

# Leasing Design Phase

## Appendix to Final Summary Recommendations

June 2014



# PSE Leasing Operations Design

## Preliminary end-to-end Process Detail

May 2014

*This is a working document to guide the build and launch phases*

## Glossary

**Step:**

Identifies the *job to be done* and its position in the leasing value chain process

**Input:**

Lists the elements that will be worked on in the process step

**Output:**

Lists the deliverables that result from completing the process step

**KPI:**

Key performance indicators to evaluate and improve execution

**Activities:**

Detailed description of the tasks required to complete the process step

**Participants:**

Identifies the main players involved in the execution of the process step activities

**Roles:**

Defines the type of involvement for process participants using the RACI framework

- **Accountable** – person(s) with ultimate responsibility for the results
- **Responsible** – person(s) responsible for executing and completing the named activities
- **Consulted** – person(s) that are consulted during execution for the information or capabilities they possess
- **Informed** – person(s) that should/must be notified of the results

**Implementation issues:**

Identifies key activities or concerns for the build and launch phase

1. Acquisition Process Steps, 4
3. Fulfillment Process Steps, 17
4. Administration Process Steps, 24
5. Servicing Process Steps, 30
6. Termination Process Steps, 38







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