



HOUSING AND URBAN DEVELOPMENT COORDINATING COUNCIL

Quality Manual

Section No.: 3.0

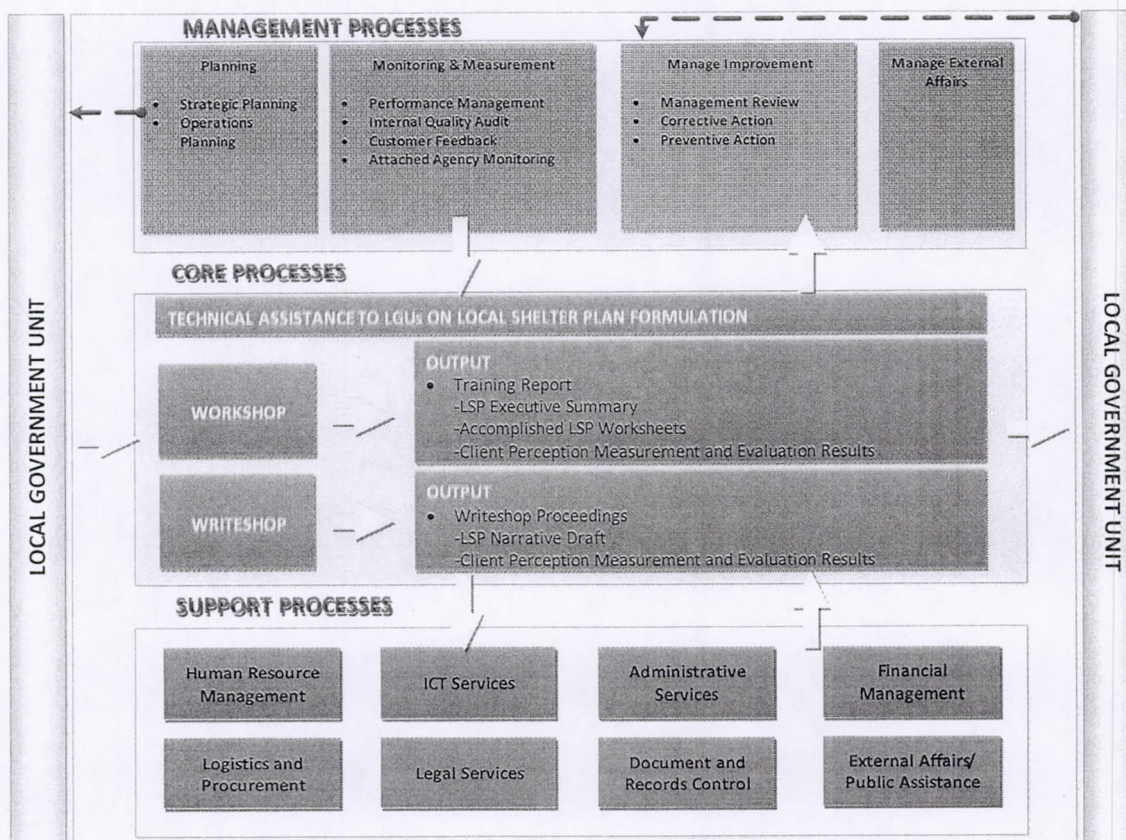
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SECTION 3.0 HUDCC's Business Process Scope

Figure 1: HUDCC Business Process Map



The HUDCC Business Process Map (Figure 1) revolves around the satisfaction of its customers, which is the key consideration for its programs and services. The HUDCC derives inputs for its programs from various customers. Its major final outputs, in terms of programs and services, are received by its customers. At its very core are the business process scope and all its components. This process is a continuous feedback loop with the HUDCC Top Management's commitment and its support processes, engendering constant improvement.

The HUDCC's business process scope (see Annex A) covers the different stages of the business process. Each stage of the scope consists of sub-activities that may be undertaken to meet the requirements of the subsequent activities. The start and end of the stages may overlap depending upon the nature of the process scope and the requirements of clients/customers and citizens. The details of activities of each business process are found in its Quality Plan (see Annex B).

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