

# SKIOLD Partner RACI Processes

The RACI tool help functions align processes and prevents missing information, the purpose is to avoid conflicts during decision processes.

Overall responsibilities and roles as described in the RACI table below

Task/ Function	Partner Sales Lead	Partner Sales KAM	Aftermarket Lead	Aftermarket (KAM Aftermarket)	Service / Helpdesk Lead	Service Technician	Helpdesk/ Education	Order Management	Marketing	IT	Transformation Office	Product Management	R&D
Concept Partner Sales / Aftermarket	A	C	A / R	C	I	-	I	-	I	-	-	-	-
Qualifying and selection	C	R	C	R	I	-	-	-	-	-	-	-	-
Agreement - Documents	A / R	C	C	I	I	-	-	-	-	-	-	-	-
Negotiation and signing	A	R	A / R	C	-	-	-	-	-	-	-	-	-
Partner Sales IT tools	A	C	C	I	C	-	-	-	-	(R)	C	C	C
Partner Aftermarket IT tools	C	I	A / R	C	I	-	I	-	-	(R)	-	C	C
Web Shop New users	A	R	I	I	-	-	-	-	-	-	-	-	-
Web Shop administration	C	I	C	I	C	-	-	-	-	A / R	-	C	-
Web shop Login	A	C	C	(R)	-	-	-	(R) Evt.	-	-	-	-	-
Web shop Products	C	C	C	C	C	I	I	I	-	-	-	A / R	-
Web shop Prices	A	C	I	I	I	-	-	-	-	I	-	A / R	-
New web shop	C	C	C	C	I	I	I	I	C	A / R	R	C	-
SKIOLD Academy	C	C	A / R	C / R	C	-	C / R	-	C	-	-	C	C
Partner Sales KAM	A	R	I	I	-	-	-	-	-	-	-	-	-
Partner Aftermarket KAM	C	C	A / R	R	I	-	I	-	-	-	-	-	-
Partner Sales Offers	A	R	-	-	-	-	-	-	-	-	-	-	-
Partner Sales Orders	A	C	-	-	-	-	-	R	-	-	-	-	-
Partner Aftermarket Offers	A	R	C	C	-	-	-	-	-	-	-	-	-
Partner Aftermarket Orders	A	C	I	I	-	-	-	R	-	-	-	-	-
Marketing	C	C	C	C	I	-	I	-	A / R	-	-	C	-

- R = Responsible, persons who must perform the operational task
- A = Accountable, person who owns the process and decisionmaker
- C = Consulted, persons who must be consulted before the decision is taken
- I = Informed, persons who must be informed when the decision is taken