

Handle Customer Enquiry Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Handle Customer Enquiry" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Areas are involved in the "Handle Customer Enquiry" workflow:

- Supply Operations

In the "Handle Customer Enquiry" workflow, there are the following Functional Groups:

- Supply Chain Operation
- QCC

The "Handle Customer Enquiry" have the following Functions involved in their workflow:

- CSL EMA
- SCM Management
- Product Quality Management
- GCC - Samples

If you have any questions, comments, changes or need to interact with the accountable of the "Handle Customer Enquiry", these are the responsible (Novozymes contact acronyms are applied):

- CBXJ
- CHLZ
- SJKU

The Resources/Roles involved in the "Handle Customer Enquiry" workflow are:

- CSR
- Complaint Coordinator
- Quality Coordinator
- GCC - Samples

The combined information of the "Handle Customer Enquiry" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Handle customer enquiry	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Handle Customer enquiry	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
Handle customer enquiry	Supply Operations	Supply Chain Operation	SCM Management	CHLZ	Complaint Coordinator
Handle customer enquiry	Supply Operations	QCC	Product Quality Management		Quality Coordinator
Handle customer enquiry	Supply Operations	Supply Chain Operation	GCC - Samples	SJKU	GCC - Samples

