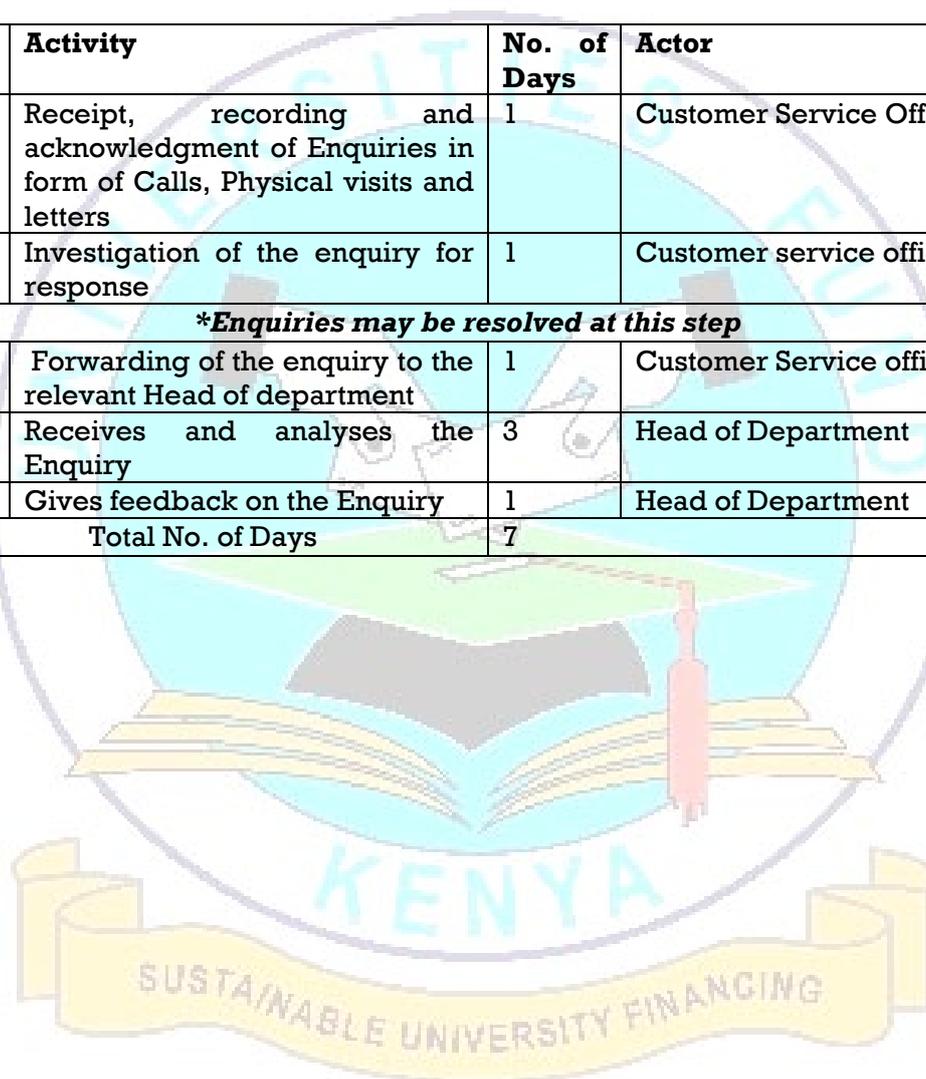


## Business Process Re-Engineering AS- IS Activity Mapping for Enquiries

Can be received through:

- Email
- Telephone calls
- Letters
- Physical Visits

Step	Activity	No. of Days	Actor
1.	Receipt, recording and acknowledgment of Enquiries in form of Calls, Physical visits and letters	1	Customer Service Officer
2.	Investigation of the enquiry for response	1	Customer service officer
<b><i>*Enquiries may be resolved at this step</i></b>			
3.	Forwarding of the enquiry to the relevant Head of department	1	Customer Service officer
4.	Receives and analyses the Enquiry	3	Head of Department
5.	Gives feedback on the Enquiry	1	Head of Department
Total No. of Days		7	



**Business Process Re-Engineering AS- IS Activity Mapping for Partnership, Collaborations and linkages**

Step	Activity	No. of Days	Actor
1.	Receipt of Submitted proposals by physical visits, email or letters		Customer Service Officer Head of Corporate communication
2.	Forward the proposal to the CEO		Customer Service Officer Head of Corporate communication
3.	Receipt and Assigns the proposal to Head of Resource Mobilization and partnership Department for evaluation		CEO
4.	Evaluate feasibility of proposal		Head of Resource Mobilization and partnership Department
5.	Forwards the findings back to the CEO		Head of Resource Mobilization and partnership Department
<b><i>The proposal could either be approved or denied</i></b>			
6.	Convenes a meeting with the planning, research and resource mobilization committee of the board		CEO
7.	Presents the proposal to the planning, research and resource mobilization committee of the board		Head of Resource Mobilization and Partnership Department
8.	Reviews the proposal before recommending to the full board		Planning, research and resource mobilization committee of the board
9.	Presentation of the proposal to the full board		Head of Resource Mobilization and Partnership Department
10.	Approval of the proposal		The full board
11.	Writing a response letter of the proposal		Head of Resource Mobilization and Partnership Department
12.	Signing and forwarding of the response letter		CEO