with a material supplier

- A4.3.1 Draft a contract with a material supplier
- A4.3.2 Carry out legal assessment of a contract with a material supplier

A4.3.3 Sign a contract with a material supplier

A4.4 Monitor and manage material deliveries

A4.4.1 Schedule material deliveries for a period

A4.4.2 Organize delivery of materials from suppliers

A4.4.3 Settle disputes with material suppliers

A4.5 Receive and store materials and distribute materials from the supply warehouse among departments

A4.5.1 Accept materials from suppliers

A4.5.2 Place and store materials in the supply warehouse

A4.5.3 Distribute materials from the supply warehouse to departments

A4.6 Evaluate material suppliers

A4.6.1 Analyze regularity of deliveries from a material supplier

A4.6.2 Analyze material quality as part of a supplier's evaluation

A4.6.3 Define material supplier selection criteria

A5 Manufacture products

A5.1 Plan production operations

A5.1.1 Schedule production

A5.1.2 Forecast tooling and equipment requirements

A5.1.3 Forecast material requirements

A5.1.4 Forecast workforce requirements

A5.1.5 Analyze availability of raw materials and half-finished products and develop shift manufacturing targets

A5.1.6 Manage and supervise product manufacturing

A5.2 Store material stock in production warehouses

A5.2.1 Inspect quality of materials sent to production from the supply warehouse

A5.2.2 Inventory material stock in production warehouses

A5.2.3 Store and release materials from production warehouses to manufacturing

A5.3 Manage tooling and equipment

A5.3.1 Design tooling and equipment

A5.3.2 Produce or repair tooling and equipment

A5.3.3 Test tooling and equipment

A5.3.4 Adjust tooling and equipment

A5.3.5 Verify and calibrate measuring equipment

A5.4 Manage product manufacturing

A5.4.1 Run manufacturing processes

A5.4.2 Pack and label finished products

A5.4.3 Provide for temporary storage of finished products in the production warehouse and move these to the finished products warehouse

A5.5 Supervise production and check product quality

A5.5.1 Monitor compliance with requirements for product manufacturing processes

A5.5.2 Monitor and measure various aspects of the manufacturing environment

A5.5.3 Monitor and evaluate environmental performance of production facilities

A5.5.4 Check product quality at all production stages

A6 Manage production equipment

A6.1 Select configuration of production equipment and schedule supplies thereof

- A6.1.1 Analyze technical requirements for production equipment
- A6.1.2 Analyze production equipment failures
- A6.1.3 Analyze noncompliances of products to identify requirements for production equipment
- A6.1.4 Determine whether new production equipment needs to be purchased (produced) or existing equipment upgraded
- A6.1.5 Schedule purchase (production) of new or upgrade of existing production equipment

A6.2 Design and produce production equipment and its components

- A6.2.1 Develop design documentation for production equipment and its components
- A6.2.2 Produce production equipment and its components

A6.3 Schedule production equipment maintenance and repairs

- A6.3.1 Schedule major repairs of production equipment
- A6.3.2 Plan scheduled and preventive repairs of production equipment
- A6.3.3 Schedule production equipment maintenance and routine servicing
- A6.3.4 Identify requirements for spare parts and materials needed to repair production equipment
- A6.3.5 Identify need for outside services to maintain production equipment
- A6.3.6 Schedule production equipment repairs for a period

A6.4 Ensure ongoing and routine maintenance of production equipment

- A6.4.1 Monitor and evaluate state of production equipment as part of its ongoing maintenance
- A6.4.2 Carry out routine maintenance of production equipment
- A6.4.3 Carry out ongoing maintenance of production equipment

A6.5 Repair, restore and upgrade production equipment

- A6.5.1 Remove production equipment for repairs, restoration or upgrading
- A6.5.2 Remove units, components and parts from production equipment for repairs or upgrading
- A6.5.3 Inspect components, spare parts and materials removed from production equipment for repairs or upgrading
- A6.5.4 Store and issue components, spare parts and materials for repairs and upgrades of production equipment from warehouses of maintenance departments
- A6.5.5 Organize repairs and restoration of parts and assemblies of production equipment
- A6.5.6 Install operational units, components and parts as part of production equipment repairs or upgrade

A6.6 Purchase production equipment

- A6.6.1 Select suppliers of production equipment
- A6.6.2 Contract with a supplier of production equipment
- A6.6.3 Monitor and manage supplies of production equipment
- A6.6.4 Receive and store production equipment
- A6.6.5 Settle disputes with suppliers of production equipment
- A6.6.6 Evaluate suppliers of production equipment

A6.7 Put production equipment into operation

- A6.7.1 Install production equipment
- A6.7.2 Set up production equipment
- A6.7.3 Determine operational availability of production equipment
- A6.7.4 Put production equipment into operation

A7 Manage facilities of engineering and technical infrastructure

A7.1 Select configuration of engineering and technical infrastructure facilities and plan provision thereof

- A7.1.1 Analyze production requirements for facilities of engineering and technical infrastructure
- A7.1.2 Analyze failures of engineering and technical infrastructure facilities
- A7.1.3 Analyze requirements of supervising authorities to facilities of engineering and technical infrastructure
- A7.1.4 Forecast emergencies and disasters for facilities of engineering and technical infrastructure
- A7.1.5 Determine need for reconstructing of existing or creating of new engineering and technical infrastructure facilities
- A7.1.6 Develop programs for reconstructing of existing or creating of new engineering and technical infrastructure facilities

A7.2 Schedule maintenance and repairs of engineering and technical infrastructure facilities

- A7.2.1 Schedule major repairs of engineering and technical infrastructure facilities
- A7.2.2 Plan scheduled and preventive repairs of engineering and technical infrastructure facilities
- A7.2.3 Schedule maintenance and routine servicing of engineering and technical infrastructure facilities
- A7.2.4 Determine need for outside services to maintain facilities of engineering and technical infrastructure
- A7.2.5 Schedule repairs of engineering and technical infrastructure facilities for a period

A7.3 Build facilities of engineering and technical infrastructure

- A7.3.1 Select contractors for building a facility of engineering and technical infrastructure
- A7.3.2 Contract with a contractor to build a facility of engineering and technical infrastructure
- A7.3.3 Design a new facility of engineering and technical infrastructure
- A7.3.4 Organize and carry out work to build a facility of engineering and technical infrastructure

A7.4 Purchase equipment for facilities of engineering and technical infrastructure

- A7.4.1 Select suppliers of equipment for facilities of engineering and technical infrastructure
- A7.4.2 Contract with a supplier of equipment for facilities of engineering and technical infrastructure
- A7.4.3 Manage and monitor deliveries of equipment for facilities of engineering and technical infrastructure
- A7.4.4 Receive and store equipment for facilities of engineering and technical infrastructure
- A7.4.5 Settle disputes with suppliers of equipment for engineering and technical infrastructure facilities
- A7.4.6 Evaluate suppliers of equipment for engineering and technical infrastructure facilities

A7.5 Install equipment of engineering and technical infrastructure facilities

- A7.5.1 Install equipment of an engineering and technical infrastructure facility
- A7.5.2 Set up and put into operation equipment of an engineering and technical infrastructure facility

A7.6 Put engineering and technical infrastructure facilities into operation

- A7.6.1 Carry out internal acceptance of an engineering and technical infrastructure facility
- A7.6.2 Arrange for official acceptance of an engineering and technical infrastructure facility
- A7.6.3 Register a facility of engineering and technical infrastructure with the official registration chamber
- A7.6.4 Commission an engineering and technical infrastructure facility

A7.7 Monitor state of engineering and technical infrastructure facilities and ensure ongoing maintenance of facilities

- A7.7.1 Monitor and evaluate state of engineering and technical infrastructure facilities
- A7.7.2 Carry out routine maintenance of engineering and technical infrastructure facilities
- A7.7.3 Manage ongoing maintenance of engineering and technical infrastructure facilities

A7.8 Repair, restore and reconstruct engineering and technical infrastructure facilities

- A7.8.1 Remove a facility of engineering and technical infrastructure for repairs and restoration or reconstruction

A7.8.2 Remove units, components, parts and equipment from a facility of engineering and technical infrastructure for repairs or reconstruction

A7.8.3 Carry out incoming inspection of components, spare parts and materials removed from a facility of engineering and technical infrastructure for repairs or reconstruction

A7.8.4 Store units and parts for repairs and reconstruction of engineering and technical infrastructure facilities and issue them from warehouses of maintenance departments

A7.8.5 Organize and carry out work to repair or reconstruct a facility of engineering and technical infrastructure

A7.8.6 Install operational units, components and parts of an engineering and technical infrastructure facility as part of its repair or reconstruction

A7.9 Manage water, discharge and waste treatment

A7.9.1 Operate water, discharge and waste treatment systems

A8 Manage information systems and IT infrastructure equipment

A8.1 Determine configuration of information systems and IT infrastructure equipment of our company and develop plans for supplying such systems and equipment

A8.1.1 Analyze requirements for information systems and IT infrastructure equipment of our company

A8.1.2 Analyze failures of information systems and IT infrastructure equipment of our company

A8.1.3 Forecast failures of information systems and IT infrastructure equipment of our company

A8.1.4 Determine need for purchasing, developing or upgrading of information systems and IT infrastructure equipment of our company

A8.1.5 Schedule purchase or production of new or upgrade of existing information systems and IT infrastructure equipment of our company

A8.2 Schedule maintenance and repairs of information systems and IT infrastructure equipment of our company

A8.2.1 Schedule routine maintenance of information systems and IT infrastructure equipment of our company

A8.2.2 Schedule repairs of IT infrastructure equipment of our company

A8.2.3 Identify need for spare parts and materials to maintain and repair IT infrastructure equipment of our company

A8.2.4 Identify need for outside services to maintain information systems and IT infrastructure equipment of our company

A8.3 Carry out ongoing maintenance of information systems and IT infrastructure equipment of our company

A8.3.1 Monitor state of information systems and IT infrastructure equipment of our company

A8.3.2 Carry out routine maintenance of information systems and IT infrastructure equipment of our company

A8.3.3 Carry out primary failure diagnosis of information systems and IT infrastructure equipment of our company

A8.4 Purchase information systems and equipment for IT infrastructure of our company

A8.4.1 Select suppliers of information systems and equipment for IT infrastructure of our company

A8.4.2 Contract with a supplier of information systems and equipment for IT infrastructure of our company

A8.4.3 Manage ongoing supplies of information systems and equipment for IT infrastructure of our company

A8.4.4 Receive and store equipment for IT infrastructure of our company

A8.4.5 Settle disputes with suppliers of information systems and equipment for IT infrastructure of our company

A8.4.6 Evaluate suppliers of information systems and equipment for IT infrastructure of our company

A8.5 Repair (restore) or upgrade information systems or IT infrastructure equipment of our company

A8.5.1 Prepare repairs to or upgrade of an information system or IT infrastructure equipment of our company

A8.5.2 Decommission an information system or IT infrastructure equipment of our company

A8.5.3 Repair (restore) or upgrade an information system or IT infrastructure equipment of our company

A8.6 Design or improve information systems of our company

A8.6.1 Develop design documentation to build or improve information systems of our company

A8.6.2 Design or improve software for information systems of our company

A8.6.3 Prepare supporting documentation for information systems of our company

A8.7 Put information systems or IT infrastructure equipment of our company into operation

A8.7.1 Install an information system or IT infrastructure equipment of our company

A8.7.2 Set up a newly launched information system or IT infrastructure equipment of our company

A8.7.3 Test a newly launched information system or IT infrastructure equipment of our company

A8.7.4 Design documentation and operations manuals for a newly launched information system or IT infrastructure equipment of our company

A8.7.5 Provide orientation courses for users of a new information system or IT infrastructure equipment of our company

A8.7.6 Commission an information system or IT infrastructure equipment of our company

A9 Dispose of waste, rejects and unmarketable stock

A9.1 Collect and sort waste and rejects from departments

A9.1.1 Deliver waste and rejects from departments for processing

A9.1.2 Sort waste and rejects for further processing

A9.2 Sell unmarketable stock, waste and fixed assets

A9.2.1 Price fixed assets, unmarketable stock and waste being sold

A9.2.2 Search for buyers of unmarketable stock, waste and fixed assets

A9.2.3 Contract with buyers of unmarketable stock, waste and fixed assets

A9.2.4 Ship unmarketable stock, waste and fixed assets to buyers

A9.3 Process waste and rejects into production resources

A9.3.1 Determine methods of processing waste and rejects into production resources

A9.3.2 Process waste and rejects into resources required for product manufacturing

A10 Manage human capital

A10.1 Plan personnel recruitment

A10.1.1 Analyze personnel requirements

A10.1.2 Analyze skill pools

A10.1.3 Estimate personnel requirements

A10.1.4 Plan steps to recruit personnel

A10.2 Select personnel

A10.2.1 Implement steps to recruit personnel

A10.2.2 Assess a candidate's competence

A10.2.3 Assess a candidate's dependability

A10.2.4 Negotiate salary and working conditions with a candidate

A10.2.5 Sign an employment contract with a candidate

A10.3 Integrate new employees into the working environment

A10.3.1 Provide health and safety training

A10.3.2 Implement programs for engaging a new employee into his/her job

A10.3.3 Assess suitability of a new employee based on the results of his/her trial period

A10.4 Appraise employee performance and manage employee development

A10.4.1 Appraise employee performance

A10.4.2 Create individual employee development plans

A10.4.3 Organize personnel training

A10.5 Ensure employee capability

A10.5.1 Provide periodic training for personnel

A10.5.2 Ensure that the working environment meets all applicable standards

A10.5.3 Organize corporate events

A10.5.4 Organize internal PR events

A10.6 Manage employee rotation and dismissal

A10.6.1 Manage an employee's promotion and demotion

A10.6.2 Manage an employee's temporary absence (annual leave, sick leave)

A10.6.3 Manage an employee's termination

A11 Finance business activity and settle accounts

A11.1 Perform budgeting

A11.1.1 Manage budgeting at department level

A11.1.2 Prepare consolidated budgets

A11.1.3 Create balance-sheet forecasts

A11.2 Forecast incomes for a short-term period and monitor incomes

A11.2.1 Forecast incomes on core activities for a short-term period

A11.2.2 Forecast incomes on secondary activities for a short-term period

A11.2.3 Forecast incomes on investments for a short-term period

A11.2.4 Monitor incomes

A11.3 Estimate expenditure

A11.3.1 Regulate business units' expenditure in excess of budget

A11.3.2 Assess expenses for accounts payable

A11.3.3 Assess expenses for loan servicing and repayment

A11.3.4 Calculate payroll

A11.3.5 Assess payments to extra-budgetary funds

A11.3.6 Calculate dividend payments

A11.3.7 Calculate tax payments

A11.4 Balance a payment schedule and identify need for financial resources

A11.4.1 Balance a payment schedule

A11.4.2 Assess extent of fundraising needs

A11.4.3 Determine deadlines for and marginal rates of loan raising

A11.5 Provide financial resources

A11.5.1 Manage returns on investment

A11.5.2 Invest free cash flows

A11.5.3 Manage loan raising

A11.6 Manage settlements

A11.6.1 Prepare a daily payment schedule

A11.6.2 Make payments

A11.7 Prepare financial statements

A11.7.1 Collect and process source documents

A11.7.2 Document business operations in accounting records

A11.7.3 Prepare management statements

A11.7.4 Close accounting periods

A11.7.5 Prepare internal accounting reports

A11.7.6 Prepare accounting statements for external reporting purposes