Title:	Order Management Process	**Document No.:**	YGD 0504
Effective:	06/05/2020	**Revision:**	2
Revised By:	Farhah	**Approved By:**	Punitha

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1.0 OBJECTIVE

The objective of this procedure is to detail down order management process flow right from PO receipt to scanning the PO/PI to assist shipment delivery.

2.0 SCOPE

This procedure applies to the Order Management department along with the CC Department (Management account) in YTY Group.

3.0 REFERENCE

YGD 0501 – Contract Review Procedure

4.0 DEFINITION

Nil

5.0 RESPONSIBILITY

5.1 The Order Management Executives and assistants are responsibility for this procedure. The CC department also assist in a minute manner for the management account order taking process flow.

6.0 PROCEDURE

6.1 OUTLINE

Refer to Customer Care Flow chart – YGD 0503/01

6.2 Order Management need to follow only written communication from CC.

6.3 Risk Analysis Management

Risk	Action taken
Quality of inputs	• Quarterly review of SOP • Monthly team meeting • Observation of email contents

7.0 RECORD

NIL

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Reason For Change

Old Revision	***Current Revision***	***Effective Date***	***Page Affected***	***Revision Description***	***Revised By***	***Approved By***
Nil	0	01/12/2016	All	New Procedure	Hooi Yean	Nantha
0	1	21/06/2017	All	Update procedure as per current practice	Hooi Yean	Nantha
1	2	06/05/2020	All	Revised clause 6.2	Farhah	Punitha

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