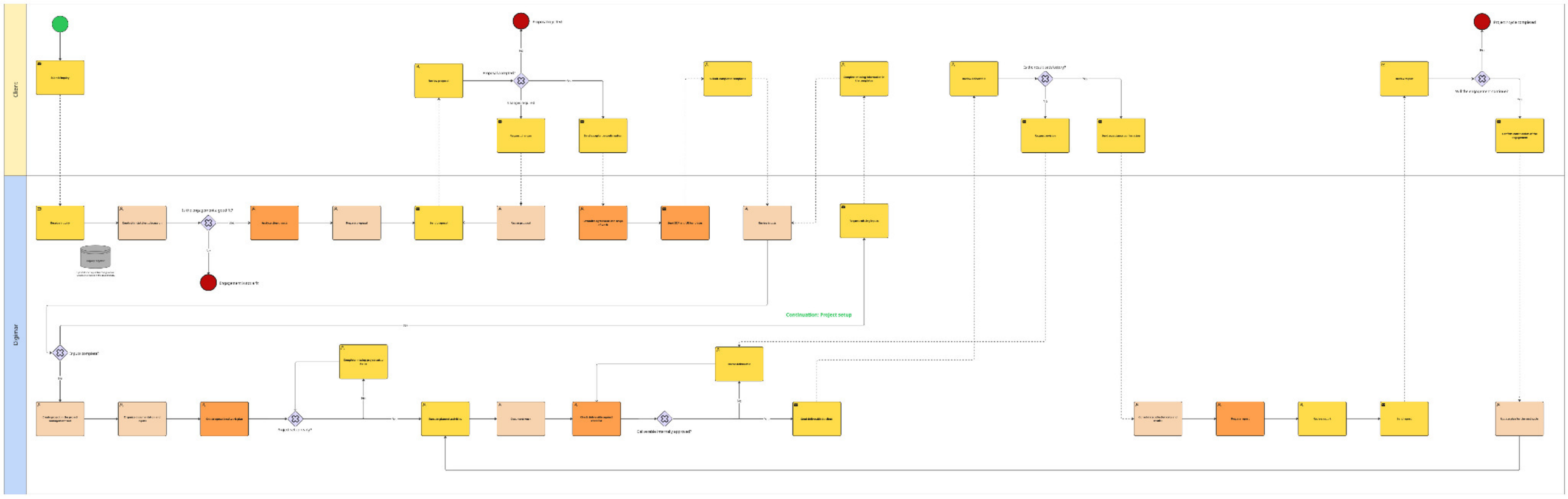
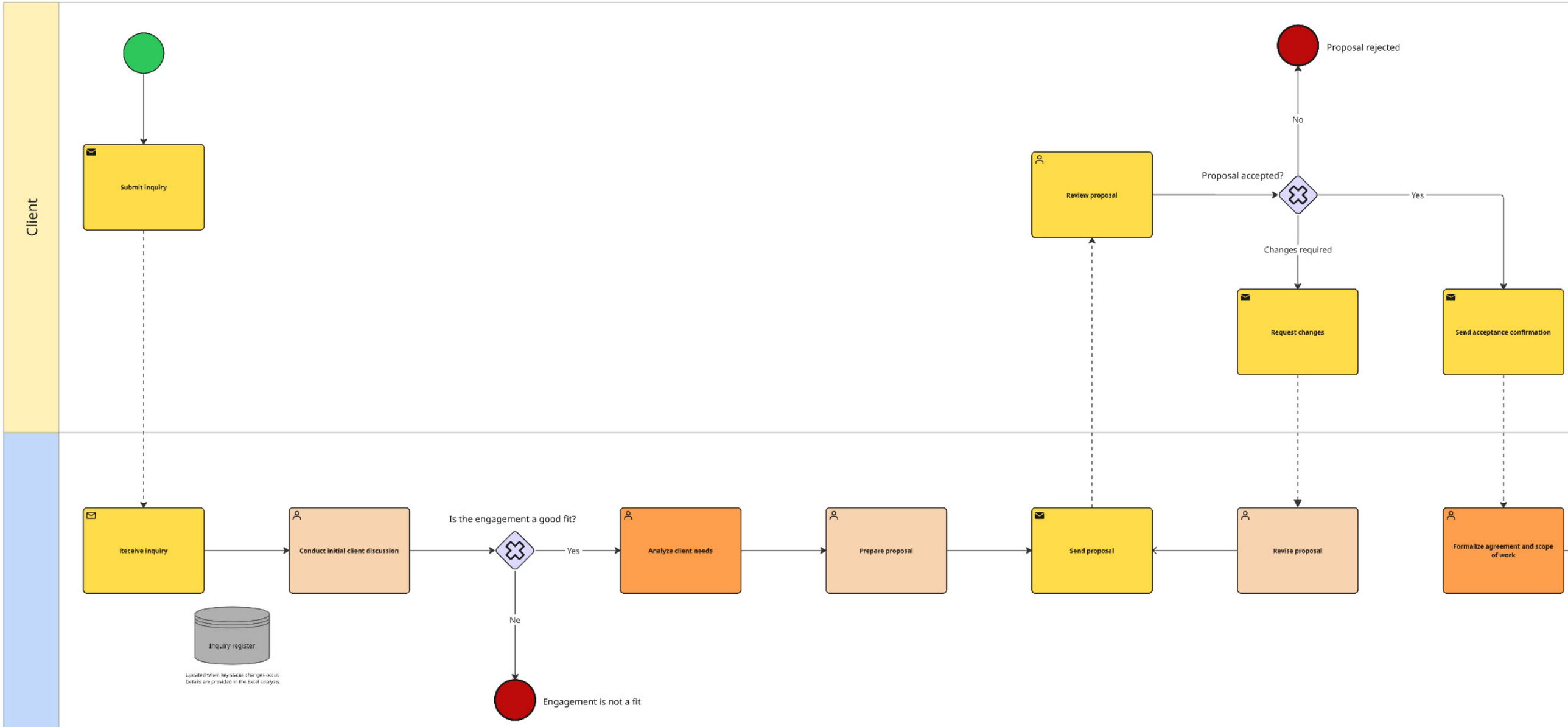
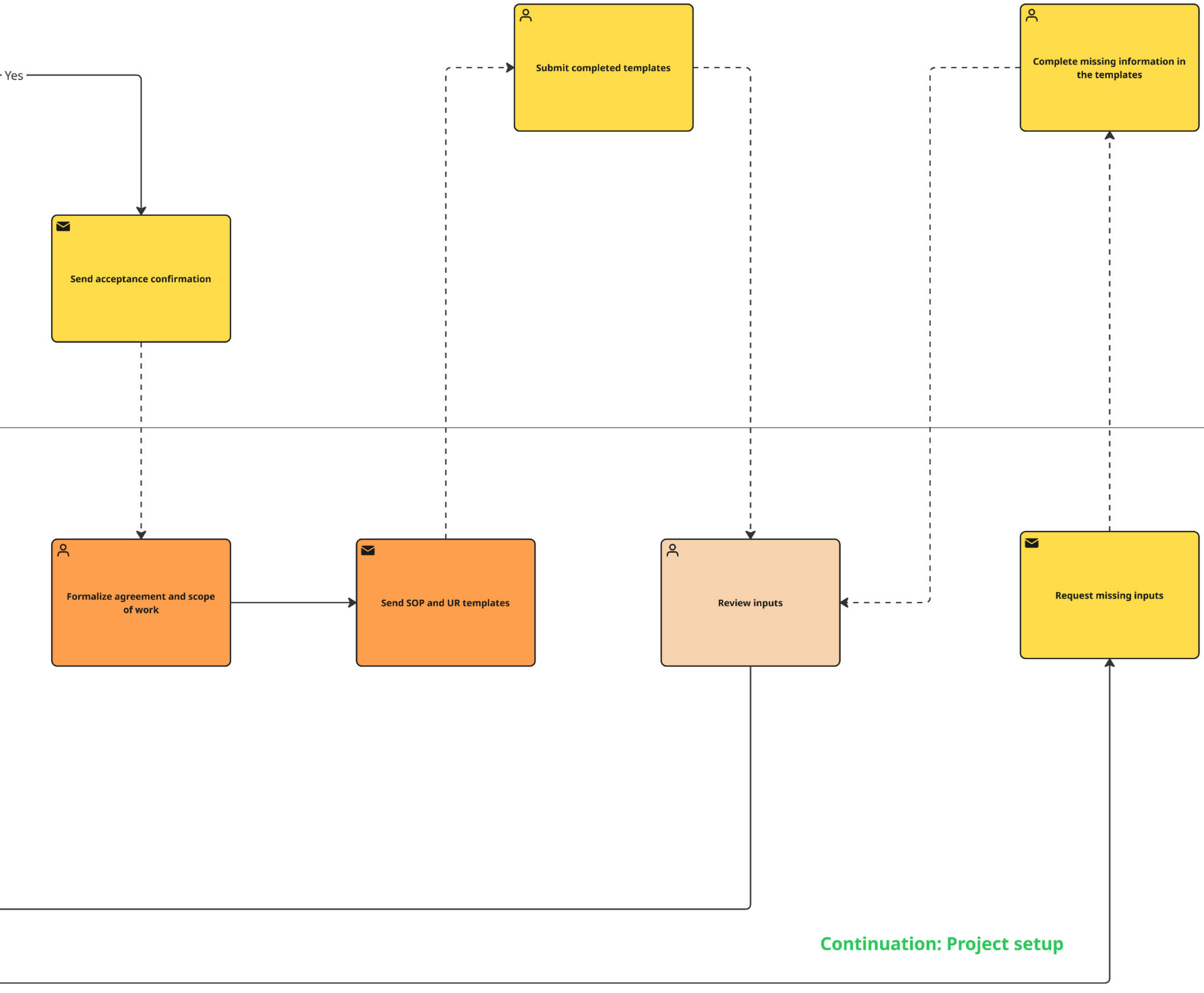


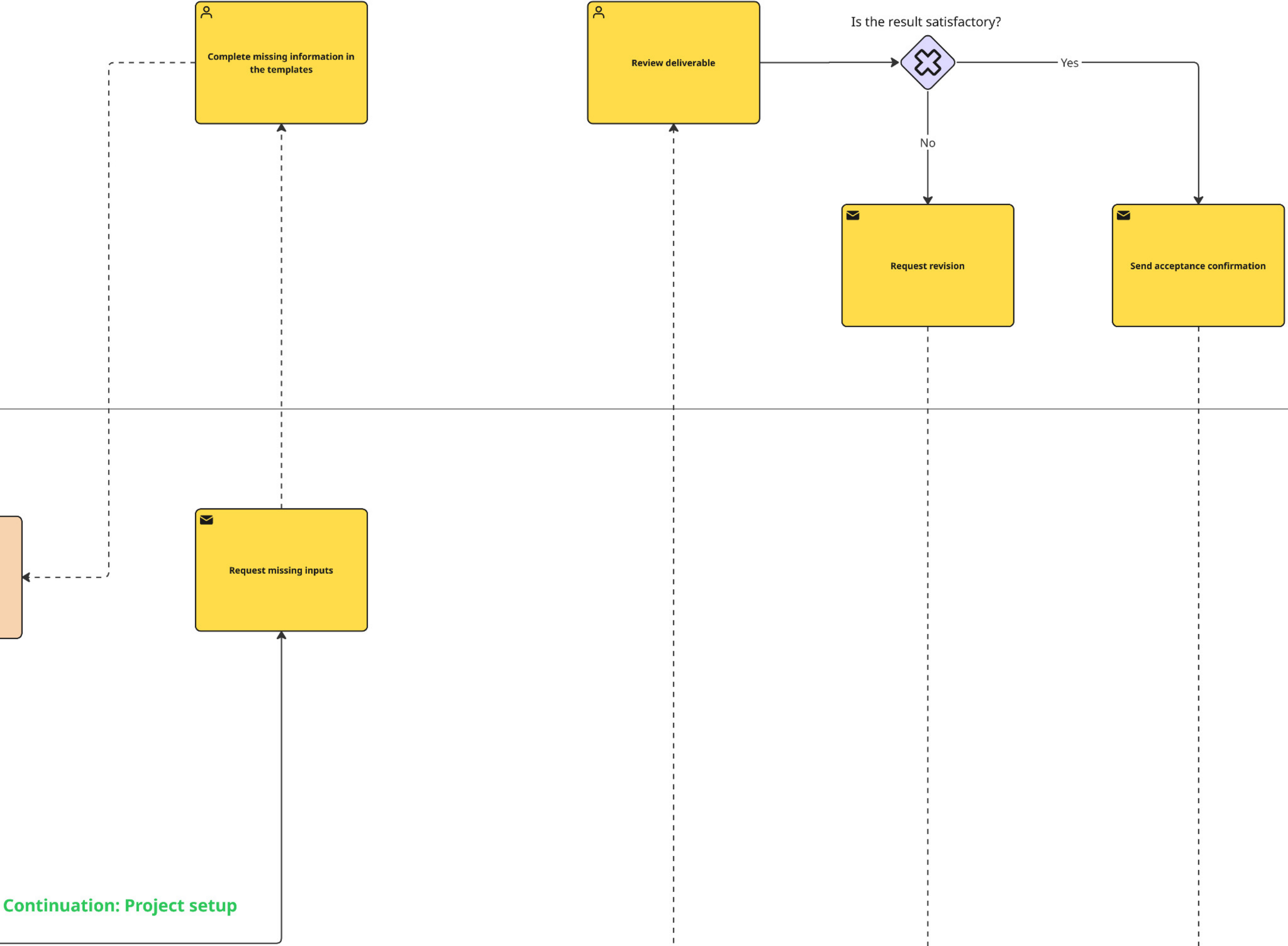

## BPMN MODEL LEGEND

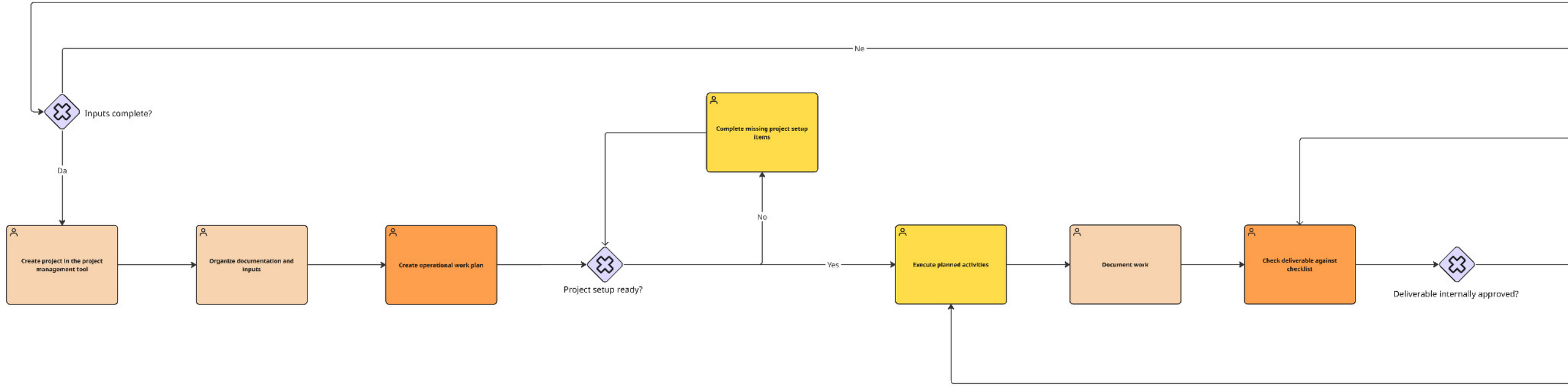
- **Standard process step** — A regular activity within the process
- **Important standardization point** — A step that should be defined or standardized more clearly
- **Critical point / high priority** — A step with higher risk or strong improvement potential
- **Register / supporting artifact** — A record, document or system entry
- **Process start** — Start event
- **Process end / negative outcome** — End event or termination of the flow

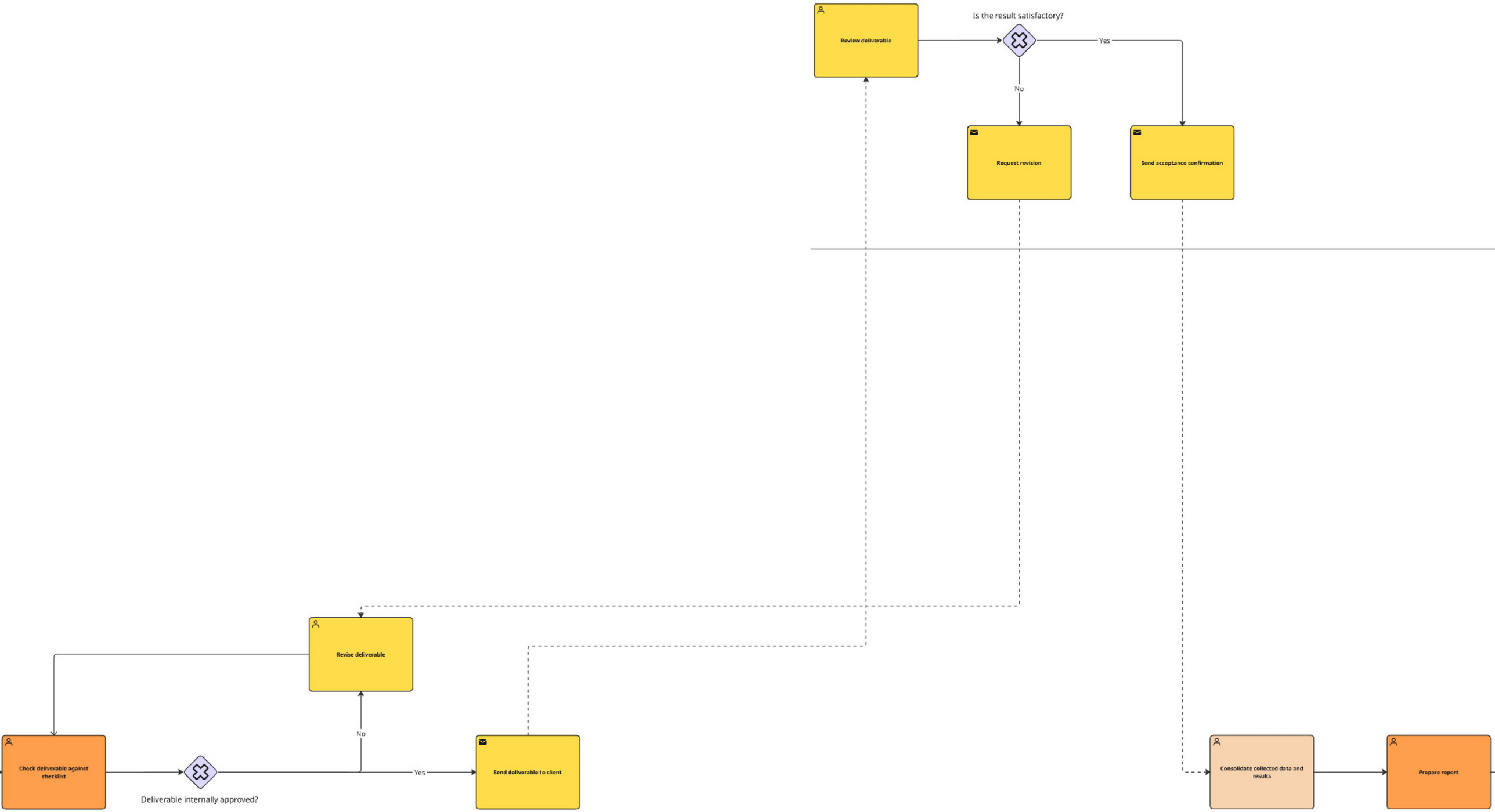
Note: colors indicate importance and improvement priority, not the BPMN element type.

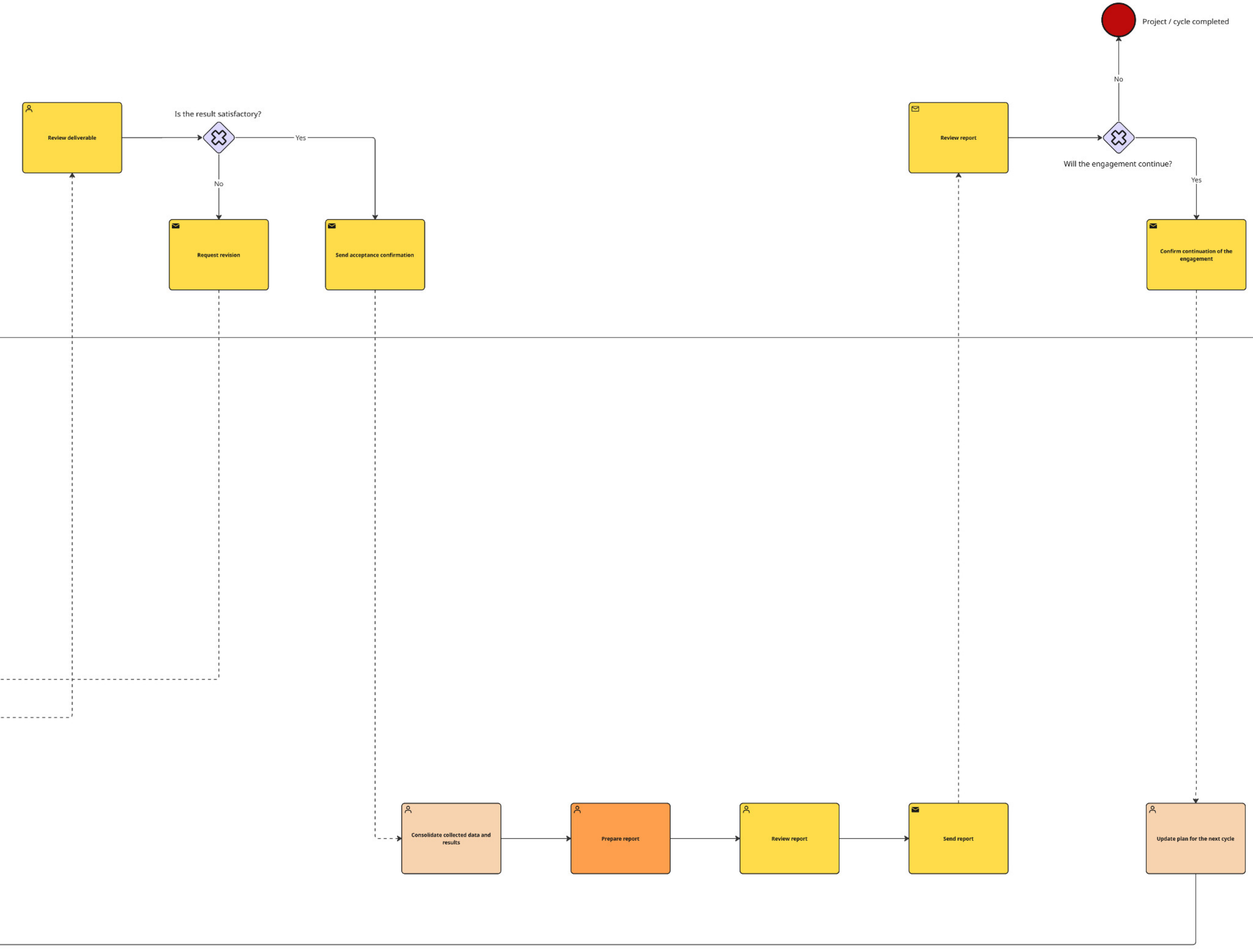

Client
Submit inquiry
Proposal rejected
No
Review proposal
Proposal accepted?
Yes
Changes required
Request changes
Send acceptance confirmation
Receive inquiry
Conduct initial client discussion
Is the engagement a good fit?
Yes
Analyze client needs
Prepare proposal
Send proposal
Revise proposal
Formalize agreement and scope of work
Inquiry register
Located when key status changes occur.
Details are provided in the Excel analysis.
Ne
Engagement is not a fit


Yes
Submit completed templates
Complete missing information in the templates
Send acceptance confirmation
Formalize agreement and scope of work
Send SOP and UR templates
Review inputs
Request missing inputs
Continuation: Project setup


Complete missing information in the templates
Review deliverable
Is the result satisfactory?
Yes
No
Request revision
Send acceptance confirmation
Request missing inputs
Continuation: Project setup


Ne
Inputs complete?
Da
Complete missing project setup items
No
Create project in the project management tool
Organize documentation and inputs
Create operational work plan
Project setup ready?
Yes
Execute planned activities
Document work
Check deliverable against checklist
Deliverable internally approved?


Review deliverable
Is the result satisfactory?
Yes
No
Request revision
Send acceptance confirmation
Revise deliverable
No
Check deliverable against checklist
Deliverable internally approved?
Yes
Send deliverable to client
Consolidate collected data and results
Prepare report


Project / cycle completed
No
Review deliverable
Is the result satisfactory?
Yes
No
Review report
Will the engagement continue?
Yes
Request revision
Send acceptance confirmation
Confirm continuation of the engagement
Consolidate collected data and results
Prepare report
Review report
Send report
Update plan for the next cycle