Tool no. 2:
BUSINESS PROCESSES
PER POSITION TITLE

BUSINESS PROCESSES PER POSITION TITLE

Position title	Business process	
Account Manager	Effect customer service	Proc. 5
Account Representative	Effect customer service	Proc. 5
Adjustment Technician	Manufacture telecommunication equipment	Proc. 3
Applications Specialist	Selling equipment and software	Proc. 4
Assembler	Manufacture telecommunication equipment	Proc. 3
Automated Line Operator	Manufacture telecommunication equipment	Proc. 3
Buyer (Junior, Intermediate, Senior)	Manufacture telecommunication equipment	Proc. 3
Communications Counsellor	Designing equipment and software	Proc. 1
	Developing equipment and software	Proc. 2
Component Engineer	Manufacture telecommunication equipment	Proc. 3
Component Processing Technician	Manufacture telecommunication equipment	Proc. 3
Computer Systems Engineer	Developing equipment and software	Proc. 2
Director, Supplies	Manufacture telecommunication equipment	Proc. 3
Distribution Manager	Manufacture telecommunication equipment	Proc. 3
Engineer - Technological Development and Operations Planning	Developing equipment and software	Proc. 2
Engineer and Technician - Mechanical, Optical, Electronic and Electrical	Developing equipment and software	Proc. 2
Finishing Employee	Manufacture telecommunication equipment	Proc. 3
Handler	Manufacture telecommunication equipment	Proc. 3
Industrial Engineer	Manufacture telecommunication equipment	Proc. 3
Information Technology Specialist	Designing equipment and software	Proc. 1
	Developing equipment and software	Proc. 2
Manager, Introduction of New Products	Manufacture telecommunication equipment	Proc. 3
Manual Assembly Operator	Manufacture telecommunication equipment	Proc. 3
Marketing Analyst	Designing equipment and software	Proc. 1
	Developing equipment and software	Proc. 2
Marketing Director	Designing equipment and software	Proc. 1

BUSINESS PROCESSES PER POSITION TITLE

Position title	Business process	
Marketing Management Director	Designing equipment and software	Proc. 1
Marketing Specialist	Selling equipment and software	Proc. 4
Material Manager	Manufacture telecommunication equipment	Proc. 3
Mechanical, Electronic, optical and Electrical Engineer and Technician	Designing equipment and software	Proc. 1
Network Consultant	Effect customer service	Proc. 5
NPPI Engineer	Manufacture telecommunication equipment	Proc. 3
Operational Techician	Manufacture telecommunication equipment	Proc. 3
Optical Technician	Manufacture telecommunication equipment	Proc. 3
Packager	Manufacture telecommunication equipment	Proc. 3
Planner	Manufacture telecommunication equipment	Proc. 3
Process Engineer	Manufacture telecommunication equipment	Proc. 3
Process Verification engineer	Manufacture telecommunication equipment	Proc. 3
Product Director	Designing equipment and software	Proc. 1
	Developing equipment and software	Proc. 2
Product Engineer	Manufacture telecommunication equipment	Proc. 3
	Effect customer service	Proc. 5
Product Line Manager	Manufacture telecommunication equipment	Proc. 3
Production Engineer	Developing equipment and software	Proc. 2
Production Manager	Manufacture telecommunication equipment	Proc. 3
Project Director	Designing equipment and software	Proc. 1
	Developing equipment and software	Proc. 2
Project Manager	Developing equipment and software	Proc. 2
	Manufacture telecommunication equipment	Proc. 3
Purchasing Manager	Manufacture telecommunication equipment	Proc. 3
Raw Materials Preparation Technician	Manufacture telecommunication equipment	Proc. 3

BUSINESS PROCESSES PER POSITION TITLE

Position title	Business process	
Representative	Designing equipment and software	Proc. 1
	Developing equipment and software	Proc. 2
	Selling equipment and software	Proc. 4
Sales Assistant	Selling equipment and software	Proc. 4
Sales Manager	Selling equipment and software	Proc. 4
Shop Worker	Manufacture telecommunication equipment	Proc. 3
Specialist - Norms and Standards	Designing equipment and software	Proc. 1
Sub-Contractor Manager	Manufacture telecommunication equipment	Proc. 3
Supervisor - Coordination and Network Support	Designing equipment and software	Proc. 1
	Developing equipment and software	Proc. 2
System Technician	Manufacture telecommunication equipment	Proc. 3
Systems Engineer	Designing equipment and software	Proc. 1
Team Leader	Manufacture telecommunication equipment	Proc. 3
Technical Writer	Effect customer service	Proc. 5
Test Engineer	Manufacture telecommunication equipment	Proc. 3
Test Equipment Operator	Manufacture telecommunication equipment	Proc. 3
Test Technician	Manufacture telecommunication equipment	Proc. 3
Workstation Ergonomics Specialist	Manufacture telecommunication equipment	Proc. 3