EOTA – Business Process

	Document Title: **Graphic Design Support Process**
	Document Number: **ITTP-012 Rev. 11_0426**
Document Owner: **Pat Chavez** ***Backup Owner:*** **Ben Aragon**	***Approver(s):*** **Melissa Otero**
Parent Document: **Q-001 Quality Manual**	***Notify of Changes:*** **All EOTA Employees**
Referenced Document(s): **ITTF-017 Graphic Design Support Log**	

Revision History:

Rev.	Description of Change
A	**Initial Release**
08_0430	**Removed unnecessary text from Section IV, reworded text in same paragraph. Reworded text in Section 2.0 to clarify process. Modified text in Process flowchart to reflect process changes.**
09_0909	**Added notification of Requestor to process.**
11_0426	**Modified process to reflect actual sequence of events.**

I. Purpose

To provide, determine and secure the graphic design support resources needed by EOTA employees to achieve product requirements. This process also applies to design and development of graphics supporting ISDP-002, Training Production Process, or any approved EOTA process required to continually improve quality business effectiveness or enhance customer satisfaction.

II. Scope

All EOTA employees requiring graphic design materials and resources.

III. Responsibility

Graphic Designer (GD) – Responsible for providing all graphic support required in product realization and/or associated activities.

Requestor – Responsible for providing accurate information in the support request and feedback to the GD throughout completion of the request, the Requestor may be an EOTA employee or approved sub-contracted employee.

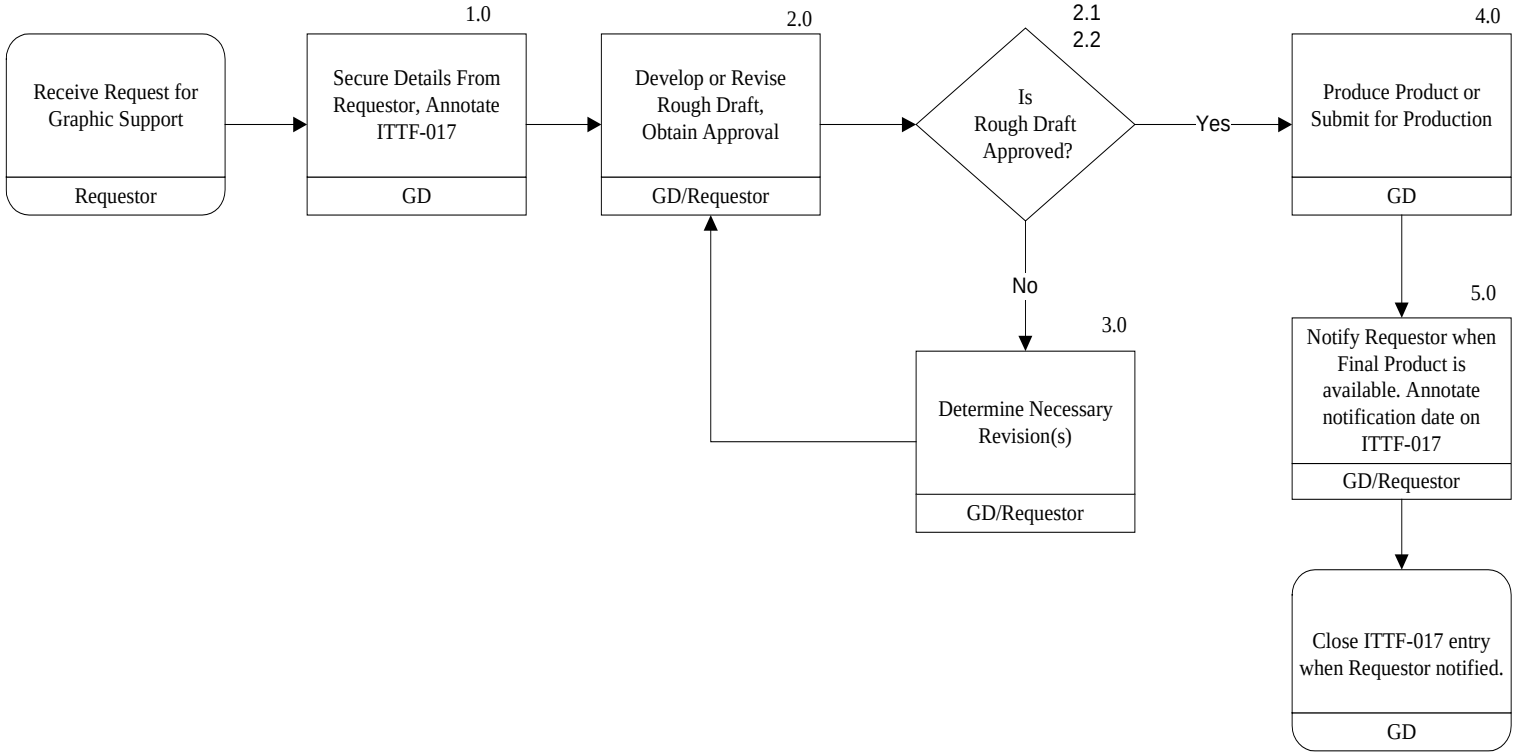
IV. Definitions

Request – Any communication from an EOTA employee member requesting graphic support.

ITTF-017, Graphic Design Support Log (GD Log) – A detailed, daily annotation of EOTA employees' requests for graphic support. A drawing/sketch/example/sample of requested product will be submitted to the GD by the Requestor if necessary.

Rough Draft – Initial graphic produced for Requestor's review. This draft will be used to obtain feedback and make modifications/revision as necessary and to produce final draft.

Process


Receive Request for Graphic Support
Requestor
1.0
Secure Details From Requestor, Annotate ITTF-017
GD
2.0
Develop or Revise Rough Draft, Obtain Approval
GD/Requestor
2.1
2.2
Is Rough Draft Approved?
Yes
No
3.0
Determine Necessary Revision(s)
GD/Requestor
4.0
Produce Product or Submit for Production
GD
5.0
Notify Requestor when Final Product is available. Annotate notification date on ITTF-017
GD/Requestor
Close ITTF-017 entry when Requestor notified.
GD

1.0 Secure Details From Requestor, Annotate ITTF-017

Upon receipt of request for graphic support, the GD will enter request on ITTF-017, Graphic Design Support Log. The GD will meet with Requestor to secure details/information for the type and design of graphic(s) requested and enter the project on ITTF-017, Graphic Design Support Log.

2.0 Develop or Revise Rough Draft, Obtain Approval

The GD will develop a rough draft and will review draft with the Requestor as verification that the product meets the Requestors' specifications. The results of this review will be electronically annotated by the GD with the Requestor's initials on ITTF-017, Graphic Design Support Log as evidence that the process and resulting product met requirements.

2.1 If Rough Draft is approved, proceed to Step 4.0

2.2 If Rough Draft is not approved, proceed to Step 3.0

3.0 Determine Necessary Revision(s)

Revise the design based on the Requestor feedback and resubmit for Requestor approval. If the revised rough draft is not approved and requires additional revisions, return to Step 2.0 until approval is acquired.

4.0 Produce Product or Submit for Production

The GD will develop product in-house or submit the design to an outside vendor for production based on Requestor requirements for delivery and post-delivery activities. Identification, handling, packaging, storage, and protection methods will be exercised to preserve the conformity of product throughout development, processing, and delivery.

5.0 Notify Requestor when Final Product is available

When the final product is available, notify the Requestor via email or telephone message or in person. Advise Requestor where/when final product can be picked up. The GS will electronically annotate the Requestor's initials on ITTF-017, Graphic Design Support Log indicating final product meets requirements. GD will annotate ITTF-017, Graphic Design Support Log of date Requestor was notified and close ITTF-017, Graphic Design Support Log entry.