

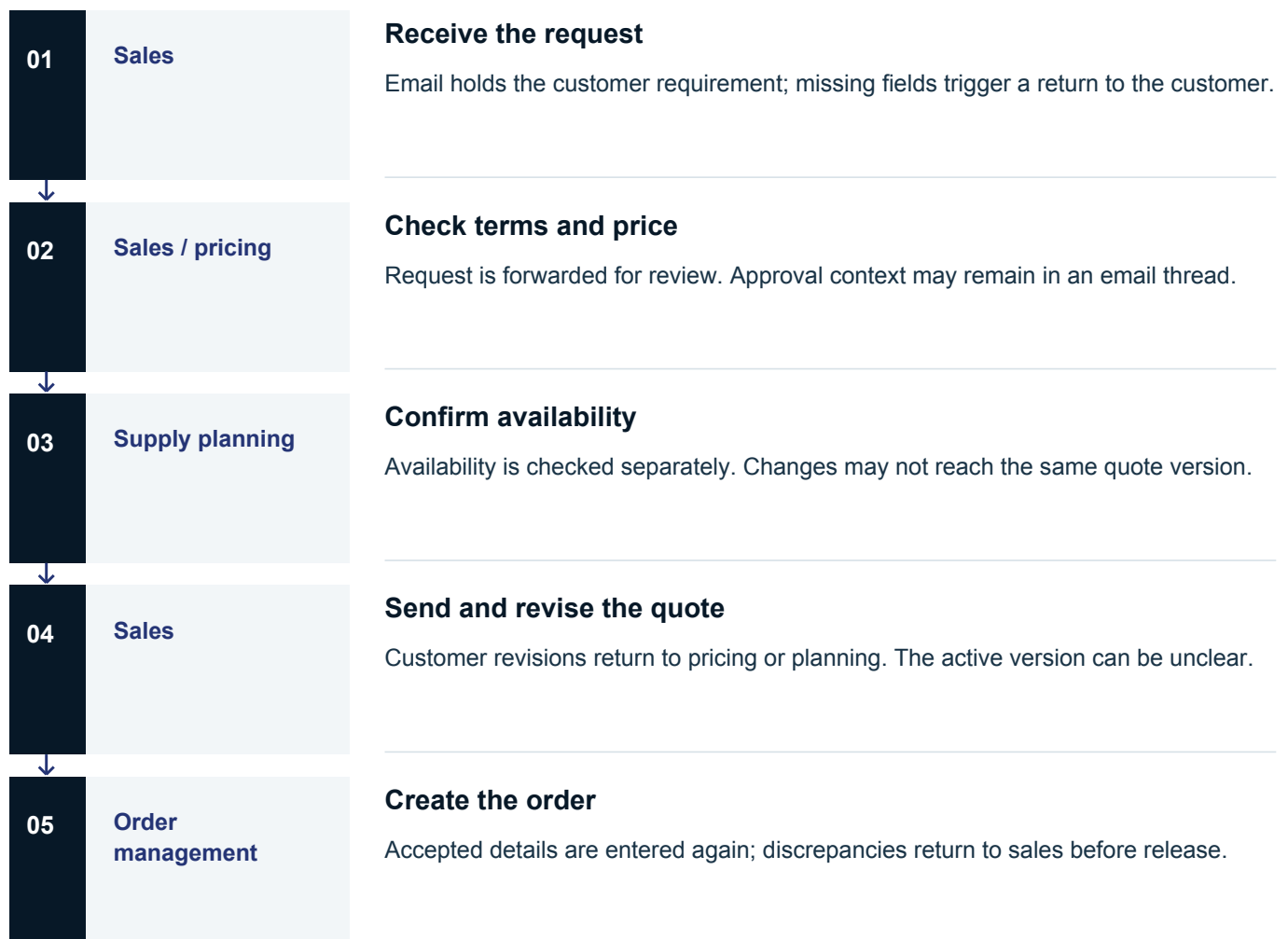
BUSINESS PRACTICE EFFICIENCY

Operational workflow map

Quote request to accepted order | Process owner: operations lead

01 Current state - a scenario to investigate

The sequence below is a fictional working hypothesis. Validate it by following representative quotes with the people who do the work, including exceptions and returns for correction.



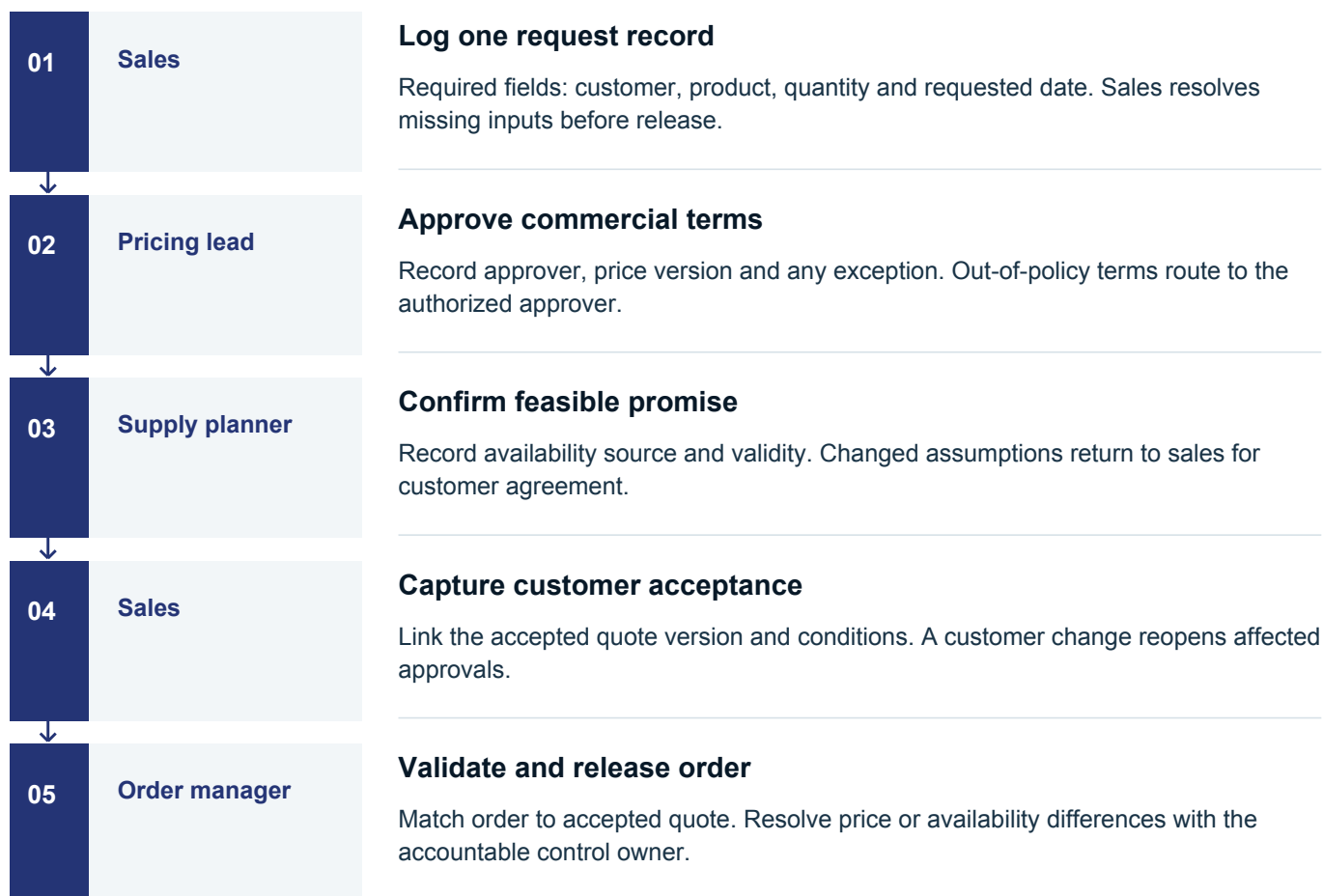
02 Observe before redesigning

Evidence to capture: handoff timestamps, missing information, correction reason, quote version, next owner and customer update. Test where work waits; do not infer the bottleneck from one team's perspective.

BUSINESS PRACTICE EFFICIENCY

Proposed flow and controls

Pilot design | A named owner accepts each handoff before work moves forward



03 Exceptions stay visible

The receiving team accepts or returns a handoff with a reason. Sales retains customer communication; the operations lead resolves unowned or cross-team issues. Open exceptions remain visible until an owner records the disposition.

04 Pilot review and continuation gate

Review evidence: end-to-end lead time, backlog age, first-pass completion and employee feedback, using agreed definitions and a baseline.

Extend only when: representative orders reconcile to accepted quotes, exceptions have owners and affected roles can use the process. Pause for an unapproved price, an unsupported promise or lost customer acceptance.