Better

Know Better – Do Better

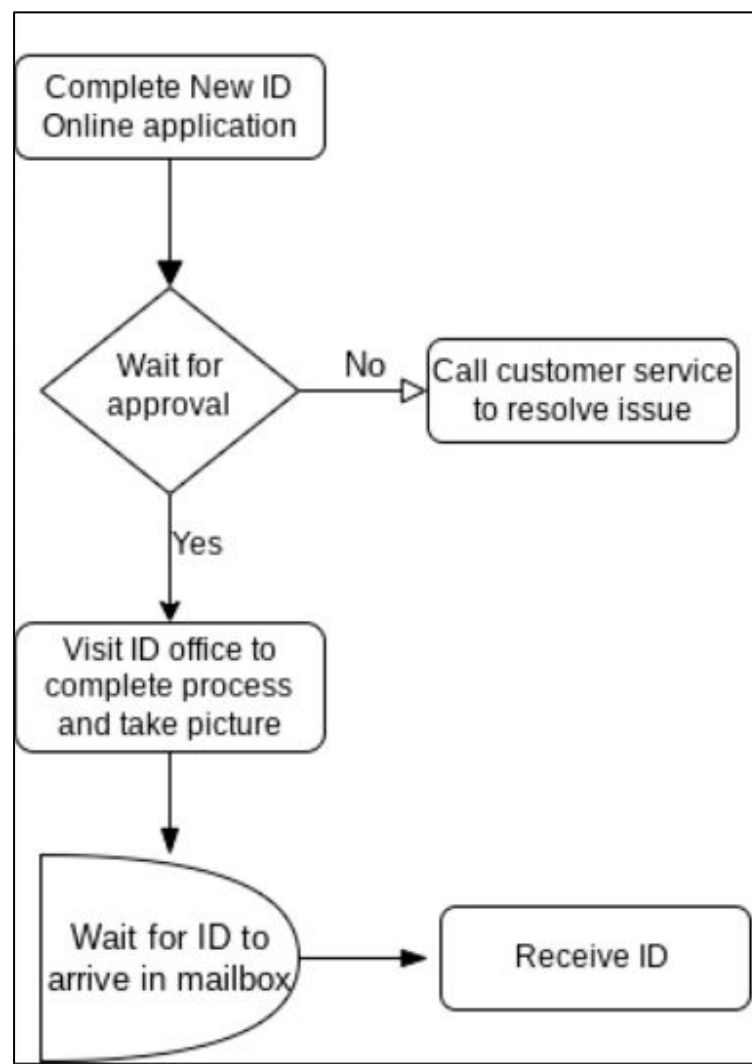# Support Content

Examples Section

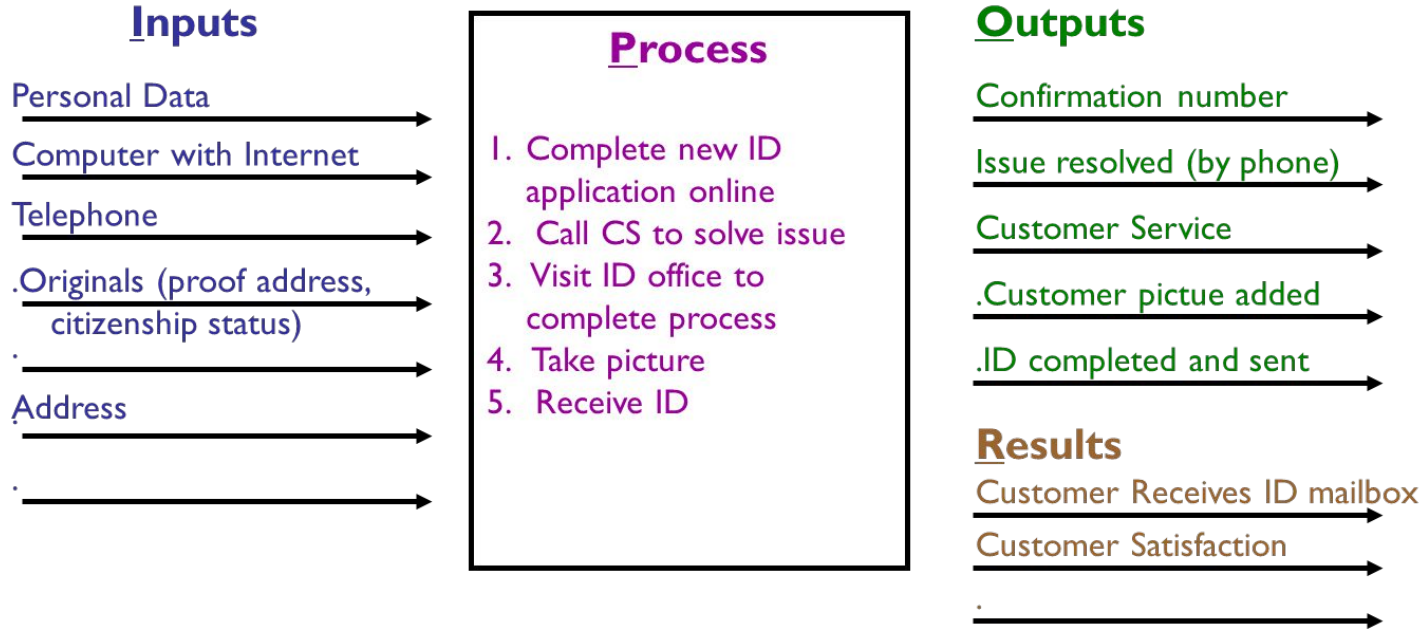# Understanding processes_Example 1_Simple Process

Flow Map

Complete Identification Process

Inputs

Personal Data

Computer with Internet

Telephone

.Originals (proof address, citizenship status)

.

Address

.

Process

1. Complete new ID application online
2. Call CS to solve issue
3. Visit ID office to complete process
4. Take picture
5. Receive ID

Outputs

Confirmation number

Issue resolved (by phone)

Customer Service

.Customer pictue added

.ID completed and sent

Results

Customer Receives ID mailbox

Customer Satisfaction

.

Suppliers

• Customer completing the form
• ID office personal

Customers

• ID office personal
• End customer (applicant

Complete Identification Process

Applicant

Start

Complete ID Online

Waiting for approval Approved?

No

Call Customer Service to solve problem

Yes

Visit ID Office to complete process

Call center ID Office

Resolve Issue over the phone

ID Office Customer Service

Customer Service helps applicant to complete form

Take picture and adds it to all papework

Complete ID and sends to delivery office

Delivery Office

Delivery office sends ID to applicant

Finish