

Interaction	Control/Activities	Records
<pre> graph TD Start([Start]) --> Step1[1. Received complaint default/faulty of machine from user/staff] Step1 --> Step2[2. Admin to re-affirm the problem before called vendor] Step2 --> Step3[3. Admin call vendor to rectify problem] Step3 --> Step4[4. Vendor to rectify problem & admin to received service report] Step4 --> Step5[5. Admin request for quotation and get approval from CEO] Step5 --> Decision{Approval from CEO} Decision -- No --> End([End]) Decision -- Yes --> Step6[6. Received invoice and pass to Finance for payment] Step6 --> Step7[7. Admin file invoice for record] Step7 --> End </pre>	<ol style="list-style-type: none"> User report problem / faultiness of machines to Admin. Admin to re-check the problem, and try to solve the problem themselves. If the problems still persist, admin calls the vendor and wait for them to come. Vendor comes to repair / solve the problem. The vendor may change new spare parts and suggest to buying for new spare parts that is not in the contract. Admin requests for quotation and get approval from CEO. Admin to receive invoice and delivery order from the vendor for finance to proceed with payment. File the invoice for record. 	<ul style="list-style-type: none"> Quotation, Requisition & PO Invoice Invoice

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