Process Definition: Delivery of Professional Services

1. SUMMARY
   1. This document defines the delivery of professional services process in detail.
   2. The relationship between this process and the other processes within the Retirement Capital management system is illustrated in the process flow map included in the ***Integrated Management System Manual.***
2. REVISION AND APPROVAL

|  |  |  |  |
| --- | --- | --- | --- |
| **Rev.** | **Date** | **Nature of Changes** | **Approved By** |
| 0 | 14/11/2020 | Original issue. | Director |
|  |  |  |  |

1. PROCESS DEFINITION
   1. The purpose of the delivery of professional services process is to generate new business, convert customer requirements into executable service delivery and collect payment for services rendered by Retirement Capital.
2. PROCESS OBJECTIVES AND METRICS
   1. Process objectives for this process are defined in records of management review; see the documented procedure ***Management Review.***
   2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in records of management review.
3. PROCESS OWNERS AND RESPONSIBLE PARTIES
   1. The owner of this process is the Director.
4. TYPICAL PROCESS INPUTS
   1. The typical required inputs for this process are:
      1. Technical information needed:

* Customer requirement
* Regulatory requirement
* Relevant project information that may impact on price
  + 1. Resources needed:
* Office facilities
  + 1. Personnel needed:
* Competent employee to deliver service(s)
  + 1. Special training needed:
* As defined by Retirement Capital and/or relevant approval body

1. TYPICAL PROCESS STEPS
   1. Customer requirements gathering
   2. Service provision
   3. Customer feedback report production
2. TYPICAL PROCESS OUTPUTS
   1. The typical results (outputs) of the process are as follows:
      1. Service produced:

* Services delivered.
  + 1. Documents or technical information produced:
* None
  + 1. Records produced:
* Customer feedback

1. RELATED RISKS
   1. The following risks are identified related to this process.
   2. Management may elect to conduct a formal risk assessment for any of these risks; the preferred method of risk assessment is indicated herein.

| Risk | Likelihood | Severity | Mitigation |
| --- | --- | --- | --- |
| Poor resource management | Low | High | Monitor employee competence (continually) |
| Sub-standard service delivery | Low | High | Monitor suppliers via the Supplier Approval process |
| Negative feedback from services delivered | Low | Moderate | Ensure customer requirements are fully understood and delivered accordingly |