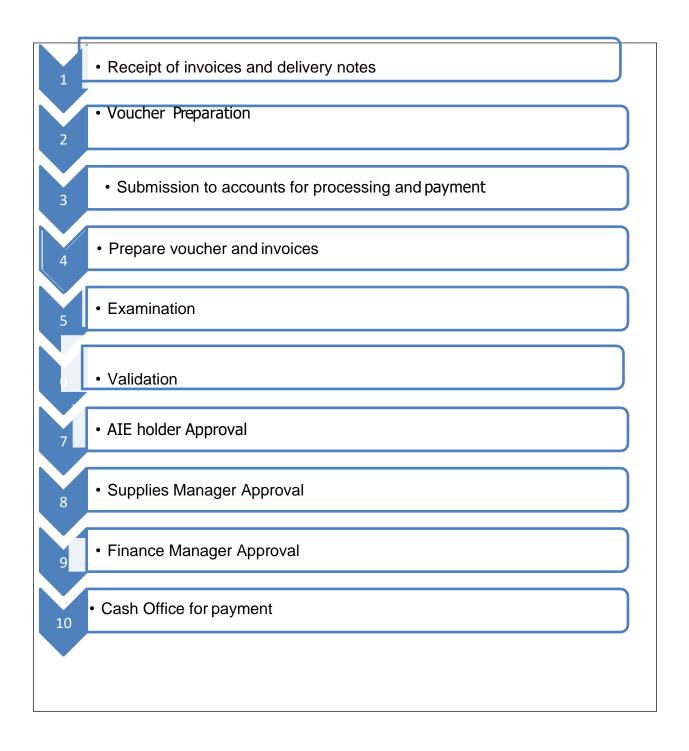


Process Documentation

		REPUBLIC OF KENYA		TARDA		
Institu	ution/Organization			And Athi Rivers prity (TARDA)	s Development	
	tions; Ministry / De y/Parent Company:			try of East Afric egional Develo	can Community opment	
Econo	mic Sector Alignme		Gener Affair		nd Commercial	
Big 4	Alignment:		Enabl	er		
Accou	nting Officer:		MR. E	millio Mugo		
Period	l: FY			/2022		
		Process Docu	ument	tation		
		CUSTOMER CARE				
Servio	ce Name	PAYMENT OF GO	DODS	AND SERVICES	<u>S</u>	
Docum		Disbursement and services.	nd payment to suppliers of goods and			
	se/service ment Control:	Procurement re	records			
	ss Owner: and Position	Wycliff Sava Manager Si	Supply chain Management			
Proce	ss Writer (s);	Mr. Kipng'etich				
	and Position		supply chain Officer			
Proce	ss Reviewer (s)	Mr. Emilio Mugo				
Name	and Position	Head of Au		,		
		STEPS/FLOW	/SEQ	UENCE		
Step	Event/Ac	tivity/Action		Time/ No. Of Days	Actor	
1.	Receipt of invoices	and delivery notes	6	7 days	Manager Supply Chain Management	
2.	Voucher preparation			2 days	Manager Supply Chain Management	
3.	3. Submission to accounts for proce and payment			5 days	Manager Finance	
4.	Prepare voucher a	nd invoices		2 days	Head of Accounts	
5.	Examination			1 day	Internal Auditor	
6.	Validation			1 day	Head of Accounts	
7.	AIE holder approv	al		1 day	AIE Holder	

r 7		_				1	
8.	Supplies Manager			1 da	у	Head	of Supplies
9.	Finance Manger A	oprova		1 da	v	Head	of Accounts
10.	Cash Office Payme	ent		1 da	ý	Head	of Accounts
<u>"</u>							
	EX	CEPTI	ONS TO THE NO	RMAL FLO	ows		
Title		No.	Description	on	Time		Actor
		1.	The system disp message that the customer provide correct.	e ÍD	Imme	diate	Supply Chain Management
		2.	The User remains inactive	Account	Imme	diate	Supply Chain Management
Proces	ss Maps/Visuals				1		



		REPUBLIC OF KENYA	TARDA			
Institu	ition/Organization	Name:		nd Athi Rivers rity (TARDA)	Development	
	tions; Ministry / De y/Parent Company:			ry of East Africa egional Develop	-	
Econo	mic Sector Alignme	nt:	Genera Affairs	al Economic and	l Commercial	
Big 4	Alignment:		Enable	er		
Accou	nting Officer:		MR. Er	nillio Mugo		
Period	l: FY		2021/	2022		
		Process Doo	cumenta	ation		
Servio	e Name	CUSTOMERS I	<u>NQUIRI</u>	<u>ES</u>		
Brief	Description	To ensure star	ndardized	d, quality and ti	mely response to	
Docum	nent	client requests	at all TARDA's Service Delivery points			
	se/service			-		
Docur	ment Control:	1.Customer Ser				
_		2.Telephone cal	-			
	ss Owner:	Ms. Peninah Mu Receptionis				
	and Position	· ·				
	ss Writer (s); and Position	1. Ms. Florence 2. Ms. Peninah				
Name		Receptionist				
Proce	ss Reviewer (s)	1. Mr. B.K. Kam				
	and Position	Administrati		ger		
		STEPS/FLOV	N/SEQU	ENCE		
Step	Event/Ac	tivity/Action		Time/ No. Of Days	Actor	
1.	Call rings/ client w	alks in	(0.5 Minute	Receptionists	
2.	Introductory citati	ons and		1 minute	Receptionists	
	getting clients cont					
3.	Listening and takin client issue (s)	/	As per need	Receptionists		
4.	Serve client/ refer relevant service po	/	As per need	Receptionists		
5.	Confirm clients' sa		(0.5 minute	Receptionists	
6.	Walk in client fills form and exits	feedback		2 minutes	Receptionists	

EXC		IS TO THE NORMAL F	LOWS	
Title	No.	Description	Time	Actor
Verbal response to enquiry	1. 2.	Misdirected calls Uncooperative clients	Immediate Immediate	Receptionists Administration Manager
Process Maps/Visuals	L			
Call rings/ Client walks in	and no clie	stening d taking ote of nt/ refer client client ssue(s)	Confirm client satisfactio	n Walk in client fills feedback

REPUBLIC OF KENYA	TARDA
Institution/Organization Name:	Tana And Athi Rivers Development Authority (TARDA)
Affiliations; Ministry / Department/ County/Parent Company:	Ministry of East African Community and Regional Development

			Gene Affai	ral Economic an rs	d Commercial	
Big 4 Alignment: Enal			Enab	ler		
Accou	nting Officer:		MR. E	Emillio Mugo		
Period	l: FY		2021	/2022		
		Process Doc	umen	tation		
Servic	e Name	COMPLAINTS				
	Description		satisfa	action by addressir	ng all complaints	
	ent Purpose/service	raised.			.g	
Docun	nent Control:	Complaints regis	ster			
	ss Owner: and Position	1. Ms. Loise N				
	ss Writer (s); Name	Complaints 1. Ms. Loise N				
and Po		Complaint				
	ss Reviewer (s)	Managing Dire				
	and Position	Mr. Emillio				
		STEPS/FLOW		JENCE		
Step	Event/Ac	tivity/Action		Time/ No. Of Days	Actor	
1.	Incoming letters, e personal visits on received.	emails, phone calls complaints are for	s or mally	Immediate	Receptionist	
2.	Communication re complaints registe Managing Director		led to	1 day	Receptionist	
3.	Communication ca Department/ Com		f	1/4 day	Secretary	
4.	Complaint assesse resolved at the through an investi	front line or gation.		1 day	Head of Corporate communications	
5.	Head of Department cascades Communication to concerned officer			1/4 day	Head of Corporate Communications	
6.	 Action officer:- 1. Resolves the complaint or 2. Complaint forwarded to the Complaints Committee for investigation. 			1 day	Designated action Officer	
7.	Response is escala investigations and evidence.			1 day	Head of corporate Communications	

8.	Written response to sign off			1 day	Mana Direct				
9.	Hard copy dispatched through approved channel.			1/4 day	Head	of registry			
	EXCEPTIONS TO THE NORMAL FLOWS								
Title		No.	Descrip	otion	Time	Actor			
		1.	Misdirected let	ters	Immediate	Library			

Process Maps/Visuals

Incoming letters, emails, phone calls or personal visits on complaints are formally received.

Communication recorded in the complaints register book and cascaded to Managing Director

Communication cascaded to Head ofDepartment/ Complaints Officer

Complaint assessed whether it is to be resolved at the front line or taken through an investigation.

Head of Department cascadesCommunication to designated action officer for action

Action officer:-

- Resolves the complaint
- Complaint forwarded to the Complaints Committee for investigation.

Response is escalated for sign off after investigations and receipt of supporting evidence.

Written response to sign off

Hard copy dispatched through approved channel.

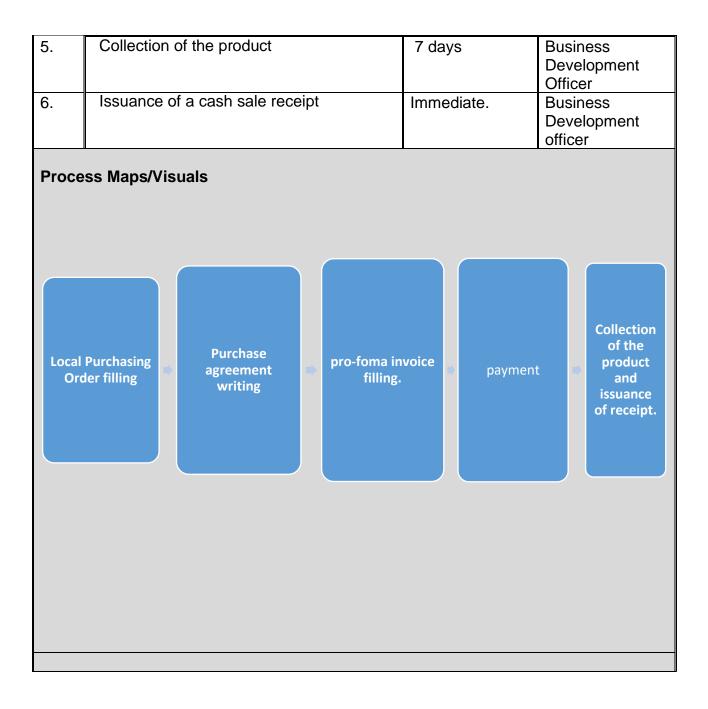
		REPUBLIC OF KENYA		TARDA		
Institu	tion/Organization Na	me:		And Athi Rivers I prity (TARDA)	Development	
	ions; Ministry / Depa y/Parent Company:	rtment/		try of East Africa nal Development	n Community and	
Econo	mic Sector Alignmen	it:	Gene Affair	ral Economic and s	l Commercial	
Big 4 A	Alignment:		Enab	er		
	nting Officer:		MR. E	millio Mugo		
Period			2021/			
	·	Process Do				
		LIVESTOCK DE				
Servio	e Name	SALE OF QUAL				
Brief I	Description				ction and promote	
Docun	nent	disease resistan	ce.			
Purpo	se/service					
Docur	ment Control:	Livestock Mov	vement Record.			
	ss Owner: and Position	1. Parmenus Director,Bu	Mukeku. usiness Development.			
	ss Writer (s); and Position	1. Erasmus E Business	Bundi. Development Officer.			
Proce	ss Reviewer (s)	1. Mr. Emilio	Μυαο			
	and Position		ng Director			
Hamo		STEPS/FLOV				
Step	Event/Ac	ctivity/Action		Time/ No. Of Days	Actor	
1.	Provide an order client to fill.	or the	Immediate	Business Development Officer.		
2.	Provision of the pro-forma invoice			Immediate	Business Development Officer	
3.	Receiving the clients purchase orde			7 days	Business Development Officer.	
4.	Payment of the through cheque or		client	4 days	Accountant	

5. 6.	Issuance of a receipt Client collects the product			immedia 2 days	De Aut	siness velopment thority rm Manager
	EV		IS TO THE NO			
Title		No.	Descri		Time	Actor
		1	The User ba has no fund cases).	ank Account	Immediat	
Drees	ess Maps/Visuals					
place	order profon	na-invoice ivision	■ purchase or receive	proc	yment for duct(chequ e/cash)	issuance of receipt and collecting of product

Institution/Organization Name: Affiliations; Ministry / Department/ County/Parent Company: Economic Sector Alignment: Big 4 Alignment: Accounting Officer: Period: FY			Tana And Athi Rivers Development Authority (TARDA) Ministry of East African Community and Regional Development General Economic and Commercial Affairs Enabler MR. Emillio Mugo 2021/2022		
		Process Do	cument	ation	
Brief I Docum Purpos Docur Proce Name Proce Name	Exe Name Description hent se/service ment Control: ss Owner: and Position ss Writer (s); and Position ss Reviewer (s) and Position	BEE-KEEPING TRAINING. To ensure farmers are well informed of the best bee-keeping practices and to uplift the community in the areas where the Authority operates. Farmers attendance register. 1. Ronald Mackenzie Project Manager. 1. Erasmus Bundi Business Development Officer. 1. Getrude Ngaruiya. Manager Business Development.			
		STEPS/FLOW	V/SEQU	ENCE	
Step		ctivity/Action		Time/ No. Of Days	Actor
1.	Registration of the	groups to be traine		Before the training.	Project Manager
3.	Filling of the memorandum of understanding (M.O.U) by the farme			As per need.	Project Manager.
4.	Setting of the training dates.			As per need.	Business Development Manager.
5.	Training done.			On set date	Business Development Manager.
6.	Issuance of certific	ates to the farme		Immediately after training.	Project Manager.

EXC	EXCEPTIONS TO THE NORMAL FLOWS							
Title	No.	Description	Time	Actor				
	1.	Un-cooperative groups of farmers.	Immediate	Project Manager.				
Process Maps/Visuals								
Registration 💿 under	andum of standing ling.	Setting the training dates	Training	Certificate issuance				

		REPUBLIC OF KENYA	U	TARDA	
Institu	tion/Organization Na	me:		And Athi Rivers ority (TARDA)	Development
	ions; Ministry / Depa y/Parent Company:	rtment/		try of East Africa nal Developmen	n Community and t
Econo	mic Sector Alignmen	it:	Gene Affair	ral Economic and s	d Commercial
Big 4 A	Alignment:		Enabl	er	
	nting Officer:		MR. E	millio Mugo	
Period	: FY		2021/		
		Process Doc	cumen	tation	
Servic	e Name	VARIOUS PROD	DUCTS	_	
	Description ent Purpose/service	To provide quali	ity proc	lucts to the Author	rity clients.
	nent Control:	Delivery I	Book		
Proces	ss Owner:	1. Parmenus	s Muke	ku	
Name	and Position	Director, E	Business Development		
	ss Writer (s); Name	1. Erasmus I			
and Po			Development Officer.		
	ss Reviewer (s)	1. Parmenus			
Name a	and Position		Business Development.		
		STEPS/FLOW	I/SEQU	ENCE	
Step		ctivity/Action		Time/ No. Of Days	Actor
1.	Client fills a local pu			At will	Business Development Officer
2	The writing of a purchase agreement			At will	Business Development Officer.
2.	Provision of the pricelist and catalogue			1 day	Business Development Authority
3.	Provision of the pr			1 day	Business Development Authority
4.	Payment for the bankers' cheque o		rough	4 days	Accountant



		REPUBLIC OF KENYA		TARDA			
Institution/Organization Name:				And Athi Rivers ority (TARDA)	Development		
Affiliations; Ministry / Department/ County/Parent Company:				try of East Africa Regional Develop	-		
Econo	mic Sector Alignme	nt:	Gene Affaiı	ral Economic and s	d Commercial		
Big 4	Alignment:		Enab	ler			
Accou	nting Officer:		MR. E	Emillio Mugo			
Period	l: FY			/2022			
		Process Doc	cumen	tation			
		ECO-TOURISM					
Servic	e Name	MASINGA DAM R	RESORT	-			
Brief I	Description	To provide scen	ic and	relaxing views surr	ounding Masinga		
Docum	ent Purpose/service	Dam					
Docun	nent Control:	Visitors Book					
Proces	ss Owner:	1. Mr. Charles	s Karissa				
Name a	and Position	Manager,	MDR				
	ss Writer (s); Name	1. Ms. Elizab	oeth Waihura				
and Po	sition	Administra					
	ss Reviewer (s)	1. Mr. Emilio	-				
Name a	and Position	Head of Au					
		STEPS/FLOW	V/SEQL	JENCE			
Step	Event/Ac	ctivity/Action		Time/ No. Of Days	Actor		
1.	Calls/Emails			Immediate	Receptionist		
2.	Walk in Customers	5		Immediate	Receptionist		
3.	Restaurant/Bar			Immediate	Waiter		
4.	Room check in			Immediate	Receptionist/ Housekeeper		
5. Swimming pool				Immediate Pool attendant			
6.	Boat riding			30 Minutes Coxswain			
EXCEPTIONS TO THE NORMAL FLOWS							

Title	No.	Description	Time	Actor
	1.	Wrong food Order	Immediate	Waiter

Process Maps/Visuals

Incoming emails, phone calls are handled immediately by the Receptionist.

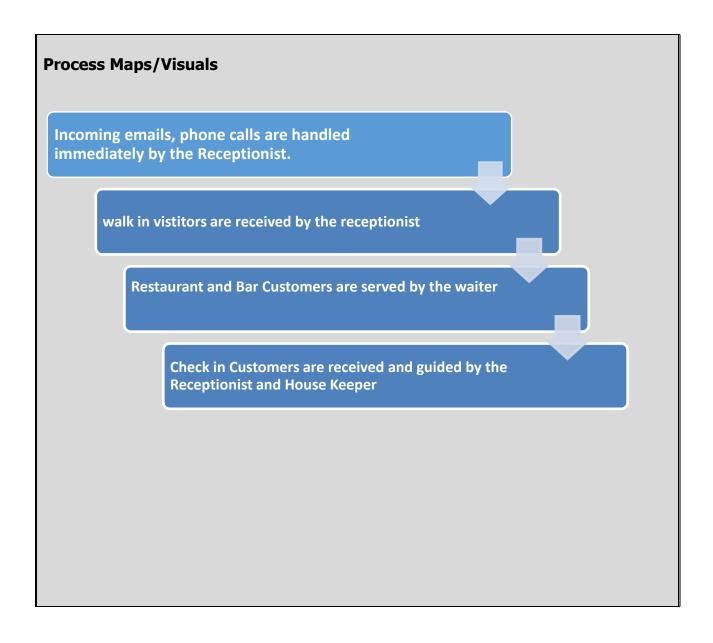
walk in vistitors are received by the receptionist

Restaurant and Bar CustomeCheck in Customers are received and guided by the Receptionist amd House Keeperrs are served by the Waiter

Check in Customers are received and guided by the Receptionist amd House Keeper

Process Maps/Visuals	
Customers going for swimming are serve the pool attendant	ed by
Boat Riding are handled by the	coxswain
REPUBLIC OF KENYA	TARDA
Institution/Organization Name:	Tana And Athi Rivers Development Authority (TARDA)
Affiliations; Ministry / Department/ County/Parent Company:	Ministry of East African Community and Regional Development
Economic Sector Alignment:	General Economic and Commercial Affairs Ministry of East African Community and Regional Development
Big 4 Alignment:	Enabler
Accounting Officer:	MR. Emillio Mugo
Period: FY	2021/2022

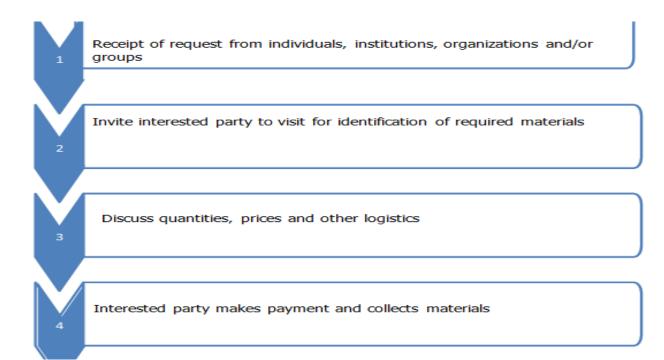
	Process Documentation									
Servic	e Name	ON PROJECT	GUEST	- HOUS	5E					
	Description ent Purpose/service		alternative acco	omodations f	or visito	ors				
Docur	nent Control:	Visitors	s Book							
	ss Owner: and Position		4r.Charles Mwat 4anager, TDIP G							
	ss Writer (s); Name	1. M	r. Charles Mwat	ousa						
and Po			lanager, TDIP G	Guest house						
	ss Reviewer (s) and Position		r. Emilio Mugo ead of Authority	,						
		STE	PS/FLOW/SEQU	JENCE						
Step	Event/Ac	tivity/A	ction	Time/ No Days	. Of		Actor			
1.	Calls/Emails			Immediate		Recep	otionist			
2.	Walk in Customers	5		Immediate			otionist			
3.	Restaurant/Bar			Immediate		Servic	e Crew			
4.	Room check in			Immediate			tionist/			
						House	ekeeper			
	EXCEPTIONS TO THE NORMAL FLOWS									
Title		No.	Descrip	otion	Time		Actor			
							Waiter			



REPUBLIC OF KENYA	TARDA
Institution/Organization Name:	Tana And Athi Rivers Development Authority (TARDA)
Affiliations; Ministry / Department/ County/Parent Company:	Ministry of East African Community and Regional Development
Economic Sector Alignment:	General Economic and Commercial

				Affaiı	ŕS				
Big 4	Alignment:			Enabler					
Accou	unting Officer: Mr. Emillio Mugo								
Period	: FY			2021	/2022				
		Proc	cess Doc	umen	tation				
			ULTURE						
	e Name			-				MATERIALS	
	Description	Provisio	n of scior	ns/budo	ding materials	s for p	ropa	igation	
Docum									
	se/service	Cara			<u> </u>				
Docur	nent Control:	Conse	ervation r	recoras	TIIE				
	ss Owner:		Samuel	-			_		
	and Position		·		Resources C	onser	/atio	n	
	ss Writer (s);		Leonard		-				
	and Position				tural Resourc	ces Cor	nser	vation	
	ss Reviewer (s) and Position		Emillio M						
Name			lead of A						
Step	Event/Ac		S/FLOW	// 3EQ	Time/ No	Of		Actor	
Step			ction		Days	. 01		Actor	
1.	Receipt of requ				2 days			oject	
	institutions, organi	zations a	na/or gro	oups				nager/Officer	
							in (Charge (OiC)	
2.	Invite interested	party	to visit	for	2 days		Pro	oject	
	identification of req	• •			,			nager/OiC	
3.	Discuss quantitie	s nrice	s and	other	1 day		Dro	oject	
э.	logistics	s, price	5 and	ounci	i uay			nager/OiC	
4.	Interested party	makes	payment	and	1 day			ject	
	collects materials				1 447			countant	
	EXC	EPTION	IS TO TH	IE NOI	RMAL FLOW	IS		-	
Title No.			D	escrip	otion	Time		Actor	
		1.	Interest	ed gro	ups fail to	1 wee	ek	Director,	
			arrive	-	-			Natural	
								Resources	
								Conservation	

Process Maps/Visuals



	g	REPUBLIC OF KENYA	U	TARDA			
Institu	ution/Organization	Name:		And Athi Rivers ority (TARDA)	Development		
	tions; Ministry / De y/Parent Company:		Minis	stry of East Africa Regional Develop	-		
Econo	mic Sector Alignme	nt:		ral Economic and			
Big 4	Alignment:		Enab	ler			
Accou	nting Officer:		MR. E	Emillio Mugo			
Period	l: FY		2021	/2022			
		Process Doo	cumen	tation			
		AGRICULTURE					
Servio	ce Name	TRAINING ON	HORT	ICULTURAL FARM	<u>1ING</u>		
	Description	-	lity horticultural farming is undertaken by				
Docum		farmers in TARI	DA's area of jurisdiction				
•	se/service			•1			
Docur	ment Control:	Conservation re	cords fi	lle			
Proce	ss Owner:	1.Mr. Samuel					
Name	and Position	Director,	Natural Resources Conservation				
	ss Writer (s);	1. Mr. Leonard					
	and Position		ager, Natural Resources Conservation				
	ss Reviewer (s)	1.Mr. Emillio N	-				
Name	and Position	Head of Au					
		STEPS/FLOV	V/SEQ	UENCE			
Step	Event/Ac	tivity/Action		Time/ No. Of Days	Actor		
1.	Receive request from org registered group(s)			1 day	Ag. Manager, Natural Resources Conservation		
2.	2. Carry out due diligence of the group			2 days	Ag. Manager, Natural Resources Conservation		

3.	Determine training	g requirer	nents/needs	1 day		Na	g. Manager, atural
							esources onservation
4.	4. Prepare training materials & budget					Ag Na Re	g. Manager, atural esources onservation
5.	5. Seek approval from Management			2 days Ag. Manage Natural Resources		atural	
6.	Conduct training			Na Re		g. Manager, atural esources onservation	
7	Follow up visits			Quarter	ſŊ	N R	Ag. Manager, Natural Resources Conservation
	EXC	CEPTION	NS TO THE NO	RMAL FI	LOWS		
Title		No.	Description		Time		Actor
		1.	Lack of registration the groups	ation of	1 week		Director, Natural Resources Conservation

Delay of approval by management

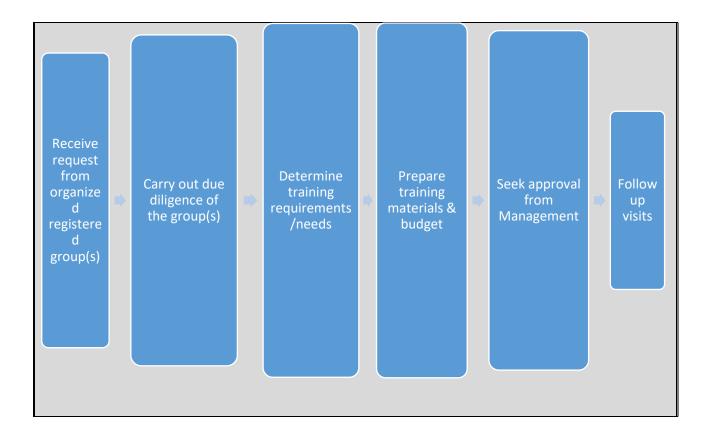
1 week

Director, Natural

Resources Conservation

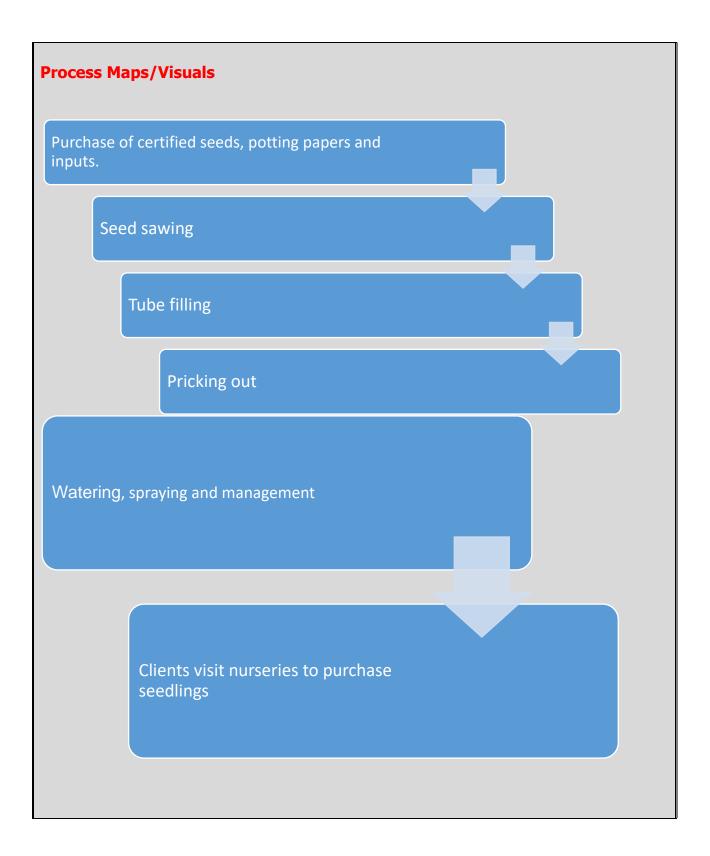
2.

Process Maps/Visuals



		KENYA		TARDA				
Institu	ution/Organization	Name:			And Athi ority (TAR		Deve	elopment
	tions; Ministry / De y/Parent Company:		t/	Minist		t Africa		ommunity t
Econo	mic Sector Alignme	nt:		Genei Affair	ral Econoı s	nic and	d Cor	nmercial
Big 4	Alignment:			Enabl	er			
Accou	nting Officer:			MR. E	millio Mu	go		
Period	i: FY			2021	/2022			
		Pro	cess Doo					
		AGRIC	ULTURE					
Servic	e Name	SEEDL	INGS PR		ΓΙΟΝ			
Brief I	Description				ee seedling	js for pl	antin	g to
Docum	ent Purpose/service	conser	ve the er	vironm	ent.	•		
Docum	nent Control:	Conser	vation re	cords fi	le			
	ss Owner:	1. M	r. Samue	el Gitong	ja			
Name a	and Position	[Director, I	Natural	Resources	Conser	vatior	า
Proces and Po	ss Writer (s); Name osition	Office	ers in Cha	arge of	TARDA tree	e Nurse	ries	
Proces	ss Reviewer (s)	1. M	r. Emillio	Mugo				
Name a	and Position		ead of Au					
		STE	PS/FLOW	V/SEQU	ENCE			
Step	Event/Ac	tivity/A	ction		Time/ N Day			Actor
1.	Purchase of certifier and inputs.	d seeds,	potting p	apers	3 day	/S		cer in Charge C) Nurseries
2.	Seed sawing				1 da	у	OiC	Nurseries
3.	Tube filling				3 Da	1	OiC	Nurseries
4.	Pricking out				3 Da			Nurseries
5.	Watering, spraying and management			:	As per i			Nurseries
6. Clients visit nurseries to purchase seedlings					At w	ill	OiC	Nurseries
	EXC	CEPTION	NS TO TH	IE NOR	RMAL FLO	WS		
Title		No.	D	escript	ion	Time		Actor

1.	Lack of funds	1 month	Director, Natural Resources Conservatio n
2.	Lack of seedlings	1 month	OiC Nurseries



		REPUBLIC OF KENYA		TARDA		
Institi	ution/Organization	Name:		And Athi Rivers prity (TARDA)	Development	
	tions; Ministry / De y/Parent Company:			try of East Africa egional Develop		
Econo	mic Sector Alignme	nt:		al Economic and		
Big 4	Alignment:		Enable	er		
	nting Officer:		MR. E	millio Mugo		
Period	-		2021/			
		Process Doc	-			
		AGRICULTURE				
Servie	ce Name	EXTENSION SE	RVICE	<u>s</u>		
Brief	Description	Dissemination of	of agric	ultural informatio	on to farmers in	
Docum		TARDA area of ju	urisdictio	on.		
	se/service					
Docu	ment Control:	Conservatio	n records file			
Proce	ss Owner:	1. Mr. Samue	el Gitonga			
Name	and Position		Natural Resources Conservation			
Proce	ss Writer (s);	1. Ag. Manag	ger, Natural Resources Conservation			
Name	and Position	Mr. Leona	ard Much	niri		
	ss Reviewer (s)	1. Mr. Emilio	Мидо			
Name	and Position	Head of Au				
		STEPS/FLOV			_	
Step		tivity/Action		Time/ No. Of Days	Actor	
1.	 Receive request from orgating registered group(s) 			1 day	Ag. Manager, Natural Resources Conservation	
2.	2. Carry out due diligence of the group(2 days	Ag. Manager, Natural Resources Conservation	

3.	Determine requirements/needs			1 day		Natura Resou	-
4.	Prepare budget	1 day		Natura Resou			
5.	Seek approval from Management			2 days		Natura Resou	-
6.	Conduct the extens	onduct the extension services			1 day		anager, al Irces rvation
7.	Follow up visits			Quarterly		Natura Resou	
	E	(CEPTIO	NS TO THE NOP	RMAL FLOWS	5	l	
Title		No.	Descrip	otion	Time)	Actor
	1.		Lack of funds		1 mo	nth	Director, Natural Resources Conservati on
		2.	2. Lack of registration by group		1 mo	nth	OiC Nursery

Process Map Visual



	REPUBLIC OF KENYA	TARDA					
Institution/Organization	Name:	Tana And Athi Rivers Development Authority (TARDA)					
Affiliations; Ministry / De County/Parent Company:	-	Ministry of East African Community and Regional Development					
Economic Sector Alignme	nt:	General Economic and Commercial Affairs					
Big 4 Alignment:		Enabler					
Accounting Officer:		MR. Emillio Mugo					
Period: FY		2021/2022					
Process Documentation							
	AGRICULTURE						
Service Name	MARKETING LI	INKAGES					
Brief Description	To ensure all Farm produce is sold competitively						
Document	maximizing on strong networks and repeat buying.						
Purpose/service							
Document Control:	 Client Databank Customer feedback and response documents 						

Proce	Process Owner: 1. Mr. Mukeku M.P									
Name	and Position	ss Develo	s Development and Investment							
Proce	ss Writer (s);	1. Ms. Gertrude Ngaruiya								
Name	and Position									
Proce	ss Reviewer (s)									
Name	Name and Position Head of Authority									
STEPS/FLOW/SEQUENCE										
Step	Event/Activity/Action			Time/ No. Of Days		Actor				
1.	Identification and produce	1 day		Principal Development Officers (TARDA Enterprises)						
2.	Create a list of pot opportunities			Deve	Principal Development Officers					
3.	Compare market opportunities with farm produce and offered prices			5 days		Senior Business Development Officer				
4.	Investigate the short list in detail.			1 day		Ag. Manager Business Development				
5.	Facilitate the development and negotiation of contracts with buyers.			1 week		Manager Business Development				
6.	Follow up visits/ C	Follow up visits/ Calls		Monthly		Manager Business Development				
EXCEPTIONS TO THE NORMAL FLOWS										
Title		No.	Description		Time		Actor			
Process Maps/Visuals										

Process Map Visual

