|  **DEPARTMENT: Programme Management** | **PROCESS NAME:**  | **PROCESS NUMBER:**  | **REVISION: 0** |
| --- | --- | --- | --- |
| **PROCESS STEP** | **INFO INPUT** | **DETAILED DESCRIPTION** | **INFO OUTPUT** | **CONTROL** | **SUPPORT REQUIRED** | **KNOWLEDGE REQUIRED** | **SYSTEMS / INFO FILE REQUIRED** | **ACT / REG / STANDARD REQUIREMENTS** | **CONSTRAINT / IMPROVEMENT** |
| **SYSTEM**  | **FILE**  |
|  |  |  |  |  |  | * MS Suite.
* Internet usage
* Research capabilities
 | Microsoft | **Hard Copy****Electronic Copy**I : Drive / NDP / Meeting  | * ISO 9001:2008 (4.2.4 Control of records)
 |  |
|  |  |  |  |  |  | * MS Suite
 | Microsoft | **Hard Copy****Electronic Copy**Outlook : sent / municipality/ letters | * ISO 9001:2008 (6.1 Provision of Resources)
 |  |
|  |  |  |  |  |  | * MS Suite
* Resource planning capabilities
 | Microsoft | **Hard Copy****Electronic Copy**I : Drive / Projects / Municipality/ general | * ISO 9001:2008 (6.1 Provision of Resources)
 |  |
|  |  |  |  |  |  | * MS Suite
* Drafting of reports and letters
 | Microsoft | **Hard Copy****Electronic Copy**I : Drive / Legal / Municipality/ Letters | * ISO 9001:2008 (4.2.4 Control of records)
 |  |
|  |  |  |  |  |  | * MS Suite
 | Microsoft | **Hard Copy****Electronic Copy**I : Drive / Legal / Municipality/ Letters | * ISO 9001:2008 (4.2.4 Control of records)
 |
|  |  |  |  |  |  | * MS Suite
 | Microsoft | **Hard Copy****Electronic Copy**Outlook : sent / municipality/ letters | * ISO 9001:2008 (4.2.4 Control of records)
 |  |
|  |  |  |  |  |  | * MS Suite
 | Microsoft | **Hard Copy****Electronic Copy**Outlook : received / municipality/ letters | * ISO 9001:2008 (4.2.4 Control of records)
 |  |
|  |  |  |  |  |  | * MS Suite
* Compilation of Presentation ( Power Point )
 | Microsoft | **Hard Copy****Electronic Copy**I : Drive / Projects / Municipality/ Presentations | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 |  |
|  |  |  |  |  |  | * MS Suite
* Presentation Skills
* NDP Strategy
* NDP Tools and guiding documents
 | Microsoft | **Hard Copy****Electronic Copy**I : Drive / Projects / Municipality/ Meetings | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 |  |
|  |  |  |  |  |  | * MS Suite
 | Microsoft | **Hard Copy****Electronic Copy**Outlook : received / municipality/ letters | * ISO 9001:2008 (4.2.4 Control of records)
* ISO 9001:2008 (7.2 Customer-related processes)
 |  |
|  |  |  |  |  |  | * MS Suite
 | Microsoft | **Hard Copy****Electronic Copy**I : Drive / NDP / Meeting  | * ISO 9001:2008 (4.2.4 Control of records)
 |  |
|  |  |  |  |  |  | * MS Suite
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* ISO 9001:2008 (7.2 Customer-related processes)
 |  |
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