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## Role definitions

Approved: 12:21, 17 July 2023 / Revision: 12:20, 17 July 2023

Tour 2 [Integrated Management system](#) < [Meeting minutes](#)

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Page	Role description	Role owner
<a href="#">Executive Manager</a>	The management represents the company in and out of court.	Janusz Čaplo
<a href="#">Sales Agent</a>	Competent customer advice and sales of the company's products and services.	Irene Parker, Stefan Roth

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## Process descriptions

Approved: 12:21, 17 July 2023 / Revision: 12:21, 17 July 2023

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Page	Business unit	Process owner	Approval state	Valid until	Status
<a href="#">Procurement of materials</a>	100	<a href="#">Emma Røgeberg</a>	First draft		
<a href="#">Sales process</a>	Sales	<a href="#">Paul Arnoux</a>	Draft	December 31, 2022	

Tour 2 [Integrated Management system](#) < [Role definitions](#)

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IMS:Role definitions/Executive Manager

Approved: 15:16, 9 February 2024 / Revision: 15:16, 9 February 2024

Role owner:	Janusz Čaplo
Role description:	The management represents the company in and out of court.

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## Responsibilities

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*List of individual responsibilities that are assigned to this role within the organization.*

Topic	Responsibilities
Legal transactions and insolvency	<ul style="list-style-type: none"><li>• Timely registration of a bankruptcy</li></ul>
Convening of and participation in shareholders' meetings	<ul style="list-style-type: none"><li>• Preparation of the financial statements</li></ul>
Controlling	<ul style="list-style-type: none"><li>• Collection of information on all relevant and economic circumstances</li></ul>
Taxes and accounting	<ul style="list-style-type: none"><li>• Submit monthly income tax and VAT advance filing</li><li>• Ensure and monitor proper bookkeeping and accounting</li></ul>
Social security	<ul style="list-style-type: none"><li>• Make sure that the company complies with their obligations to the social security institutions</li><li>• Registration of employees at the professional association</li></ul>

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## Authorities

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1. Personnel authorization
2. Granting of power of attorney

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## Deputy manager

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If the executive manager is unavailable to assume these responsibilities, a deputy manager is appointed. The exact process is set out in the articles of association.

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## Related pages

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[https://en.wikipedia.org/wiki/Senior\\_management](https://en.wikipedia.org/wiki/Senior_management)

IMS:Role definitions/Sales Agent

Approved: 13:51, 25 August 2023 / Revision: 13:51, 25 August 2023

Role owner:	Irene Parker, Stefan Roth
Role description:	Competent customer advice and sales of the company's products and services.

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## Responsibilities

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Topic	Responsibilities
Customer acquisition	<ul style="list-style-type: none"><li>• Identify customers and establish contact</li><li>• Qualify or disqualify the customer</li><li>• Recognize customer requirements and build customer relationships</li></ul>
Customer calls	<ul style="list-style-type: none"><li>• Callback of leads from all channels</li><li>• Immediate callbacks</li><li>• Follow-up phone calls</li><li>• Substitute calls for absent sales agents</li></ul>
Scheduling	<ul style="list-style-type: none"><li>• Arrange appointments directly with customers</li><li>• Make up for missed appointments quickly</li><li>• Investigate appointments canceled by prospective customers</li></ul>
Creating an offer	
Contract negotiations	
Order acceptance	

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## Authorities

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*List of authorities that are specifically assigned to this role.*

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## Deputies

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## Related pages

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- [Making an offer](#)
- [Role definitions/Sales Agent](#)
- [Sales process](#)

## Integrated Management System

Tour 2 [Integrated Management system](#)

next: [Process map](#)

An **Integrated Management System (IMS)** brings together various sets of rules that serve corporate governance. For example:

- Quality management (ISO 9001)
- Risk management (ISO 31000)
- Environmental protection and occupational safety management (ISO 14001 and ISO 45001).



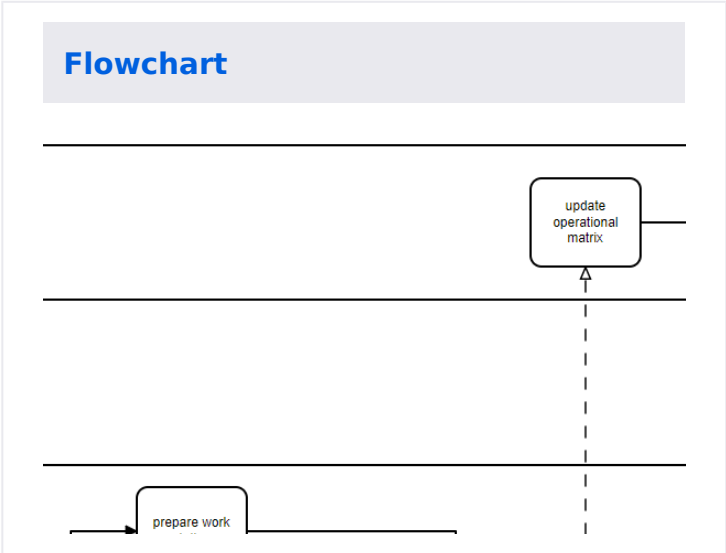
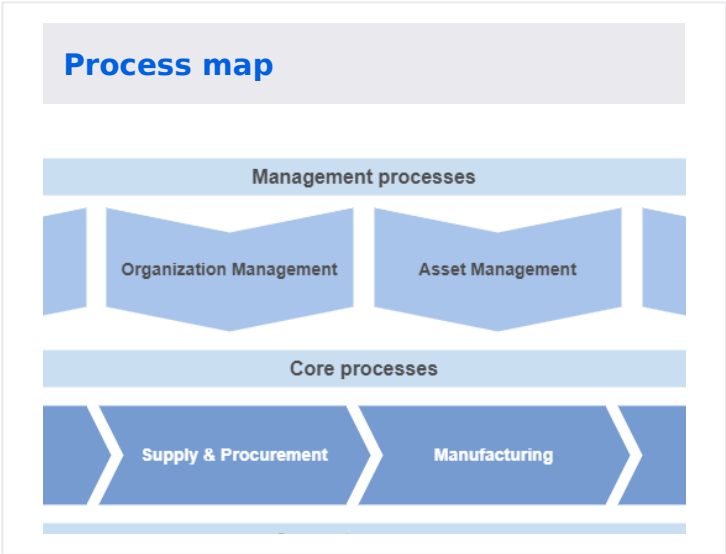
## Management systems in a wiki

Wikis have established themselves as appropriate systems for the organization of management systems:

- *Central storage:* The rules and regulations are available centrally and online for all employees.
- *Search function:* Content can be quickly found via the search function and is perfectly pre-sorted via namespaces and categories.
- *Version-based editing:* Content can be edited and easily maintained in no time at all using a visual editor and forms.
- *Document control:* Templates, workflow and release functions ("control of documents") support the editorial processes.



Example pages

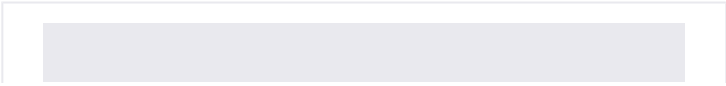


**Role definitions**

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[New page](#)

◆	Role description
	Planning, coordination and control of the products and services to be marketed and sold
	Operational planning and control of the project to achieve the project goals.



Process descriptions

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New page

↕	Business unit	↕	Process owner	↕	Approval state	↕
	Company, Project Management		Andrew Hayes		Approved	
	Project Management, Sales		Margie Castillo		Approved	
	Company		Carlos Olson		Approved	

Work instructions

ions

New page

↕	Business unit	↕	Process owner	↕	Approval state	↕
	Sales		Andrew Hayes		Approved	
	Sales		Margie Castillo		Approved	

Risk entries

Add new risk

Search:

↕	Affected Domain	↕	O Factor	↕	M Factor	↕	Current Level	↕	Curre Proba
	iss uity		D3				Medium		Possible

Incident reports

ner data accidentally disclosed	Reported inte
tection	Reported exte
9/21	Closed?
confidential customer data	

customers data was accidentally exposed for 5 minutes in the ticket.

## Minutes

Tour 1 [Knowledge Base](#) < [Employees query](#)

next: [Company calendar](#)

### Jour fixe

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The *Jour fixe* meeting minutes are created using different templates for each department. The minutes are organized as subpages of each department main page.

#### Management

- [Management/2022-03-15](#)
- [Management/2022-02-21](#)

#### Marketing and Sales

There are no meeting minutes

#### IT

There are no meeting minutes

#### Documentation

- [Tech-writing/2022-01-21-Q2-Planning](#)

### Support team meetings

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Using the button below, you can create minutes with a form.

Create minutes

Tour 1 [Knowledge Base](#) < [Employees query](#)

next: [Company calendar](#)