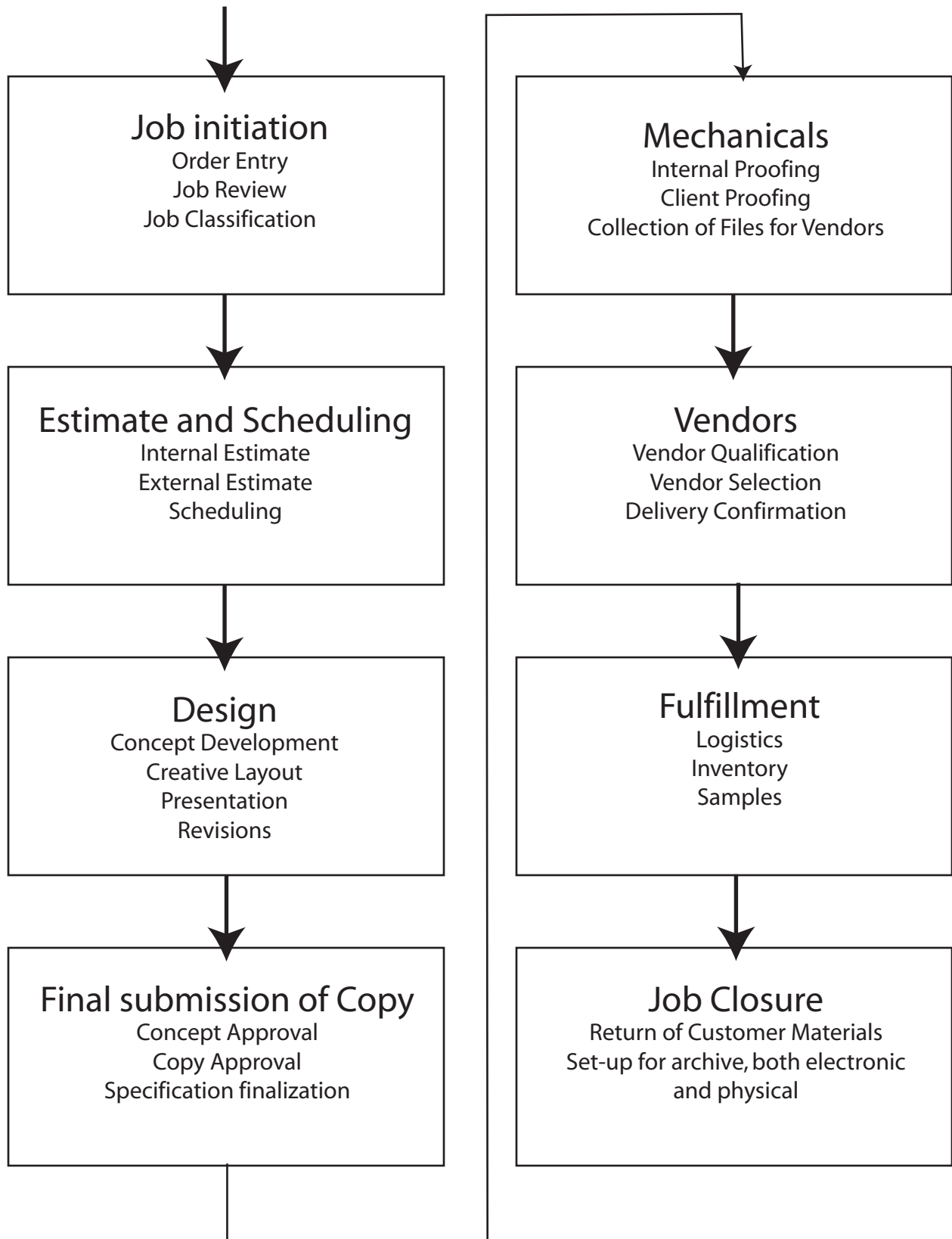
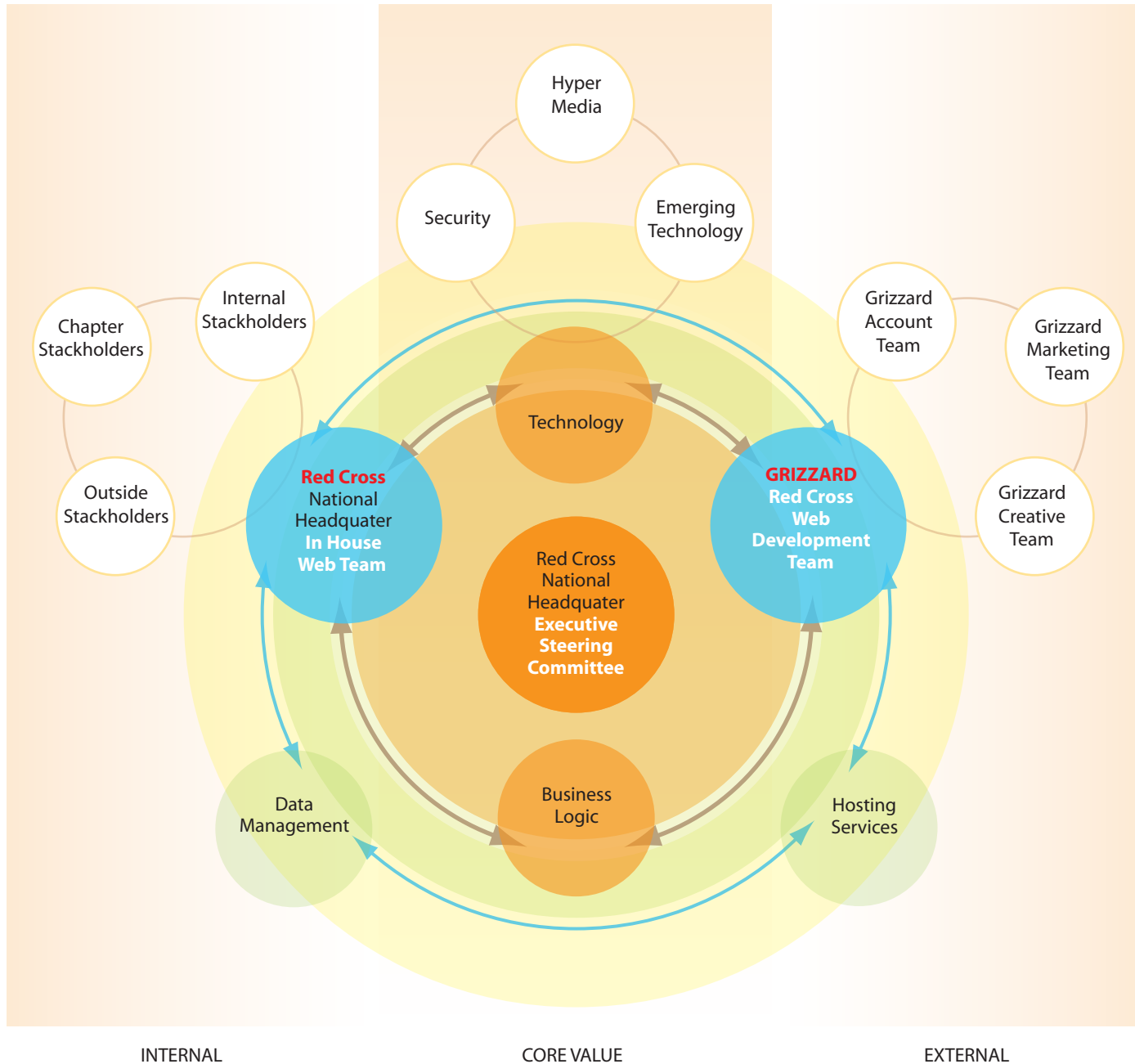


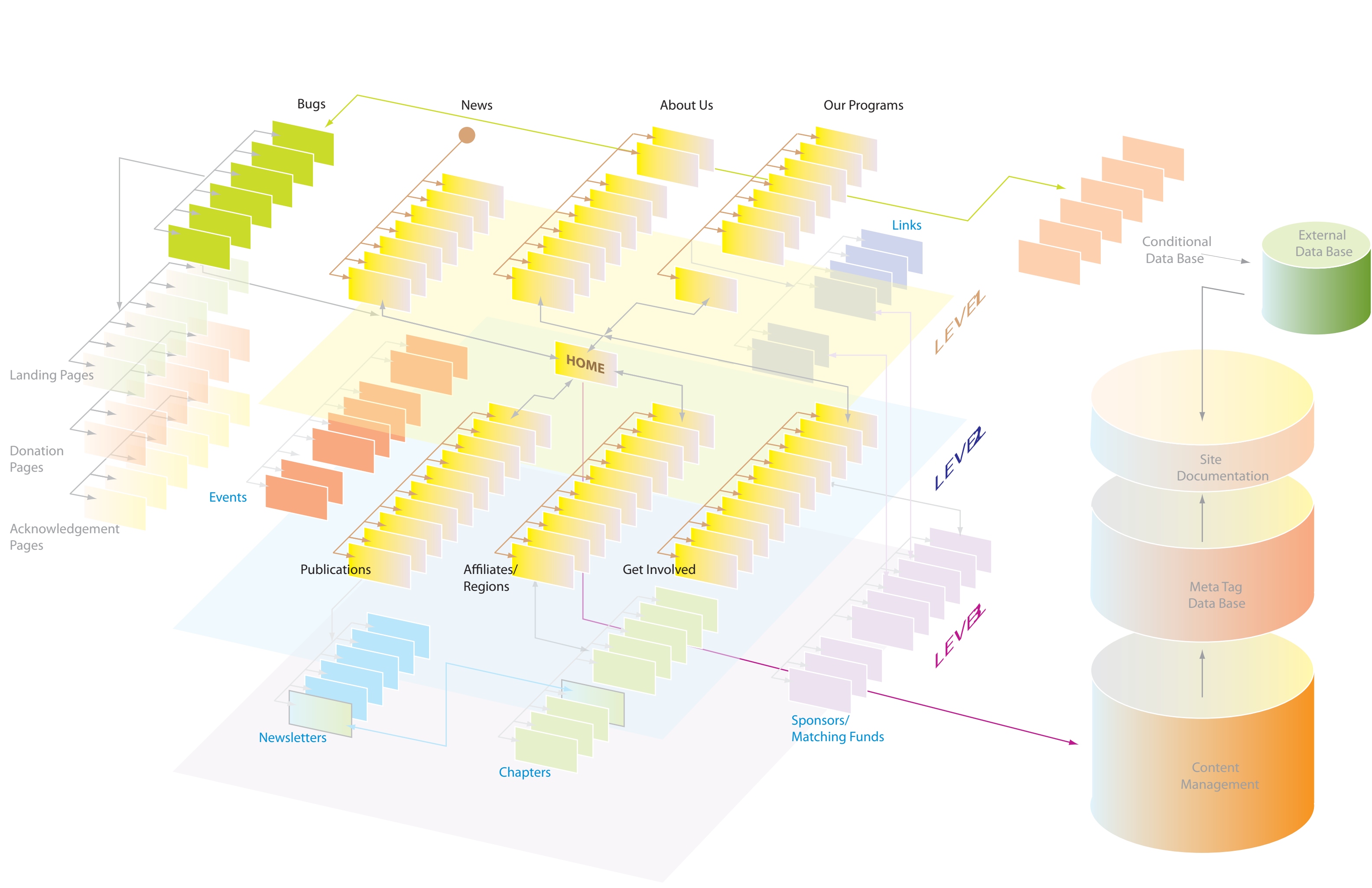
# Internal Customer Work Flow



# A Methodology of Web Development

## Conceptual Organization





## Sales and Design Team - Work Breakdown Structure

dTank - Tailor Made Furniture Solutions - Do not copy and distribution

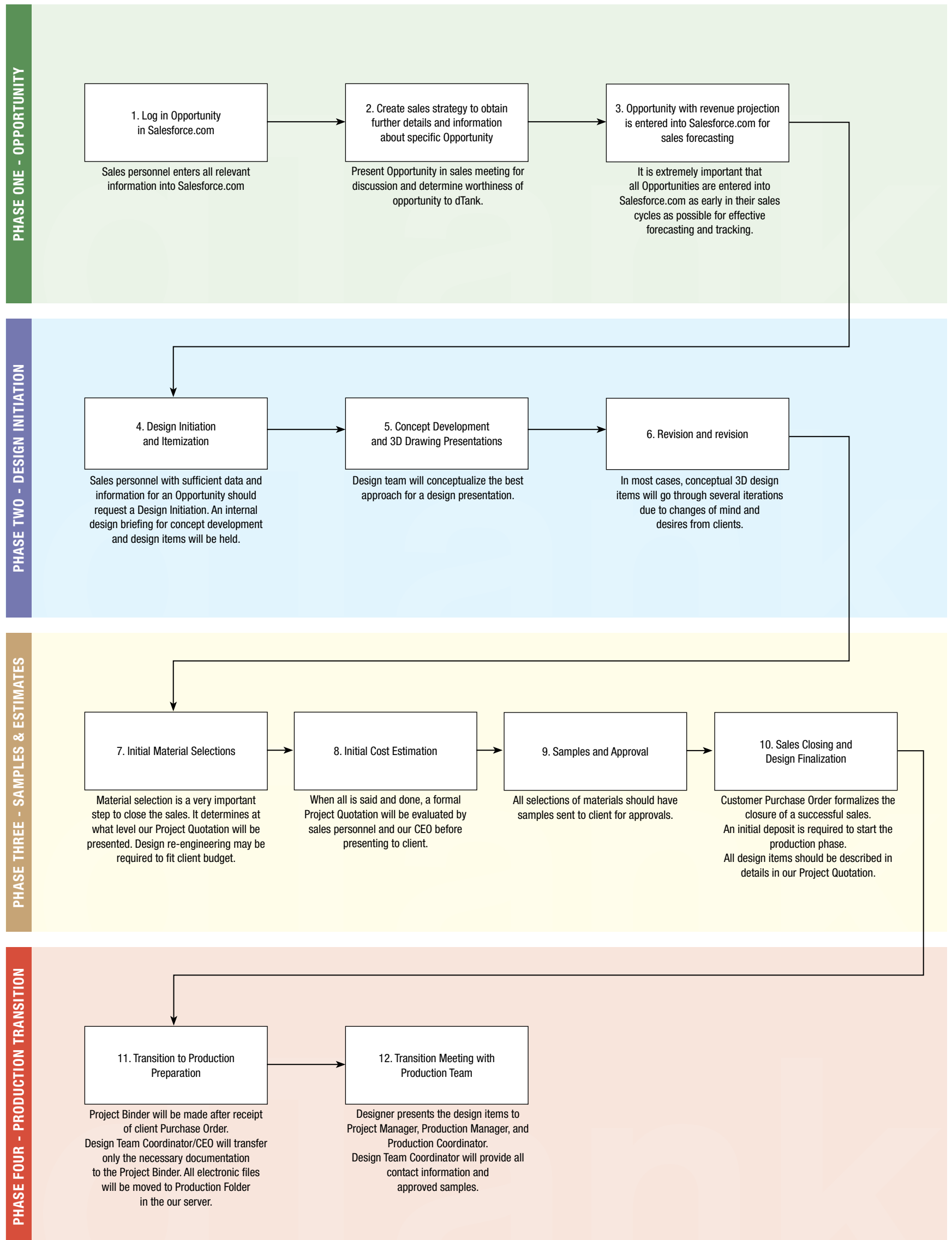
Doc Number:

Confidential

Orig. Date: 2009.06.19 By: PFan

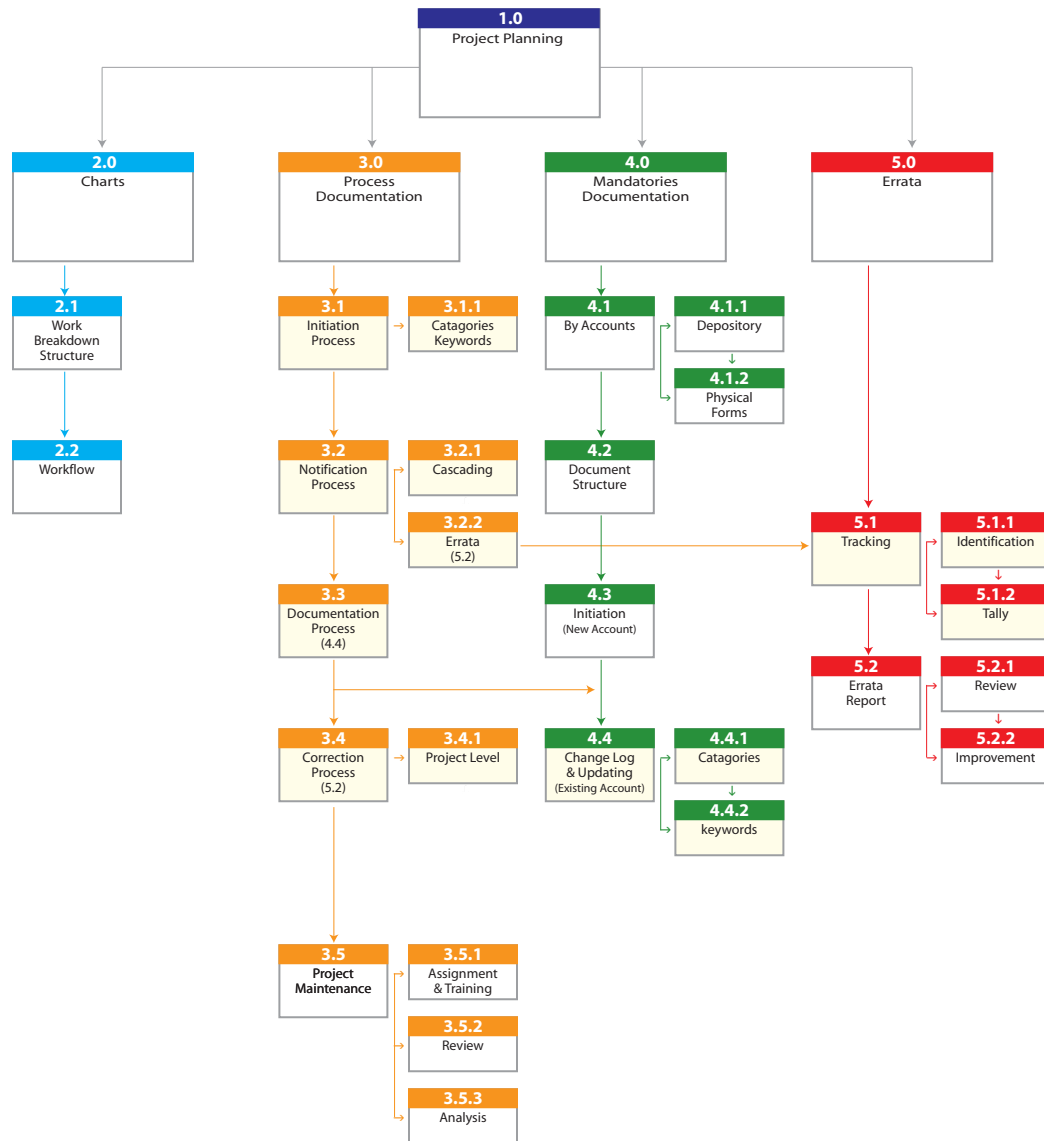
Revision:

By: PFan



Content, workflow concept,  
design, and typography.  
Process and Procedure

## Mandatory Work Breakdown Structure



## **Job Process and Procedure**

1. Job Initiation
  - A. Client order
    - 1) Physical submission
    - 2) Email submission
  - B. Order entry
  - C. Job review
  - D. Job classification
2. Job Classification
  - A. Concept development
  - B. Creative layout
  - C. Production layout
  - D. Revision
  - E. Reorder
  - F. Estimate
3. Estimate and Scheduling
  - A. Internal cost estimate
    - 1) concept
    - 2) comprehensive
    - 3) production
    - 4) revision
    - 5) proofing
    - 6) estimate
    - 7) trafficking
    - 8) coordination
  - B. External cost estimate
    - 1) estimate
    - 2) solicitation
    - 3) vendor selection
    - 4) production cost
    - 5) fulfillment
    - 6) delivery
  - C. Scheduling
    - 1) Job review
    - 2) concept development
    - 3) draft copy
    - 4) presentation
    - 5) revision
    - 6) final copy submission
    - 7) mechanical production
    - 8) revision
    - 9) approval
    - 10) vendor
    - 11) final approval
    - 12) delivery
4. Job Tracking
  - A. Daily time sheet entry by designer at end of day
  - B. Daily report by account from tracking program
  - C. Daily report by designer from tracking program
  - D. Daily report by due date from tracking program

- E. Daily update on magnetic boards
  - F. Daily reminder by email (by tracking program automatically)
5. Job Trafficking
- A. Trafficking log (to and from customers and vendors)
  - B. Job traveler log (in tracking program and physical inspection within department)
6. Design and Production
- A. Job review
  - B. concept development
  - C. draft copy
  - D. presentation
  - E. revision
  - F. final copy submission
  - G. mechanical production
  - H. revision
  - I. approval
  - J. vendor
  - K. final approval
  - L. delivery
7. Job Closure
- A. Art file archive
  - B. Job traveler archive
  - C. Job cost closing
  - D. Return of customer materials
  - E. Printed sample filing
  - F. Printed material inventory with warehouse
  - G. Necessary internal review