



Process Documentation

Macro Process Name: Environment and Sustainable Development

Process Name: Administrative Management MADS

Vice-Rectorcy: Administrative

General Management: Campus Administration

Address: General Services

**Area: Environment and Sustainable
Development**

"General Directorate of Planning and Evaluation"

September, 2017


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1 Change Controls

The following table shows the changes made to the present document with the facility to identify the reasons and responsible parties.

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		Fundación Universidad de las Américas, Puebla.			
Identification:	Administrative Management MADS	Version	2.1	Page:	3 of 24
Date of preparation January 2017	Date of last revision January 2017		Date of approval September, 2017		
Prepared by	Reviewed		Approved		
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Change Control					
No. Edition	Description of Change			Date	
1	Creation			January, 2017	

2 Objective of the Document

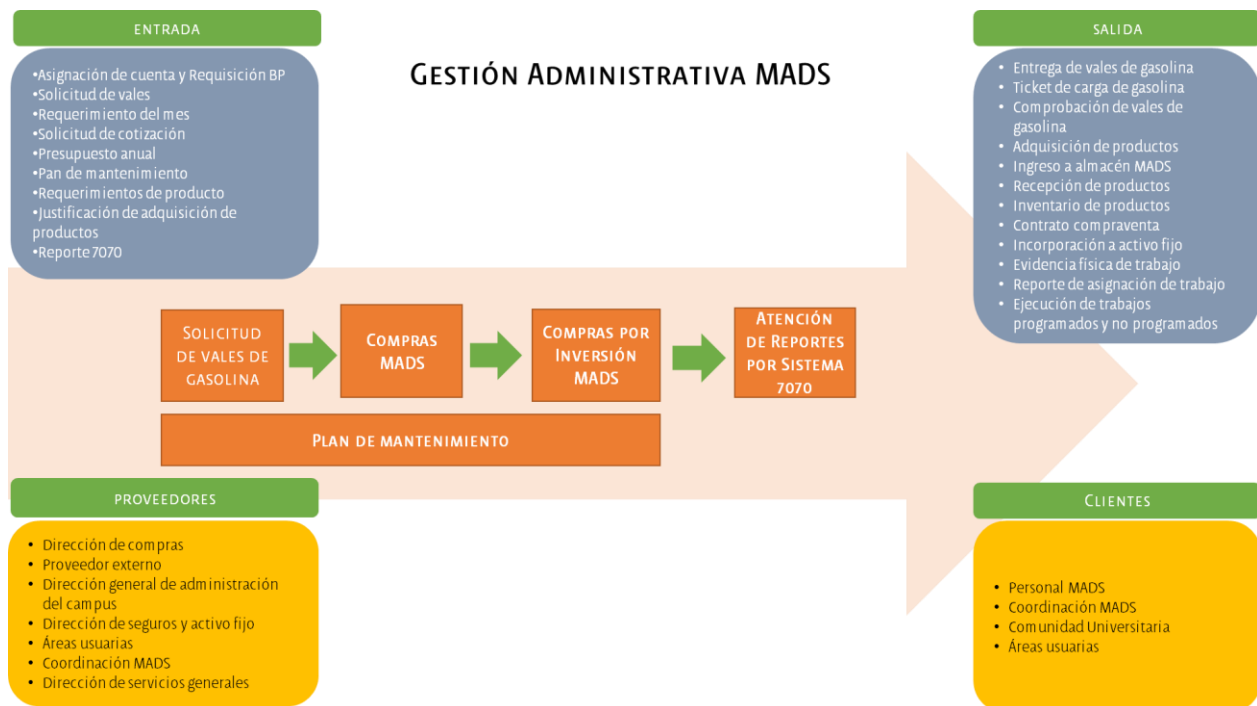
To provide a guide for the operation of the **MADS Administrative Management** process, including its relationships with other complementary processes, as well as the mechanisms used to minimize process time and increase the level of service.

3 Process Framework

Describe the As-Is model of the **MADS Administrative Management** process and the sequential order of the activities or steps followed for Elaborate the annual landscape maintenance plan as well as manage the acquisition and administration of material and resources.

3.1 Process Map

Derived from the Institutional Macro Process, the following process is part of the Support Processes and contributes in a systemic way to the Management of Material Resources



a) General Objective of the Process

Prepare the annual gardening maintenance plan and manage the acquisition and administration material and human resources necessary for the timely execution of activities that help maintain UDLAP facilities in optimal conditions.

b) Specific Objectives

- Manage the purchases and resources assigned to the MADS area, to carry out the maintenance of the areas and offer attractive spaces to the community.
- Provide criteria for the different types of purchases made for the MADS area.

3.2 Process Scope

Purchase and distribute the material necessary for the execution of the works included in the authorized annual landscaping maintenance plan, investment projects or requests received through the 7070-system corresponding to the MADS area.

4 Process Description**4.1 Subprocess "Gasoline Voucher Request".****Objective of the Sub Process**

Manage the acquisition and distribution of gasoline vouchers allocated to MADS for use in area machines and vehicles required for MADS activities.

Description of Roles

The following table provides the descriptions of the roles corresponding to this sub process:

Role	Description
MADS Coordinator	<ul style="list-style-type: none"> • Identify voucher requirements for the month according to activities • Verify price assigned for vouchers and calculating purchase amount • Assign account and upload to BP • Post and schedule distribution of vouchers • Deliver vouchers • Verify quantity of fuel loaded matches quantity of vouchers issued • Perform verification of gasoline vouchers
Director of General Services	<ul style="list-style-type: none"> • Authorize BP requisition for purchase of gasoline vouchers
Purchasing Management	<ul style="list-style-type: none"> • Acquisition of gasoline vouchers
Supplier	<ul style="list-style-type: none"> • Deliver gasoline vouchers requested with POs
MADS Supervisor	<ul style="list-style-type: none"> • Notifying resupply requirements • Assign licensed fueling personnel
MADS Staff	<ul style="list-style-type: none"> • Fueling • Deliver cargo ticket and leftover vouchers

Integration

The following table shows the inputs and outputs, suppliers and customers corresponding to this sub process:

Consumables and Products		Users	
Entrance	Exits	Suppliers	Customers
<ul style="list-style-type: none"> Account Assignment and BP Requisition Application for vouchers Delivery of vouchers 	<ul style="list-style-type: none"> Delivery of vouchers Verification of gasoline vouchers Load ticket 	<ul style="list-style-type: none"> Purchasing Management External supplier 	<ul style="list-style-type: none"> MADS Staff

Formats and tools

The following table details the formats and tools that have been referenced in the description of each of the sub-processes mentioned above.

Type of Document	Name of Document	Responsible
Format	<ul style="list-style-type: none"> Gasoline Voucher Voucher Verification Form 	MADS Coordinator
Tool	<ul style="list-style-type: none"> Notebook Receipt for gasoline with vouchers Verification of gasoline vouchers 	MADS Coordinator

Sub-process activities

The following table shows the activities of the sub process according to the administration and operation within the Institution.

Sub Process: Requesting Gasoline Vouchers		
Activity	Description	Responsible
1.	Home	MADS Coordinator
2.	Identify requirements for the month according to area activities.	MADS Coordinator
3.	Verify price assigned for fuel vouchers	MADS Coordinator
4.	Calculate fuel voucher purchase amount	MADS Coordinator
5.	Assign accounting account and upload requisition to BP	MADS Coordinator
6.	Authorize BP requisition	Director of General Services
7.	Sub Process: Procurement of goods and services	Purchasing Management
8.	Deliver vouchers requested in PO	Supplier
9.	Receive requested fuel vouchers	MADS Coordinator

Sub Process: Requesting Gasoline Vouchers		
Activity	Description	Responsible
10.	Account for and schedule distribution of fuel to different areas.	MADS Coordinator
11.	is fuel required?	MADS Supervisor
12.	No: Follow step 29	MADS Supervisor
13.	Yes: Notify request for refueling if gasoline is not available in central depot.	MADS Supervisor
14.	Assign personnel on leave to fetch fuel for refueling	MADS Supervisor
15.	Go for fuel vouchers for refueling	MADS Staff
16.	Receiving MADS staff to deliver fuel vouchers	MADS Coordinator
17.	Deliver fuel vouchers, noting in the consumption book the data for voucher use (date, amount, concept of fuel use, assigned personnel, signature, fuel voucher delivery forms).	MADS Coordinator
18.	request signature of responsible person in formats	MADS Coordinator
19.	Receive vouchers and sign voucher receipt forms for fueling vouchers.	MADS Staff
20.	Go to fuel station for refueling	MADS Staff
21.	Refueling	MADS Staff
22.	Transfer unit to UDLAP with fuel resupply	MADS Staff
23.	Deliver tickets and remaining vouchers to MADS Coordinator.	MADS Staff
24.	Receive purchase receipts and leftover vouchers	MADS Coordinator
25.	Verify quantity of fuel loaded matches quantity of vouchers issued	MADS Coordinator
26.	Write a gasoline voucher and attach it to the monthly expenses.	MADS Coordinator
27.	Perform voucher expense verification at month-end closing	MADS Coordinator
28.	Deliver voucher vouchers to the corresponding area.	MADS Coordinator
29.	End	MADS Coordinator

4.2 Subprocess " MADS Purchases".

Objective of the Sub Process.

Manage the acquisition of goods and supplies requested by MADS to comply with the annual maintenance plan of MADS and attention to system 7070 reports and offer attractive spaces to the university community.

Description of Roles

The following table provides the descriptions of the roles corresponding to this sub process:

Role	Responsibility
MADS Coordinator/MADS Supervisor	<ul style="list-style-type: none"> Review needs according to budgeted work Enter materials received at MADS warehouse Inventory MADS warehouse stock Deliver requested material and check out
MADS Coordinator/Coordination Assistant	<ul style="list-style-type: none"> Fill out the quotation form and send it to purchases
Purchasing Management	<ul style="list-style-type: none"> Quote requested product Acquire products
Coordination Assistant	<ul style="list-style-type: none"> Allocate account for purchase of quoted and upload quote to BP
Supplier	<ul style="list-style-type: none"> Deliver material
Central Warehouse	<ul style="list-style-type: none"> Notify available products
MADS Staff	<ul style="list-style-type: none"> Order product from central warehouse Request material

Integration

The following table shows the inputs and outputs, suppliers and customers corresponding to this sub process:

Consumables and Products		Users	
Entrance	Exits	Suppliers	Customers
<ul style="list-style-type: none"> Request for quotation Annual budget Maintenance plan 	<ul style="list-style-type: none"> Procurement of products MADS warehouse entry 	<ul style="list-style-type: none"> Purchasing Management External supplier 	<ul style="list-style-type: none"> MADS Staff

Formats and tools

The following table shows the formats and tools that have been referenced in the description of the aforementioned sub-process.

Type of Document	Name of Document	Responsible
Format	<ul style="list-style-type: none"> Request for quotation 	MADS Coordinator/Supervisor
Tool	<ul style="list-style-type: none"> Notebook 	MADS Coordinator/Supervisor
	<ul style="list-style-type: none"> Output Central warehouse 	Central warehouse

Sub-process activities.

The following table shows the activities of the sub process according to the administration and operation within the Institution.

Sub Process: MADS Purchases		
Activity	Description	Responsible
1.	Home	MADS Coordinator/Supervisor
2.	Review needs at the beginning of the month and budget requests	MADS Coordinator/Supervisor
3.	Fill out the request for quotation form	MADS Coordinator/Coordination Assistant
4.	Send a quotation request via e-mail to the Purchasing Department.	MADS Coordinator/Coordination Assistant
5.	Receive request for quotation	Purchasing Management
6.	Generate requested quotation	Purchasing Management
7.	Resend via email quotation form for account assignment	Purchasing Management
8.	Receive quotation	Coordination assistant
9.	Assign accounting accounts and upload to BP	Coordination assistant
10.	Sub Process: Procurement of goods and services	Purchasing Management
11.	Deliver material to central warehouse according to OC	Supplier
12.	Receive material according to oc and invoice	Central Warehouse
13.	Sub-process: Central Warehouse	Central Warehouse
14.	Notify product available in stock	Central Warehouse
15.	Fill out the form for withdrawal of material from central warehouse.	MADS Staff
16.	Deliver material issue form to the central warehouse.	MADS Staff
17.	Receive material output form	Central Warehouse
18.	Supply and deliver requested material	Central Warehouse
19.	Receive requested material and deliver to MADS Supervisor.	MADS Staff
20.	Receive material withdrawn from central warehouse	MADS Coordinator/Supervisor
21.	Enter material to MADS warehouse	MADS Coordinator/Supervisor
22.	inventory of material stocks in notebook	MADS Coordinator/Supervisor
23.	Enter material to MADS warehouse and inventory stocks	MADS Supervisor
24.	Request material to perform assigned activities	MADS Staff
25.	Delivering material required for assigned activities	MADS Supervisor
26.	Record output of material delivered to MADS personnel in a notebook.	MADS Supervisor
27.	End	MADS Coordinator/MADS Supervisor

4.3 Sub-process "MADS Investment Purchases".

Objective of the Sub Process.

Manage the acquisition of goods and supplies requested by MADS for the fulfillment of the activities of the investment projects.

Description of Roles

The following table provides the descriptions of the roles corresponding to this sub process:

Role	Responsibility
MADS Coordinator/Coordination Assistant	<ul style="list-style-type: none"> Fill out a quotation form to purchase products, noting the requirements. Send quotation form to be purchasing
Purchasing Management	<ul style="list-style-type: none"> Request justification of model and brand Quote products according to specifications Draw up the contract and send for review the areas involved. Manage signature with involved areas and set delivery date with supplier
Supplier, Supplier's endorsement, Administrative Vice Rectory, Finance Vice Rectory, General Directorate of Campus Administration, General Services Director.	<ul style="list-style-type: none"> Approve the purchase Sign contract
MADS Coordinator	<ul style="list-style-type: none"> Send justification of purchase with the corresponding approvals. Conduct technical evaluation of proposals and comparative table Notifying fixed asset management for labeling of purchased products
Supplier	<ul style="list-style-type: none"> Send quotation Deliver ordered products
Director of General Services/MADS Coordinator/Directorate of Purchasing/Directorate of Audits	<ul style="list-style-type: none"> Opening of envelopes with
MADS Coordinator/MADS Supervisor	<ul style="list-style-type: none"> Receive ordered products
MADS Supervisor	<ul style="list-style-type: none"> Inventory products received
Insurance and Fixed Assets Management	<ul style="list-style-type: none"> Incorporate products to fixed assets

Integration

The following table shows the inputs and outputs, suppliers and customers corresponding to this sub process:

Consumables and Products		Users	
Entrance	Exits	Suppliers	Customers
<ul style="list-style-type: none"> Request for quotation Product requirements Justification of product acquisition 	<ul style="list-style-type: none"> Receipt of purchased products Product inventory Contract of sale Incorporation to fixed assets 	<ul style="list-style-type: none"> Purchasing Management General Direction of Campus Administration External supplier Insurance and fixed asset management 	<ul style="list-style-type: none"> MADS Coordination University Community

Formats and tools

The following table shows the formats and tools that have been referenced in the description of the aforementioned sub-process.

Type of Document	Name of Document	Responsible
Format	<ul style="list-style-type: none"> Request for quotation 	MADS Coordinator/Coordination Assistant
Tool	<ul style="list-style-type: none"> Contract of sale 	Purchasing Management
	<ul style="list-style-type: none"> Invoice /OC 	Supplier
	<ul style="list-style-type: none"> Inventory notebook 	MADS Supervisor

Sub-process activities.

The following table shows the activities of the sub process according to the administration and operation within the Institution.

Sub Process: Investment Purchases MADS		
Activity	Description	Responsible
1.	Home	MADS Coordinator/Coordination Assistant
2.	Fill out a request for a quotation form indicating the requirements for the purchase of products.	MADS Coordinator/Coordination Assistant
3.	Send via e-mail the quotation request form to the Purchasing Department.	MADS Coordinator/Coordination Assistant
4.	Receive quotation request form	Purchasing Management
5.	Request via e-mail justification of model and brand of products requested.	Purchasing Management
6.	Send via e-mail justification signed by the General Direction of Campus Administration, Administrative Vice Rectory and General Direction of Finance.	MADS Coordinator
7.	Receive justification for the purchase of products	Purchasing Management
8.	Launch a call for quotation of products according to requirements.	Purchasing Management
9.	Send quotation according to requirements	Supplier
10.	Receive envelopes with proposals for quotations from suppliers.	Purchasing Management

Sub Process: Investment Purchases MADS		
Activity	Description	Responsible
11.	Conduct opening of envelopes	MADS Coordinator/Direction of Procurement/Direction of Auditing
12.	Conduct technical evaluation of vendor proposals	MADS Coordinator
13.	Select supplier	Purchasing Management
14.	is a signed contract required for purchase?	Purchasing Management
15.	No: Sub process: MADS Purchases. Follow step 28	Supplier
16.	Yes: Draw up the contract and send for review by the areas involved.	Purchasing Management
17.	Areas involved give the go-ahead?	Supplier, Supplier Endorsement, Vice Rectory Administrative, Vice Rectory of Finance, General Directorate of Campus Administration, Director of General Services
18.	No: Follow step 16	Purchasing Management
19.	Yes: Sign contract for the acquisition of products.	Supplier, Supplier's endorsement, Administrative Vice Rectory, Finance Vice Rectory, General Directorate of Campus Administration, Director of General Services, Director of General Services, Director of the Office of the Director of the General Directorate of Campus Administration.
20.	Set product delivery date	Purchasing Management
21.	Deliver products according to the date established in the PO.	Supplier
22.	Receive ordered products with the corresponding invoice and CO	MADS Coordinator/MADS Supervisor
23.	Inventory products received in passbook	MADS Supervisor
24.	is notification to Fixed Assets Coordination required?	MADS Coordinator
25.	No: Follow step 28	MADS Coordinator
26.	Yes: Notify via email to fixed assets for product labeling	MADS Coordinator
27.	Sub-process: Incorporation of fixed assets	Insurance and Fixed Assets Management
28.	End	MADS Coordinator

4.4 Subprocess "Attention of Reports Through System 7070".

Objective of the Sub Process.

Receive requests generated for MADS in the 7070 system to meet the needs of users.

Description of Roles

The following table provides the descriptions of the roles corresponding to this sub process:

Role	Responsibility
User Areas	<ul style="list-style-type: none"> Request service by system 7070 Receipt and signature of work report
MADS Coordinator	<ul style="list-style-type: none"> Accept or reject report 7070 Download report 7070 and assign work Perform closure of application with physical evidence in case of withdrawals Complete application closeout with signed work report
MADS Staff	<ul style="list-style-type: none"> Perform work according to instructions Request signature of report at the end of work Submit completed form to MADS Coordinator

Integration

The following table shows the inputs and outputs, suppliers and customers corresponding to this sub process:

Consumables and Products		Users	
Entrance	Exits	Suppliers	Customers
<ul style="list-style-type: none"> Report 7070 	<ul style="list-style-type: none"> Physical evidence Work assignment report 	<ul style="list-style-type: none"> User areas MADS Coordination 	<ul style="list-style-type: none"> User Areas

Formats and tools

The following table shows the formats and tools that have been referenced in the description of the aforementioned sub-process.

Type of Document	Name of Document	Responsible
Format	<ul style="list-style-type: none"> Assignment of work 	MADS Coordinator
Tool	<ul style="list-style-type: none"> System 7070 	MADS Coordinator

Sub-process activities.

The following table shows the activities of the sub process according to the administration and operation within the Institution.

Sub Process: Attention of Reports by System 7070		
Activity	Description	Responsible
1.	Home	User Areas
2.	Request service through the 7070 system (request for firewood, delivery of logs, removal of paper, cardboard, wood, glass, fauna, placement of flowerpots, removal of RPBI or RP, tree pruning, landscaping of external areas).	User Areas

Sub Process: Attention of Reports by System 7070		
Activity	Description	Responsible
3.	Receive system request 7070	MADS Coordinator
4.	is the application accepted or rejected?	MADS Coordinator
5.	Reject: Follow step 20	MADS Coordinator
6.	OK: Download system report 7070	MADS Coordinator
7.	Fill out the assignment form	MADS Coordinator
8.	Assign reporting and execution times to personnel	MADS Coordinator
9.	Receive report assignment to attend user's request.	MADS Staff
10.	Going to the place of work	MADS Staff
11.	Perform work according to specifications	MADS Staff
12.	Recall work?	MADS Staff
13.	Yes: Withdraw items and notify completion of work	MADS Staff
14.	Perform application closure in 7070 system with physical evidence. Follow step 20	MADS Coordinator
15.	No: Request signature upon completion of work on the assignment form.	MADS Staff
16.	Fill in the necessary data in the report (ID, name, date, start and end time) and sign the assignment form.	User Areas
17.	Submit duly filled out work assignment form.	MADS Staff
18.	Receive job assignment form at job completion signed by the user.	MADS Coordinator
19.	Perform closing of system 7070 request indicating personnel who performed and time of execution.	MADS Coordinator
20.	End	MADS Coordinator

4.5 Subprocess "Annual Maintenance Plan".

Objective of the Sub Process.

Establish the criteria for the annual maintenance plan for UDLAP's green areas, to offer the university community safe, clean and attractive spaces.

Description of Roles

The following table provides the descriptions of the roles corresponding to this sub process:

Role	Responsibility
MADS Coordinator/MADS Supervisor	<ul style="list-style-type: none"> Elaborate annual maintenance plan Develop annual budget plan Identify area needs to make corresponding purchases
MADS Coordinator	<ul style="list-style-type: none"> Submit annual maintenance plan and budget Make necessary purchases
Directorate of General Services	<ul style="list-style-type: none"> Authorize or request adjustments to annual maintenance plan and budget
MADS Supervisor	<ul style="list-style-type: none"> Attend to 7070 reports
MADS Staff	<ul style="list-style-type: none"> Perform scheduled work

Integration

The following table shows the inputs and outputs, suppliers and customers corresponding to this sub process:

Consumables and Products		Users	
Entrance	Exits	Suppliers	Customers
<ul style="list-style-type: none"> Annual maintenance plan Annual budget plan 	<ul style="list-style-type: none"> Scheduled and unscheduled work execution 	<ul style="list-style-type: none"> General Services Directorate MADS Coordination 	<ul style="list-style-type: none"> User areas

Formats and tools

The following table shows the formats and tools that have been referenced in the description of the aforementioned sub-process.

Type of Document	Name of Document	Responsible
Format	<ul style="list-style-type: none"> Annual maintenance plan Annual budget plan 	MADS Coordinator

Sub-process activities.

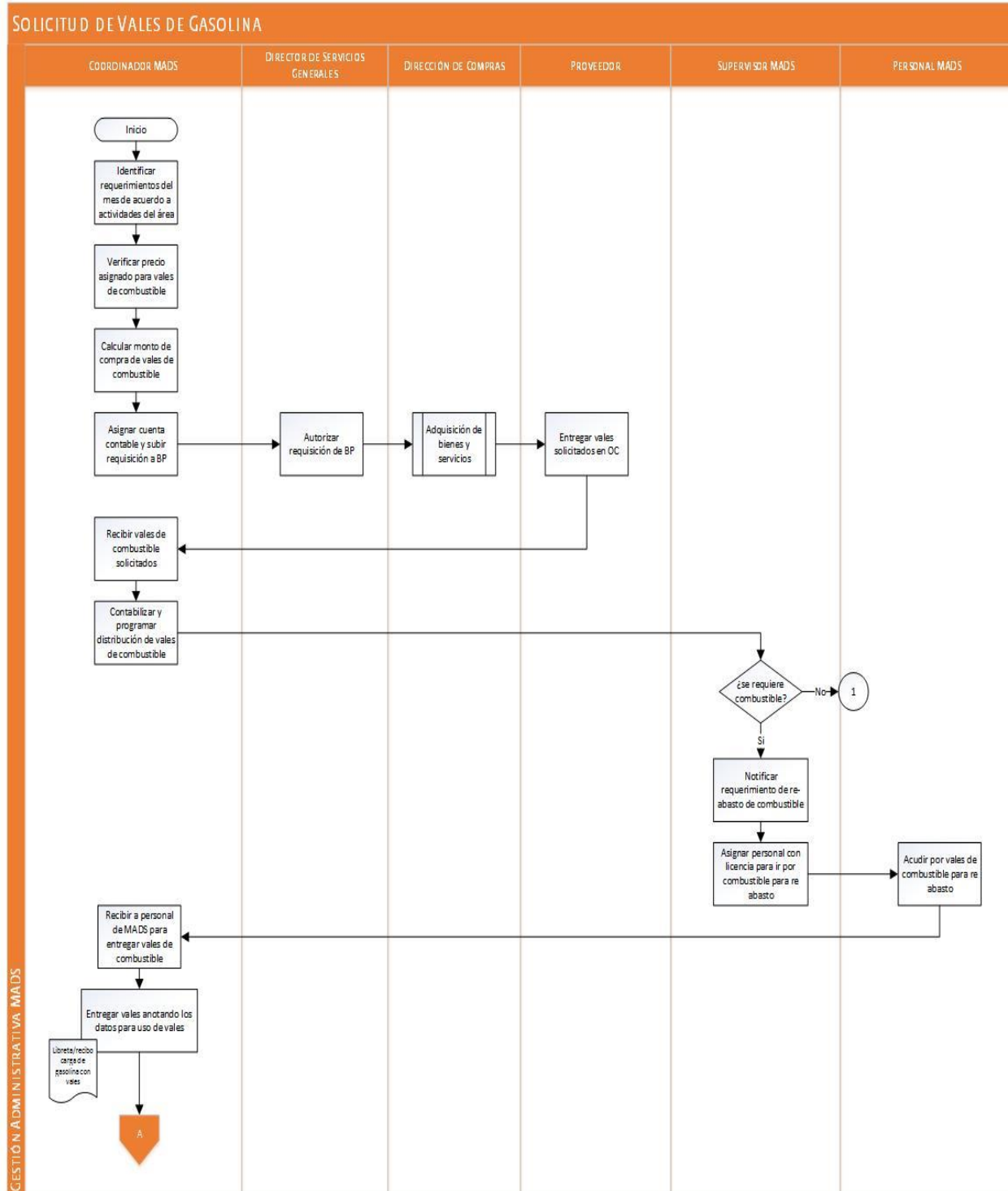
The following table shows the activities of the sub process according to the administration and operation within the Institution.

Sub Process: Annual Maintenance Plan		
Activity	Description	Responsible
1.	Home	MADS Coordinator/MADS Supervisor
2.	Elaborate annual maintenance plan according to UDLAP institutional events.	MADS Coordinator/MADS Supervisor
3.	Elaborate the annual budget plan according to UDLAP needs.	MADS Coordinator/MADS Supervisor
4.	Submit annual budget and maintenance plan for authorization.	MADS Coordinator
5.	Receive annual budget and maintenance plan for authorization	Directorate of General Services
6.	Is the budget and annual maintenance plan authorized?	Directorate of General Services
7.	No: Request appropriate adjustments. Follow step 2	Directorate of General Services
8.	Yes: Notify annual plan and authorized budget.	Directorate of General Services
9.	Receive notification of the annual maintenance plan and authorized budget.	MADS Coordinator/MADS Supervisor
10.	Schedule requirements according to the annual maintenance plan.	MADS Coordinator/MADS Supervisor
11.	Generate requests for quotations for the Purchasing Department.	MADS Coordinator

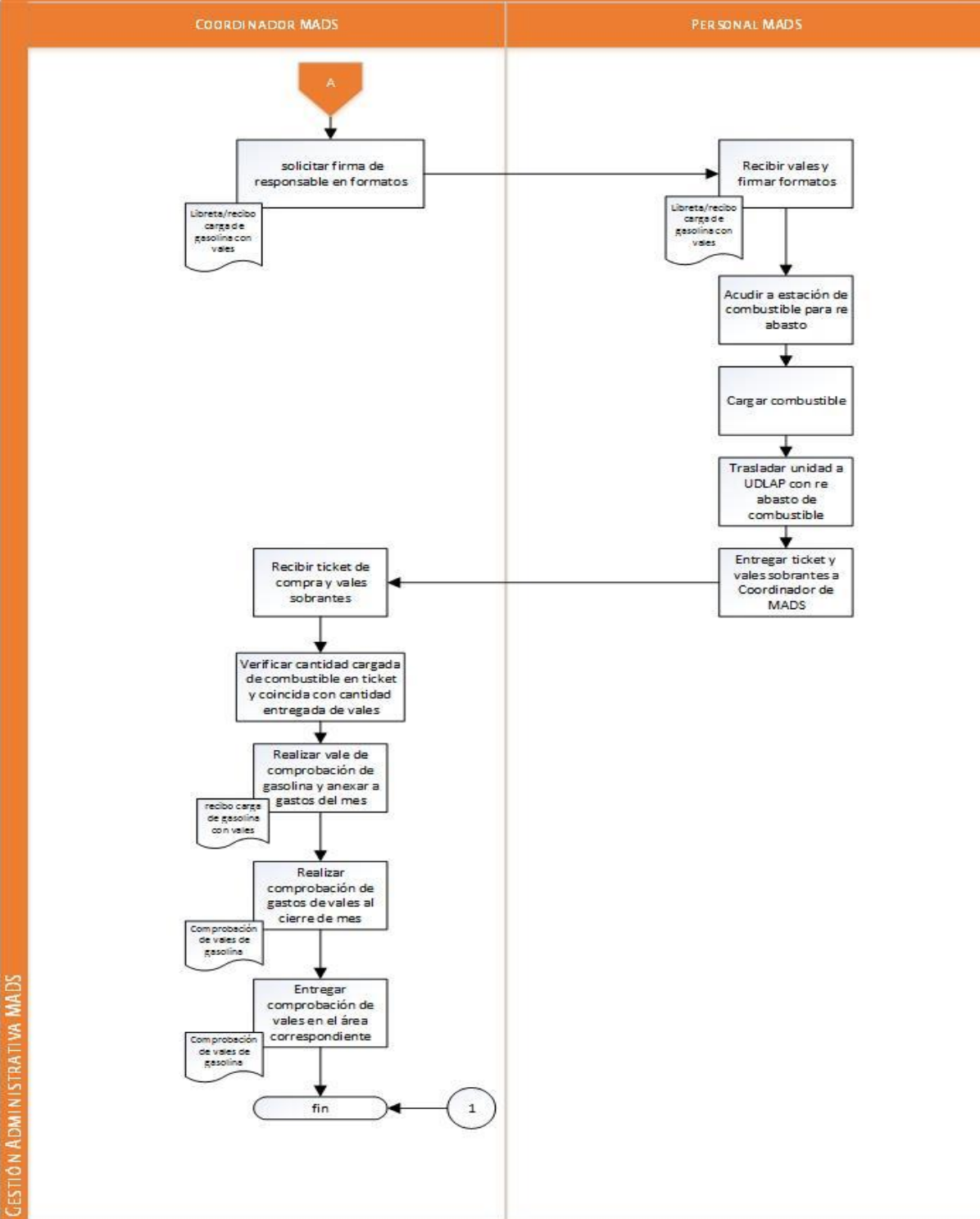
Sub Process: Annual Maintenance Plan		
Activity	Description	Responsible
12.	Sub Process: MADS Purchases/MADS Investment Purchases MADS	MADS Coordinator
13.	Schedule activities on a weekly and monthly basis according to the annual maintenance plan.	MADS Coordinator/MADS Supervisor
14.	Do you have activities outside of the monthly program?	MADS Coordinator / MADS Supervisor
15.	Yes: Sub Process: Attention of events by system 7070. Follow step 18	MADS Staff
16.	No: notify gardeners of activities to be performed	MADS Supervisor
17.	Sub-process: Attention of events through system 7070.	MADS Supervisor
18.	End	MADS Supervisor

5 Process Flow Diagrams and Sub-Process Flow Diagrams

Gasoline Voucher Application

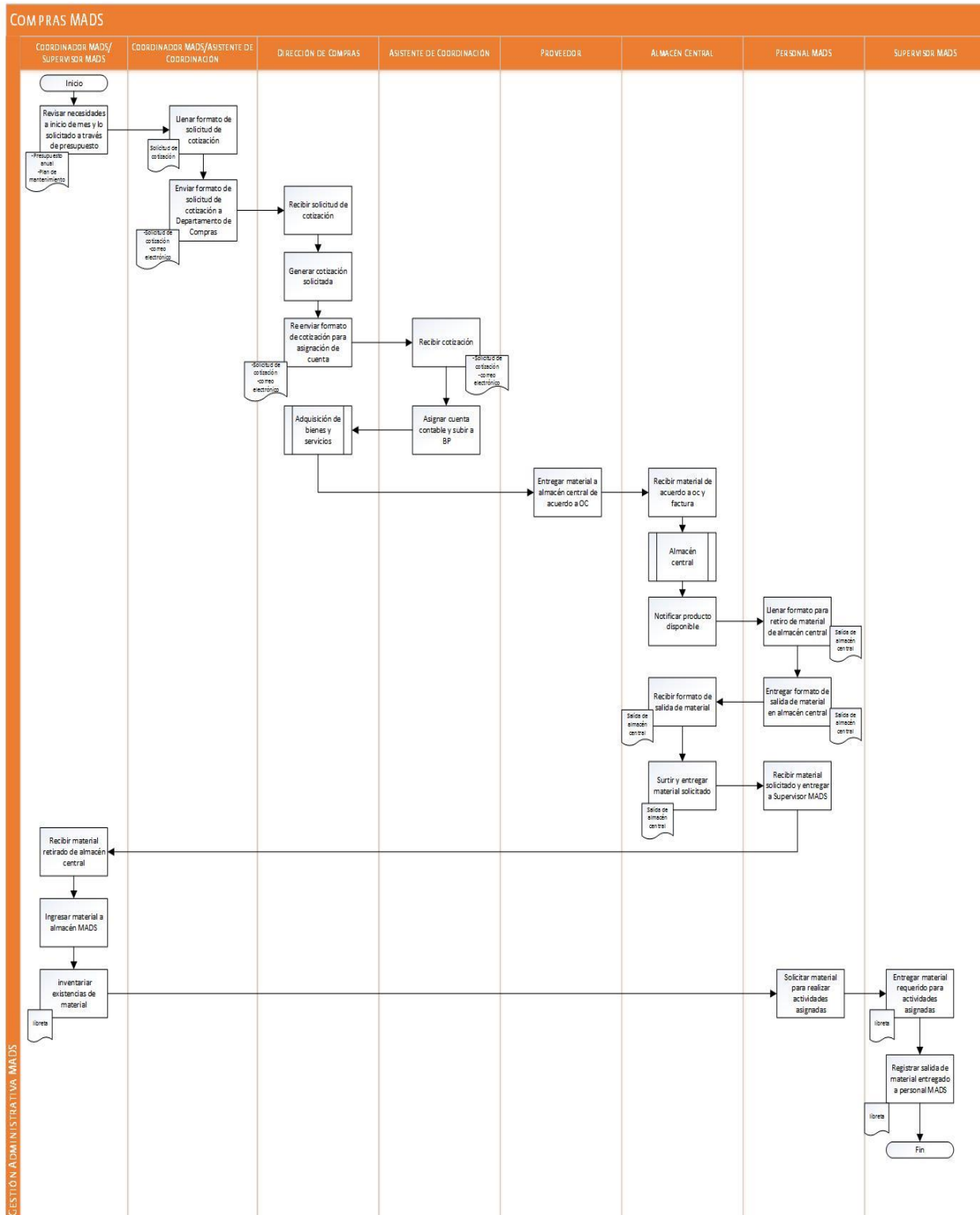


SOLICITUD DE VALES DE GASOLINA



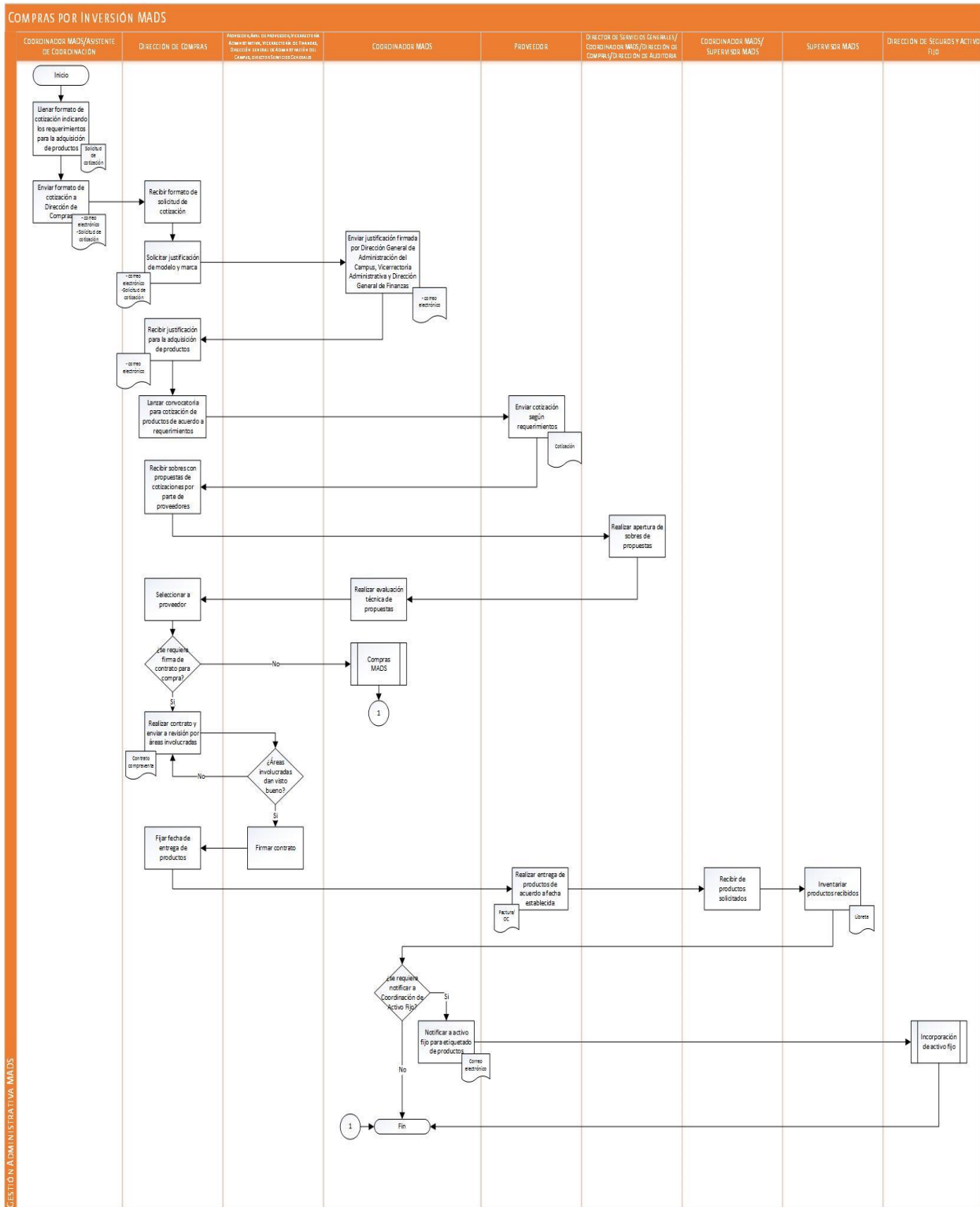
GESTIÓN ADMINISTRATIVA MADS

MADS Purchases

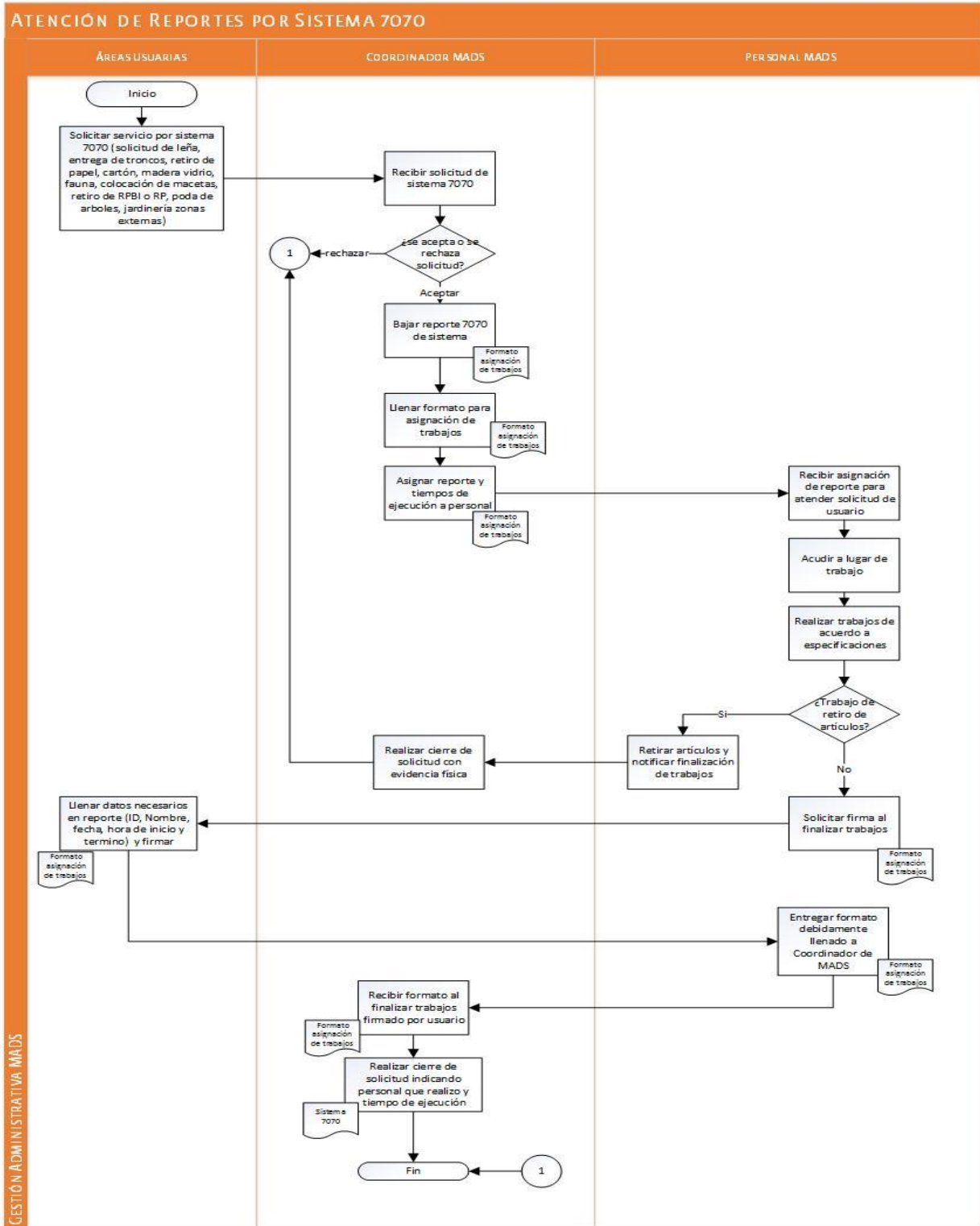


GESTIÓN ADMINISTRATIVA MADS

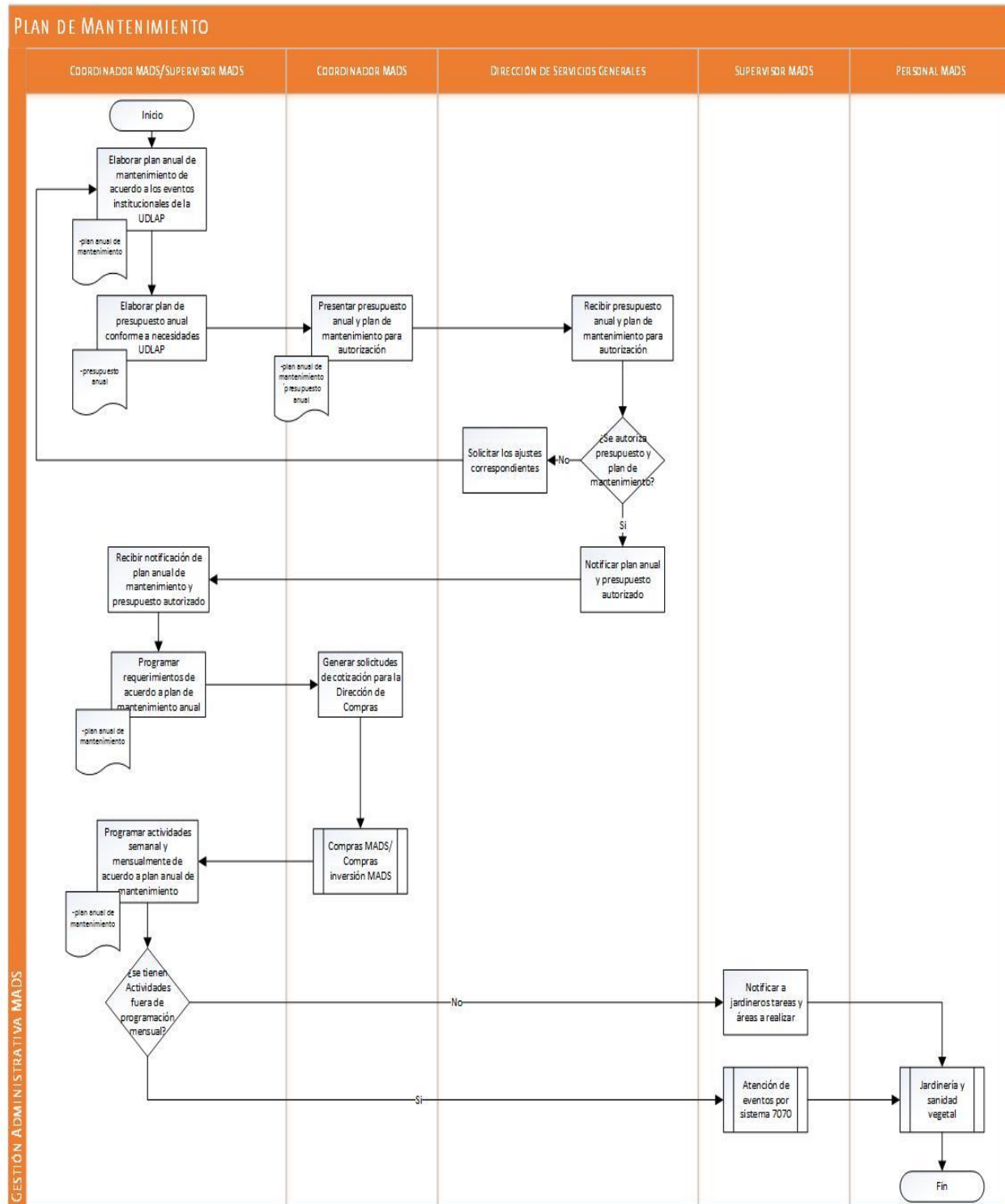
Purchases by MADS Investment



Attention of Reports by System 7070



Annual Maintenance Plan



GESTIÓN ADMINISTRATIVA MADS

6 Risks Identified in the Process

Risk	Impact	Probability	Mitigation Actions	Corrective Actions
That supplies and materials are not procured by the time the activities have been scheduled	High	Unlikely	Request the quotation at the beginning of the month to the Purchasing Department.	Promptly follow up on each request with the Purchasing department.

7 Glossary

Concept	Description
Maintenance plan	Calendarization of activities for the year for its execution
Gasoline Vouchers	Voucher issued by a supplier for cashless gasoline refueling