

Name of Process: CONDUCT PROCUREMENT	
Objective: The objective of the procurement process is to secure that the entire range of external products and service become available on time and at the required level of quality.	
Customer of process: <ul style="list-style-type: none"> • Requesting unit 	Expectation of customer: <ul style="list-style-type: none"> • Timely, economic and complete provision
Outcome: Delivered products or provided services for the requested unit	
Trigger: Approved request is received	
First step: categorized need Last step: Product delivered or service provided to the requesting unit	
Interfaces inbound: Approval process Interfaces outbound: Installation process and invoicing process	
Required resources: <ul style="list-style-type: none"> • Human resources: procurement specialist, logistic specialist, warehouse worker • Information, documents, know-how: procurement guidelines, supplier rating, framework contract • Work environment, materials, infrastructure: Procurement information system 	
Success Factors: selection of appropriate suppliers, timely payment tracking	