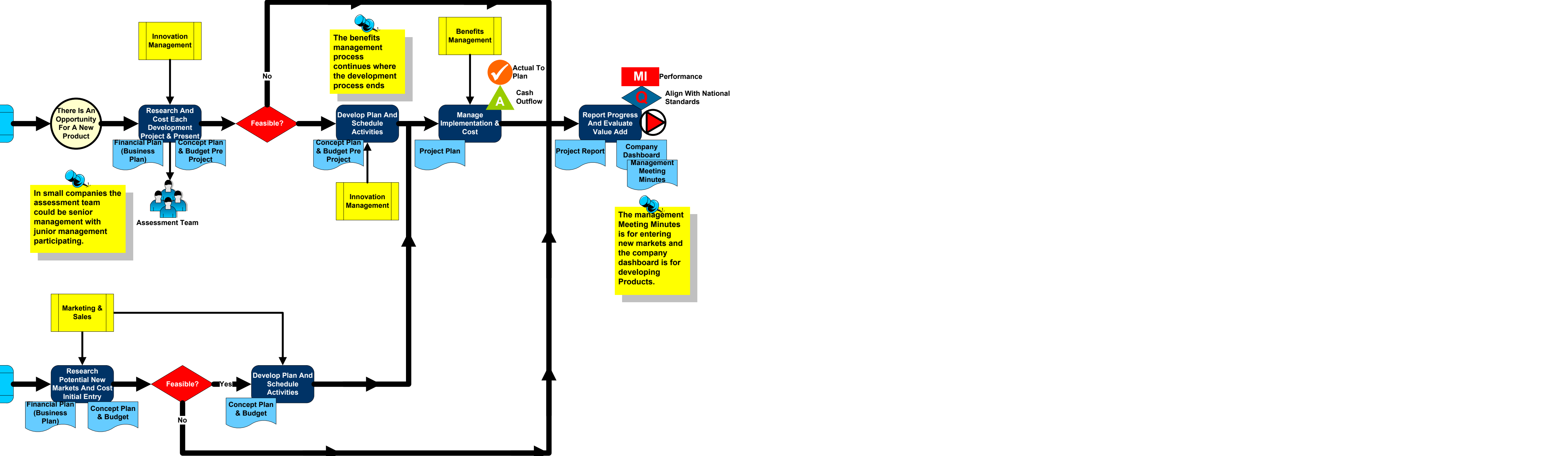
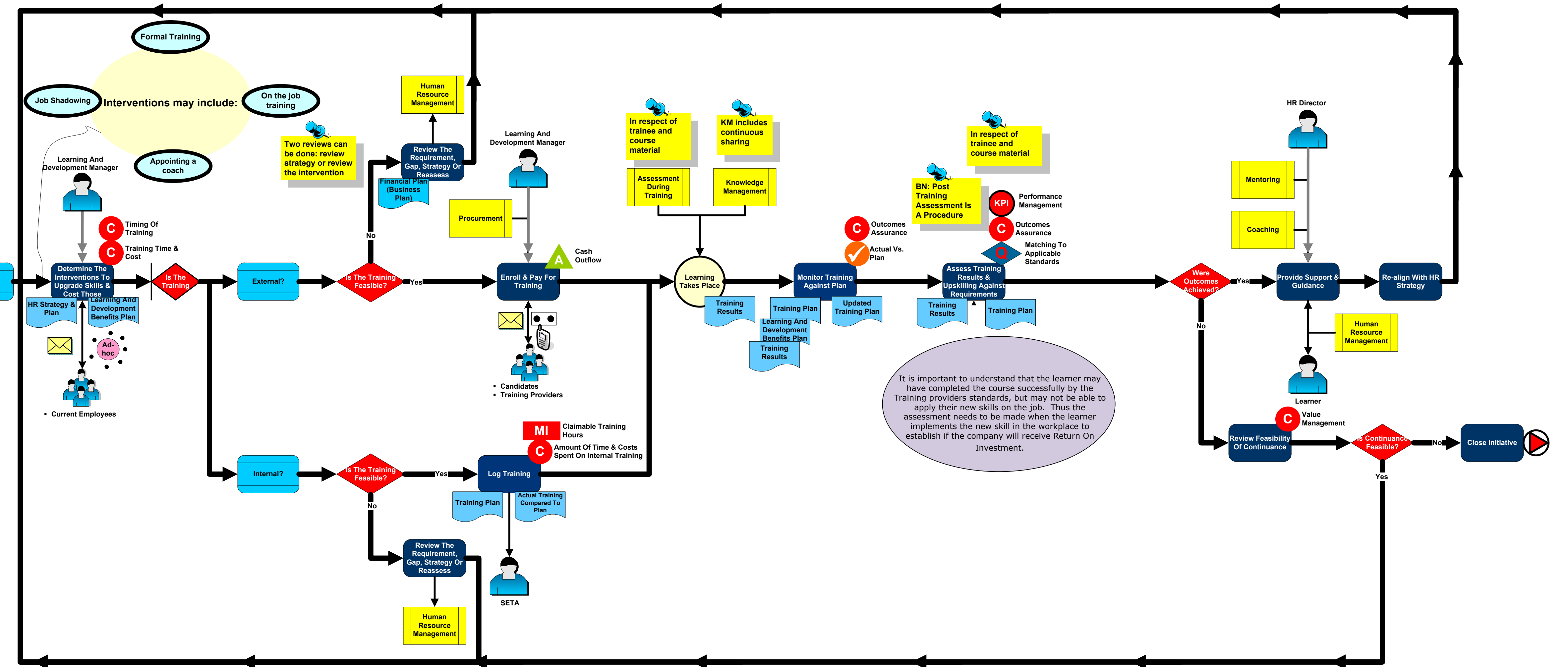
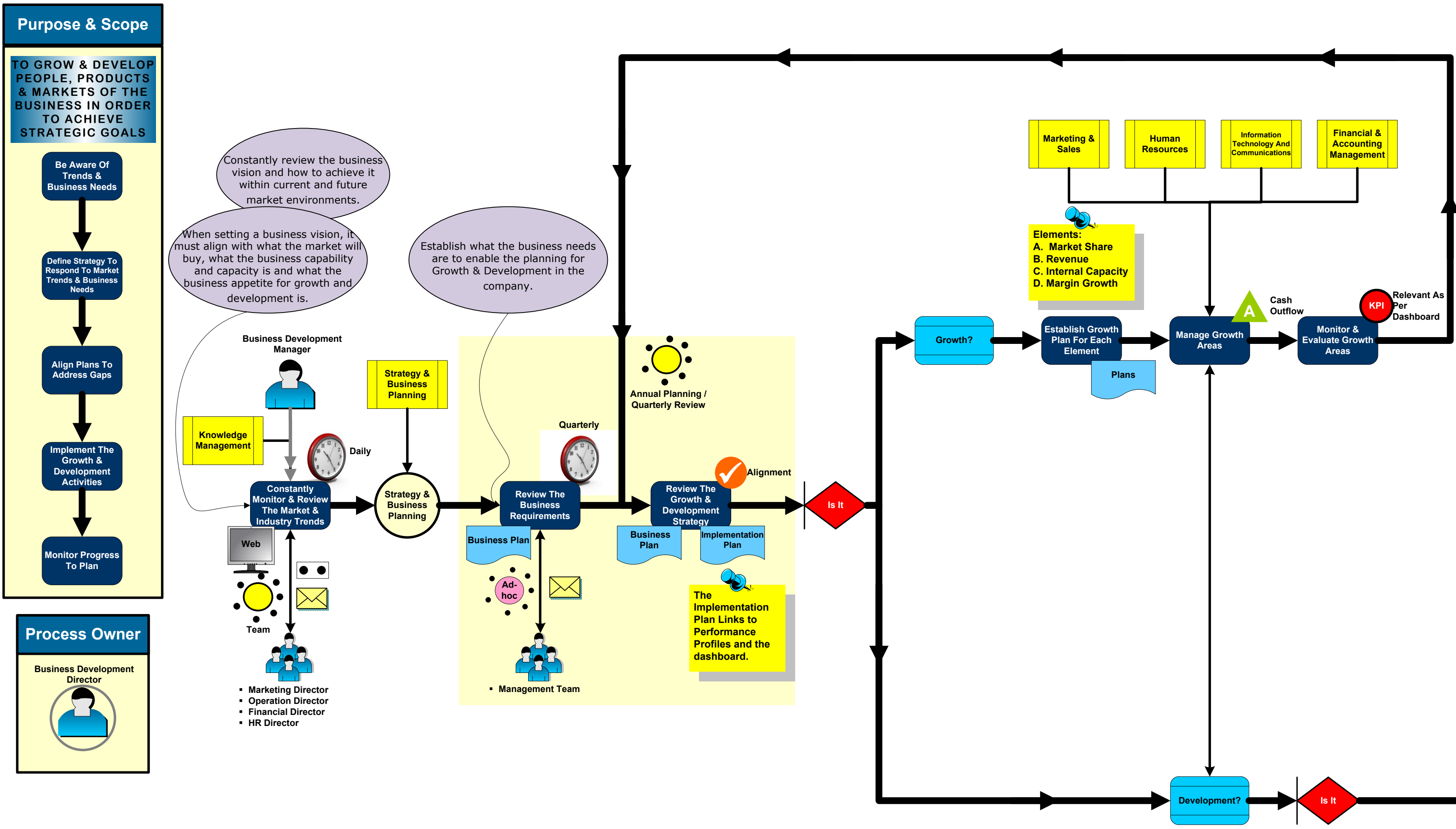




OPERATIONAL FLOW: GROWTH AND DEVELOPMENT MANAGEMENT



Page 1

Page 2

Page 3

GOVERNANCE / COMPLIANCE	Skills Development Act, Employment Equity Act, NQF Standards, Services SETA 1 Star Customer Service
MI / KPI	Relevant As Per Dashboard, Claimable Training Hours, Performance, Performance Management
CONTROL / ACCOUNTING	Alignment, Training Time & Cost, Timing Of Training, Cash Outflow, Amount Of Time & Costs Spent On Internal Training, Actual To Plan, Outcomes Assurance, Value Management
INTERFACING PROCESSES	Knowledge Management, Strategy & Business Planning, Marketing & Sales, Human Resources, Information Technology And Communications, Financial & Accounting Management, Innovation Management, Benefits Management, Procurement, Assessment During Training, Mentoring, Coaching
SUPPORTING DOCUMENTS	Business Plan, Implementation Plan, Plans, HR Strategy & Plan, Learning And Development Benefits Plan, Financial Plan (Business Plan), Concept Plan & Budget Pre Project, Project Plan, Training Plan, Actual Training Compared To Plan, Project Report, Company Dashboard, Management Meeting Minutes, Training Results
KEY	Main Activities, Role Changer, Process Step, Decision, One Of Many, Differentiator, Interfacing Process, Document, Human Interface, Group, Process Owner, Phone, e-mail, One-on-one Meeting, Process End, Meeting, MI Management Information, C Control