DOWNLOAD FOR MODULE 10 · PRACTICE COMPANY (FICTITIOUS)

Brenner & Son Specialist Supplies: company, old map, task

Brenner & Son Specialist Supplies is fictitious; any resemblance to existing companies is coincidental. Head office with warehouse, one branch; 22 employees; certified since December 2026 — the map was taken under time pressure from a template set.

What the company does

Wholesale and specialist trade in fastening technology, fittings and tools with an installation service for gates and gate drives. Customers (tradespeople, industry, private customers) buy at the counter, order by phone or online shop; goods are picked and delivered or collected. Gate drives are installed on request (two fitters, manufacturer specifications). Returns and complaints run through sales. Purchasing from twelve suppliers, goods receipt in the warehouse, fleet of three vehicles, inventory management in the cloud. Haulage for pallet shipments is external.

Organisation chart (functions)

Function	Staff	Tasks
MD senior	1	Owner, management, deputy purchasing, finance
MD junior	1	Management, quality manager, head of installation, qualified electrician
Purchasing	1	Purchasing, suppliers, goods receipt
Sales	8 (5 head office, 3 branch)	Counter, phone, online shop, quotations
Warehouse	6	Goods receipt, picking, shipping, forklift
Installation	2	Install gate drives, brief the customer
Administration	3	Invoicing, HR, quality filing (part-time)

The old map (template set, 14 processes)

Process	Does it exist?
M1 Management review	☐ yes ☐ no ☐ partly
M2 Risks and opportunities	☐ yes ☐ no ☐ partly
M3 Internal audit	☐ yes ☐ no ☐ partly
M4 Corrective actions	☐ yes ☐ no ☐ partly
M5 Training	☐ yes ☐ no ☐ partly
V1 Development	☐ yes ☐ no ☐ partly
V2 Sales	☐ yes ☐ no ☐ partly
V3 Production	☐ yes ☐ no ☐ partly
V4 Shipping	☐ yes ☐ no ☐ partly

These documents were created with AI support. The contents are reviewed by the project manager.

Process	Does it exist?
S1 Purchasing	☐ yes ☐ no ☐ partly
S2 Control of measuring equipment	☐ yes ☐ no ☐ partly
S3 Maintenance of machines	☐ yes ☐ no ☐ partly
S4 Calibration	☐ yes ☐ no ☐ partly
S5 Complaints	☐ yes ☐ no ☐ partly

Surveillance audit 2027: minor nonconformity 4.4 — “Map does not correspond to the company (development, production, measuring equipment, machines, calibration do not exist); process installation missing, although three of the five complaints concerned installation errors.”

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Task (90 minutes)

	Check point
☐	Redraw the map (template 01/02): only processes that exist; haulage as external
☐	One owner (function) and one KPI with target and source per process
☐	Process sheets V3 Installation and S4 Returns and complaints (template 04)
☐	Interface table: sales → warehouse, warehouse → installation, customer → return

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