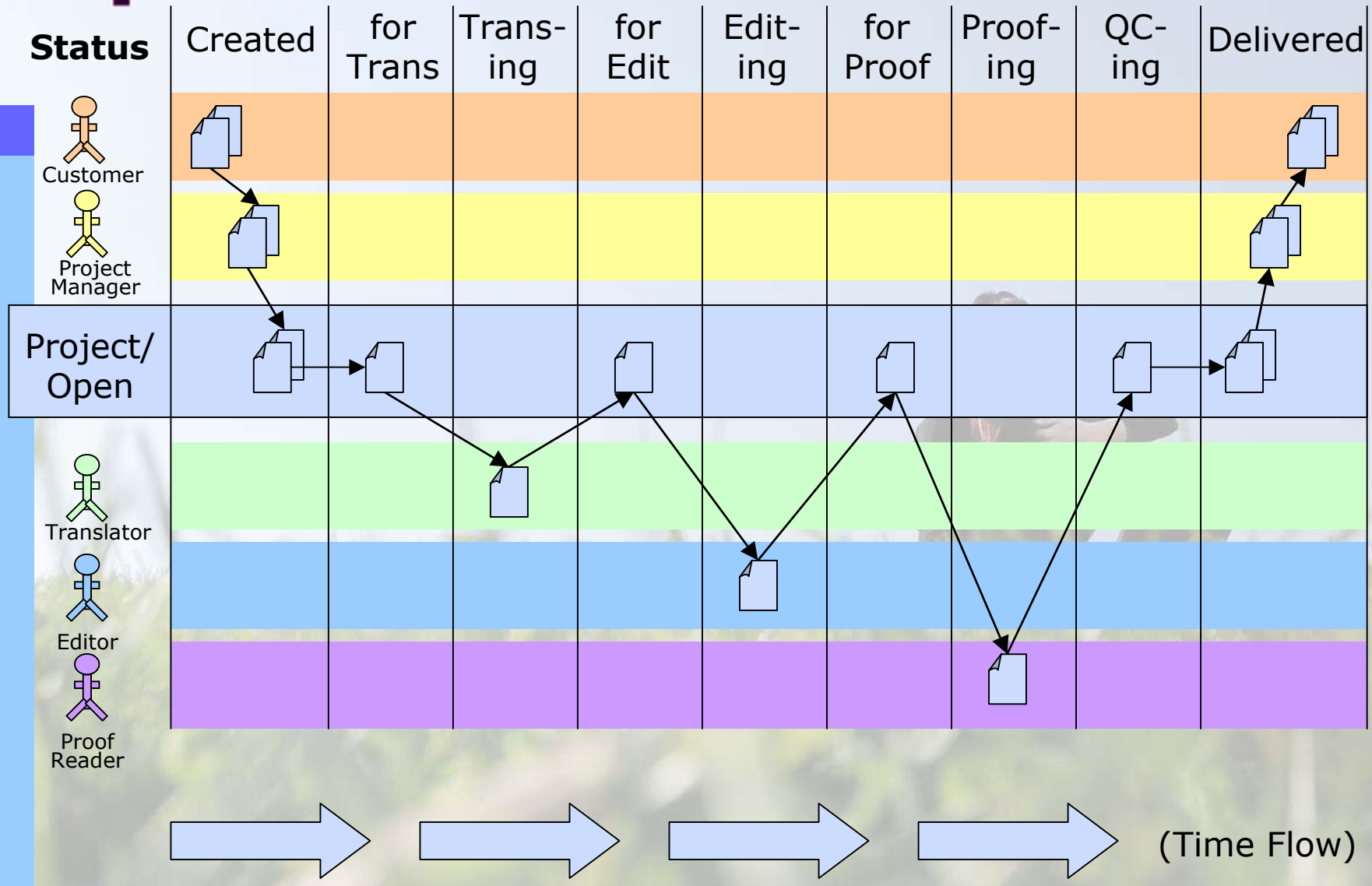
PROJECT
]open[
Workflow Training
Frank Bergmann, 2005-09-01

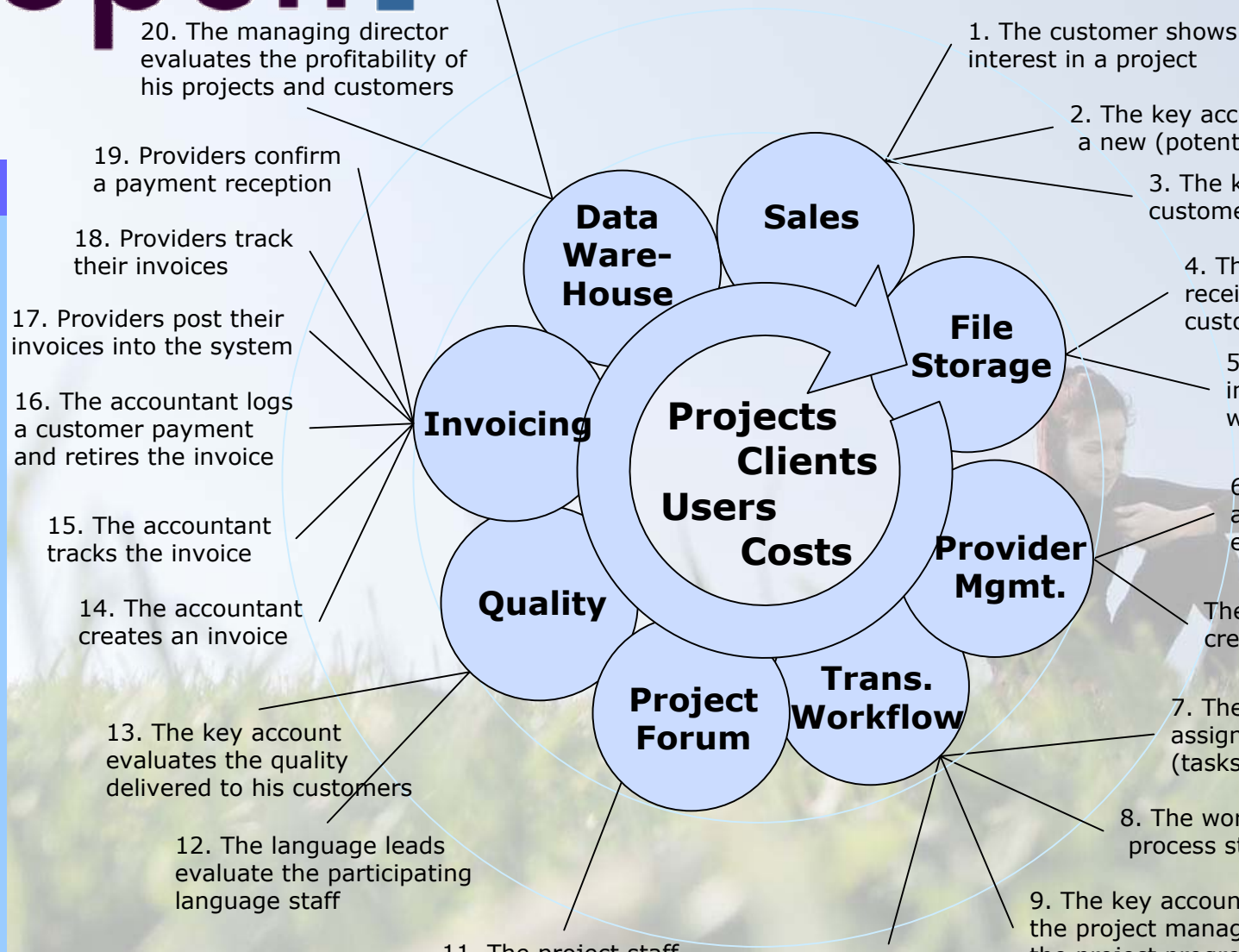
]PROJECT open[

Business Reason

File Status Sequence

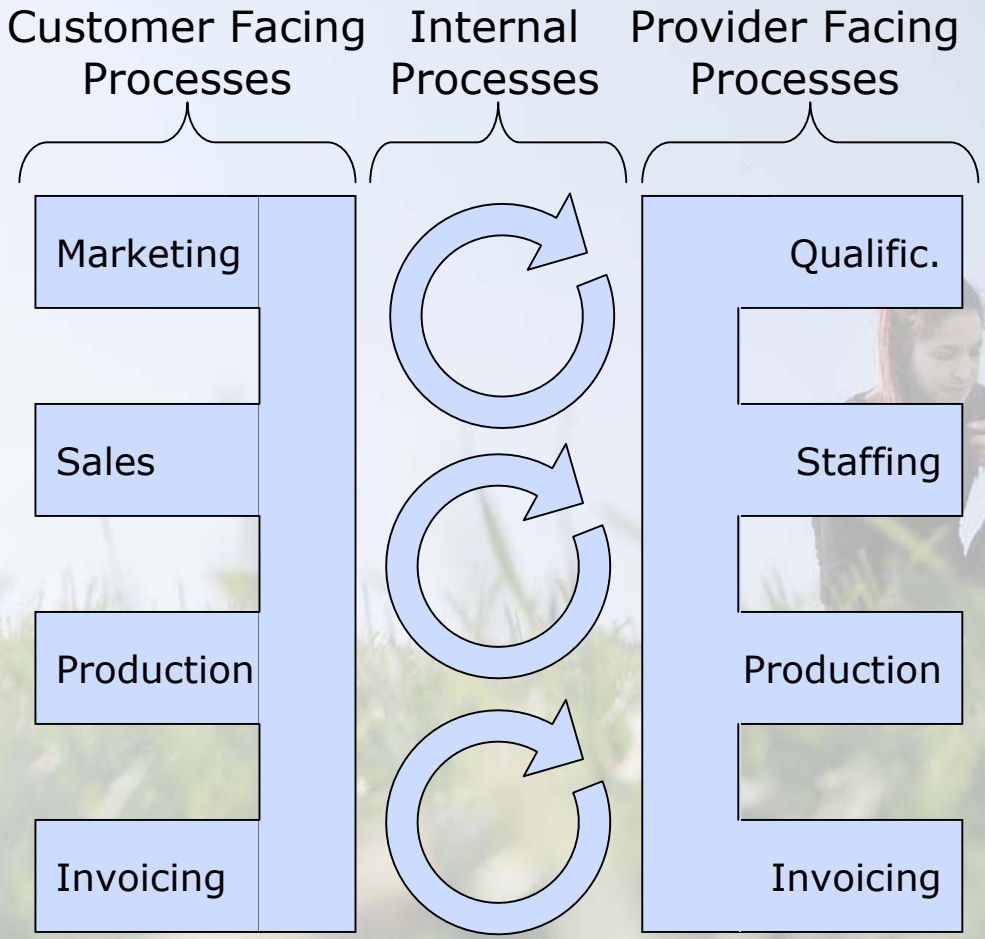


The Project Cycle

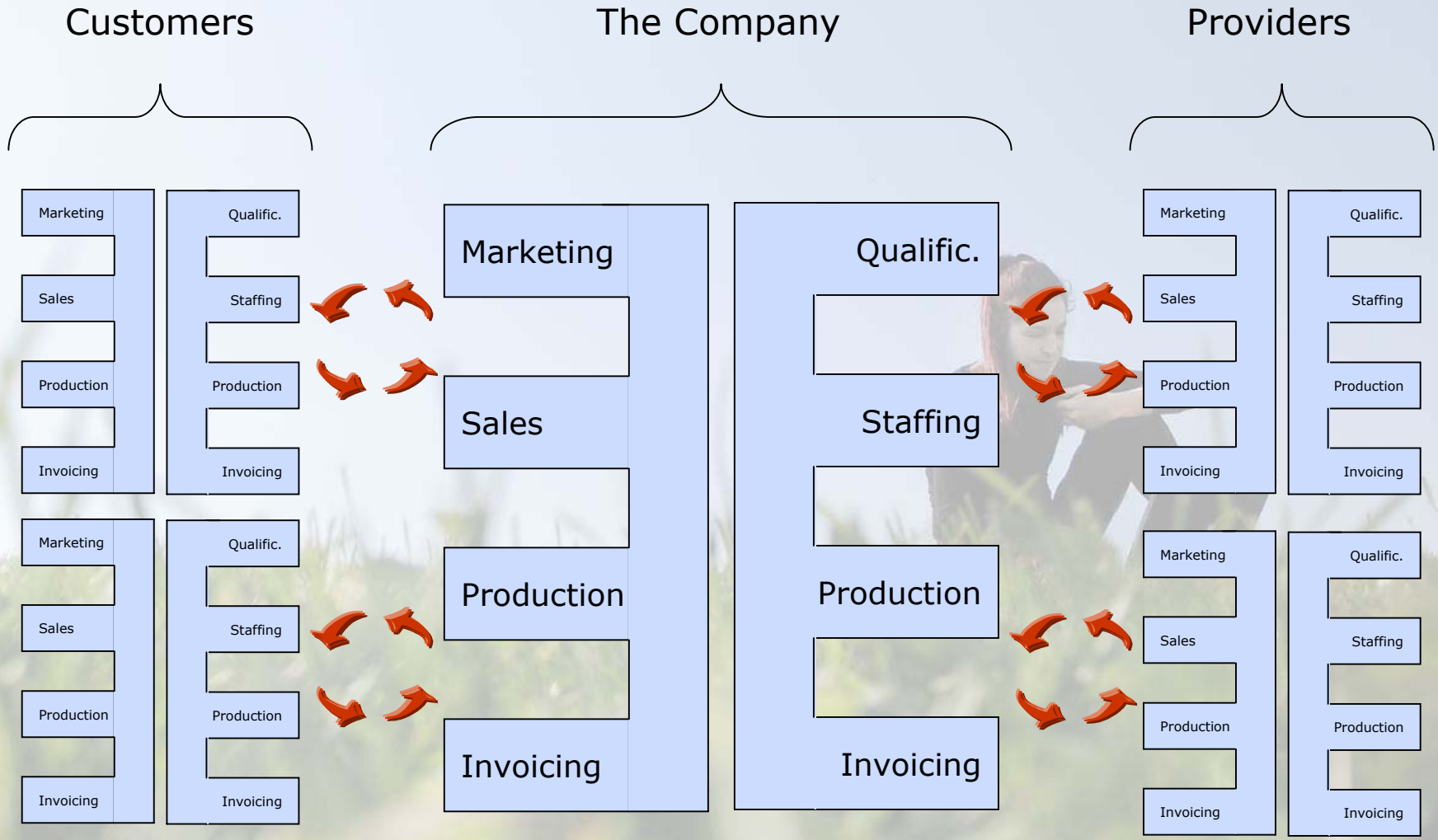


1. The customer shows interest in a project
2. The key account creates a new (potential) project
3. The key account logs customer interaction
4. The project manager receives files from the customer
5. The project manager imports the Trados wordcounts
6. The project manager assigns translators and editors to the project
The project manager creates a purchase order
7. The project manager assigns individual files (tasks) to translators
8. The workflow process starts
9. The key account and the project manager track the project progress
10. The translated files are being delivered to the customer
11. The project staff collaborates online and resolves issues
12. The language leads evaluate the participating language staff
13. The key account evaluates the quality delivered to his customers
14. The accountant creates an invoice
15. The accountant tracks the invoice
16. The accountant logs a customer payment and retires the invoice
17. Providers post their invoices into the system
18. Providers track their invoices
19. Providers confirm a payment reception
20. The managing director evaluates the profitability of his projects and customers
21. The operations director evaluates the efficiency of his language staff

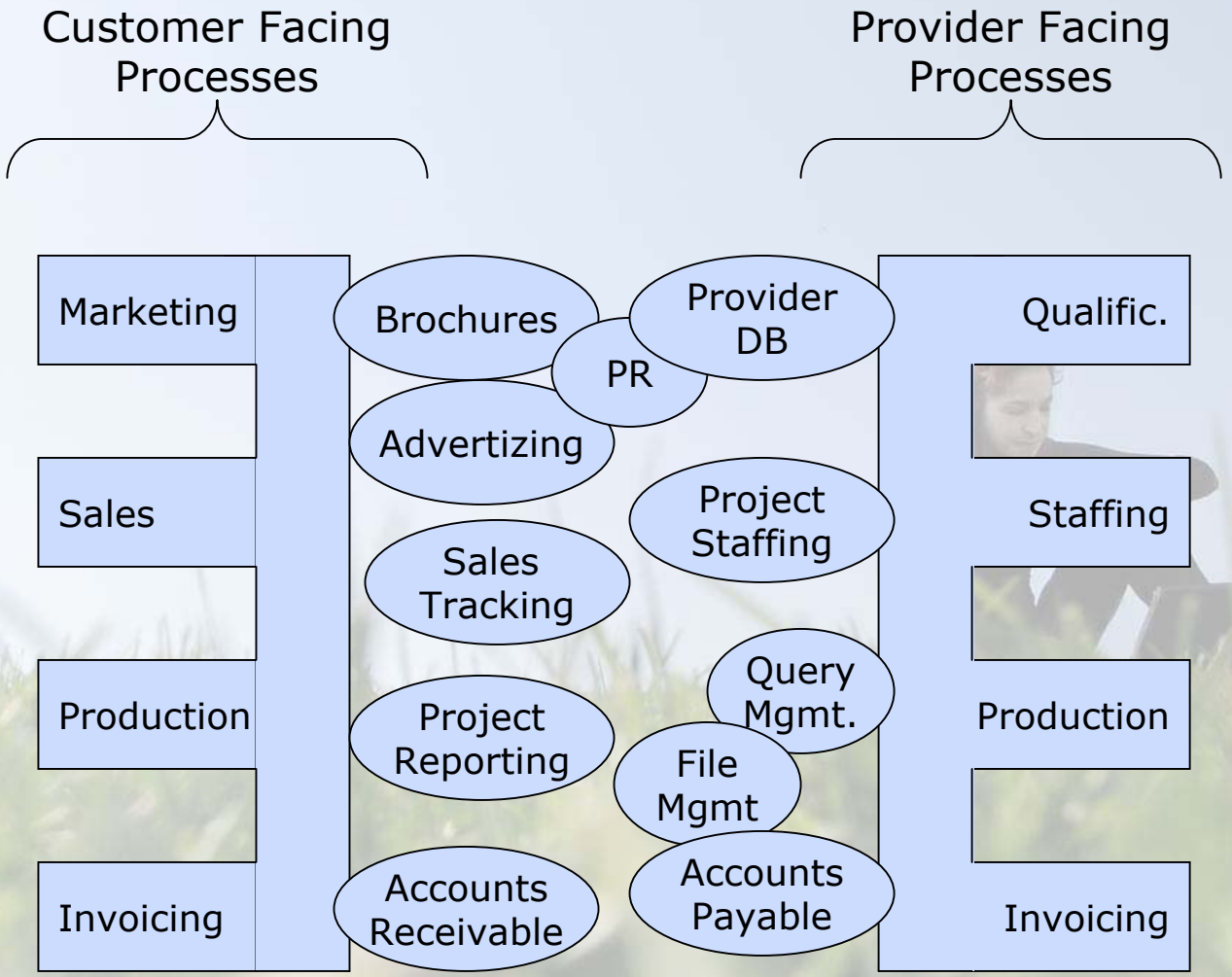
The Company


Customer Facing Processes
Internal Processes
Provider Facing Processes
Marketing
Sales
Production
Invoicing
Qualific.
Staffing
Production
Invoicing

The Value Chain

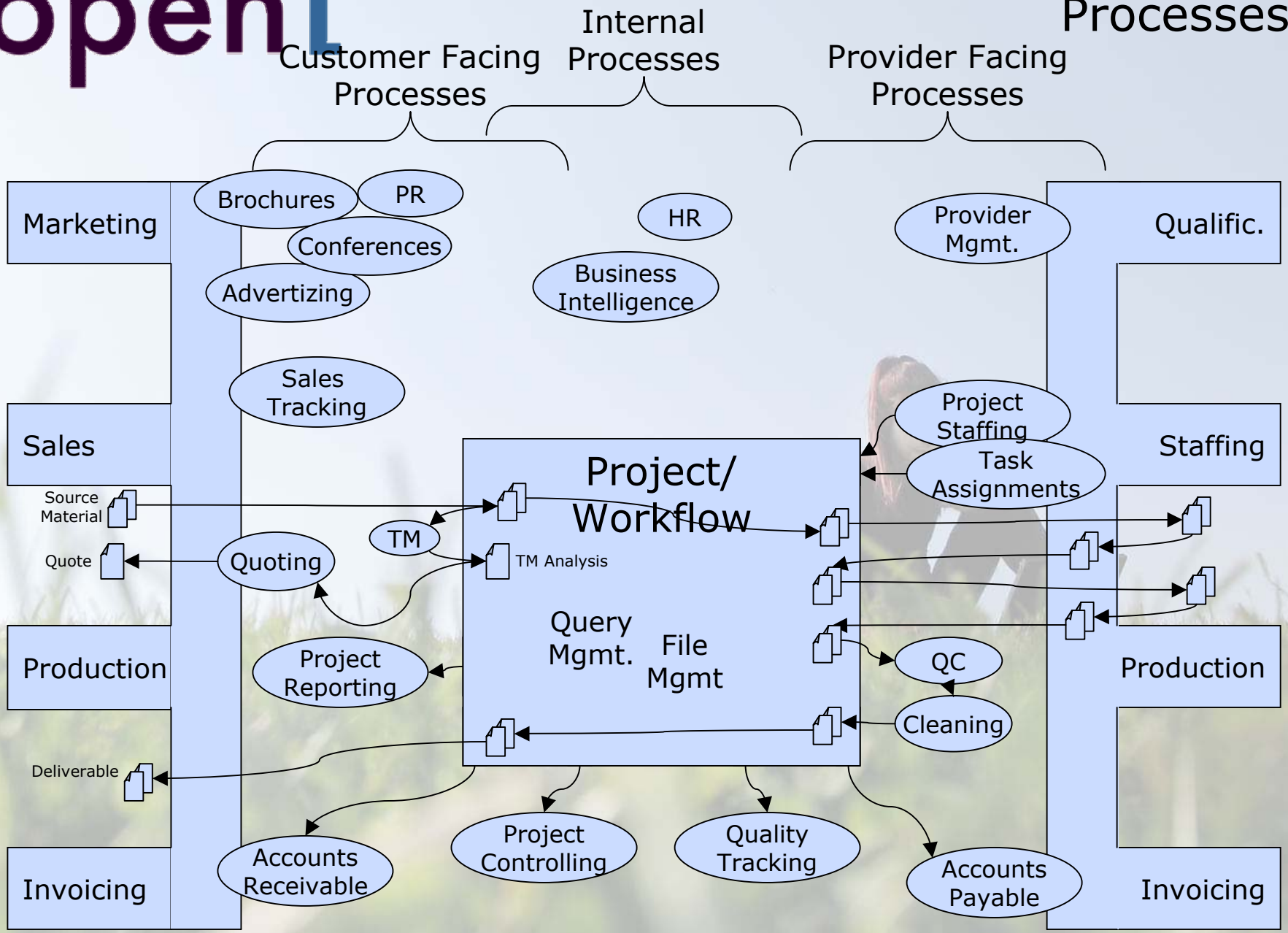
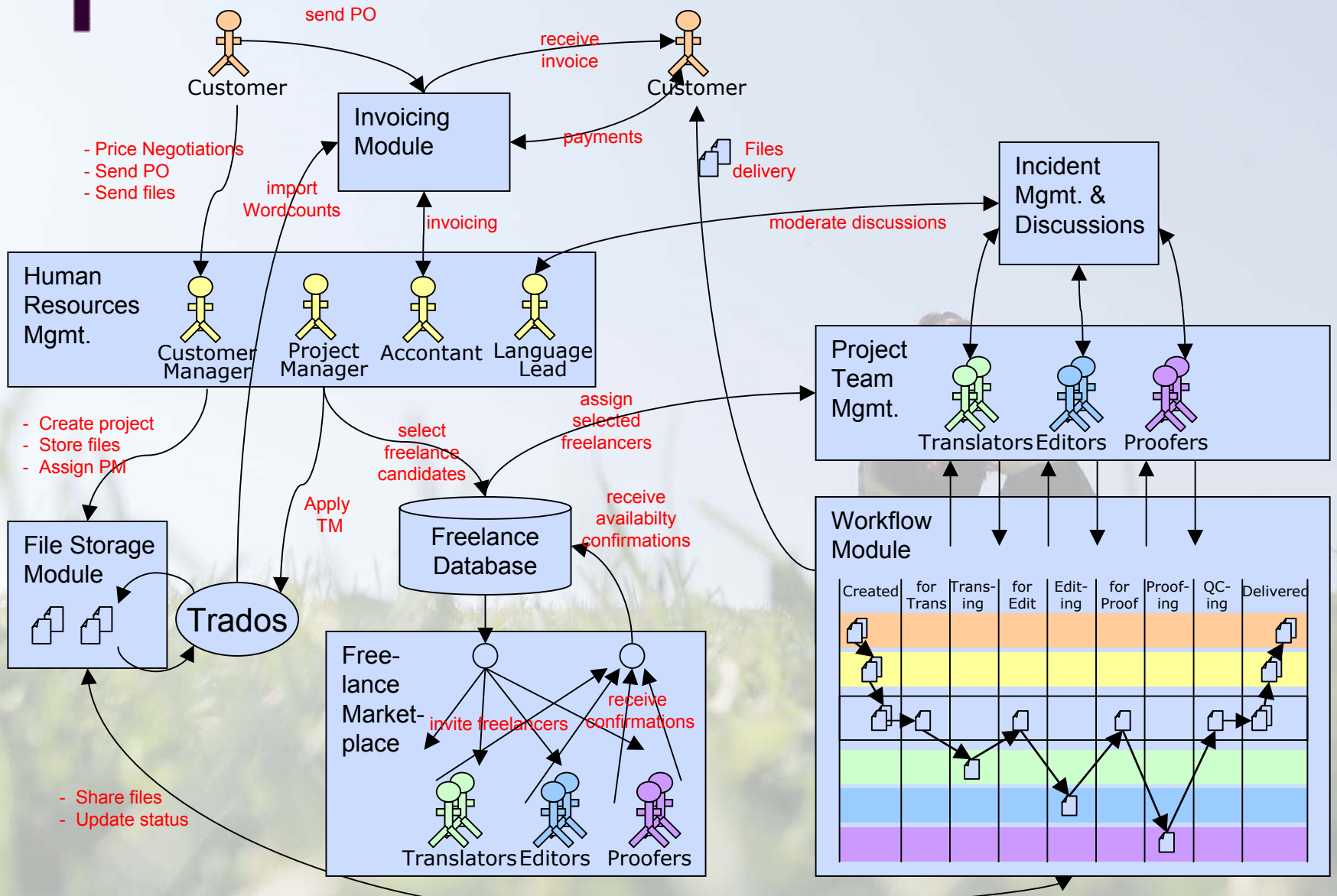


Processes


Customer Facing Processes
Provider Facing Processes
Marketing
Sales
Production
Invoicing
Brochures
PR
Advertizing
Sales Tracking
Project Reporting
Accounts Receivable
Provider DB
Project Staffing
Query Mgmt.
File Mgmt
Accounts Payable
Qualific.
Staffing
Production
Invoicing

PROJECT open

Processes



Translation ERP Overview