



PROCESS MAP OF SAP DEPARTMENT

(This document describes to control all the activities performed by and for the process implementation, in accordance with ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 requirements)

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PROCESS MAP - SAP DEPARTMENT

Doc. No. MHCPL-PM13-SAP

Rev. No. 02

Date: 15.04.2025




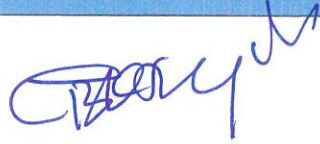
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Amendment History

Rev. No.	Date	DCR#	Page Affected	Reason for Change	Prepared	Approved
00	01.07.2022	--	All	The initial release of the IMS documentation	HOD-SAP	CFO
01	01.08.2024	--	All	Update the process	HOD-SAP	CFO
02	15.04.2025	--	All	Process updates	HOD-SAP	CFO

DISTRIBUTION MATRIX

Date:

			
Prepared By	Reviewed By	Approved By	Issued by

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1. **Purpose**

To establish, measure, analyze, improve and control the process of SAP.

2. **Scope**

This process is applicable to all the products and services of MHCPL.

3. **Responsibility**

Primary: HOD - SAP

Secondary: Sr. Consultant -SAP

4. **SIPOC (Source, Input, Process, Output & Customer)**

4.1

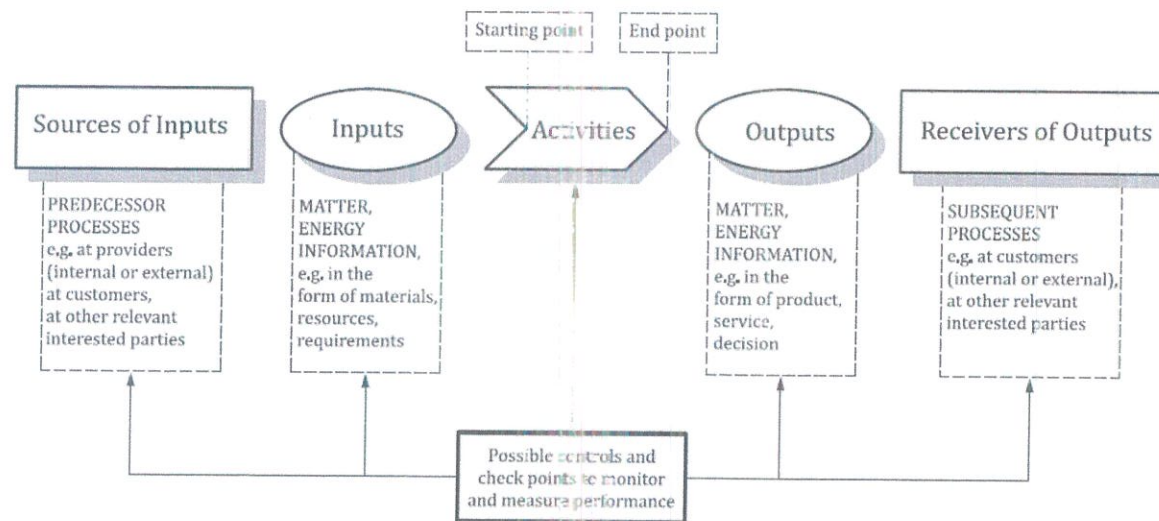


Figure 1 — Schematic representation of the elements of a single process



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SIPOC:

Source of Inputs	Inputs	Process (Activity)	Outputs	Receiver of output (Customer)	Key Performance Indicator (KPI's)	Documented Information	Responsibility
Department Core user/ End-user	Emails / tickets	Attending calls with Emails/ checking the tickets in Workflow	Provide inputs to resolve the issues or do the necessary changes in SAP to fix the issues	Users	Based on the issue, will resolve on the same day or will take time	Word document with screenshots attached.	Module consultant
HOD- Department	Process-SOP or Requirement Email	New process development in sap	The new process as per requirement or screens based on department expectation	Core user or End-user	Required configuration and Development	Process document Or User Manual	Module Consultant
Basis-SAP	Weekly Schedule	Data backup	Hard disk backup	SAP	Data redundancy	Timestamp	Basis-Consultant
Core user	Change request-workflow-Reports/Forms	Reports and form Development	As per the required format either excel or PDF	User-department	ABAP-Program	Required and FS and TS document	Module consultant
Core User/End user	Change Request-Workflow-Legal Requirements	Configuration and Master data changes	Expected legal changes either tax percentages or Calculations or Process	User department	Configuration Or Basis or ABAP process	User Manual document.	Module Consultant
End User	Authorization screen shot	Roles and Authorizations	Posting data into sap with Authorization	End User	Roles and Authorization	Nothing/Confirmation mails	Basis-Consultant
SAP-Basis	Day wise	SAP maintenance & support	Daily Jobs / Logs checking	SAP-Basis	Jobs and Logs checking through t.codes	Nil	Basis-Consultant

SAP-System Applications and products in data processing, **HOD** – Head of the department, **FS**-Functional Specifications, **TS**-Technical Specification



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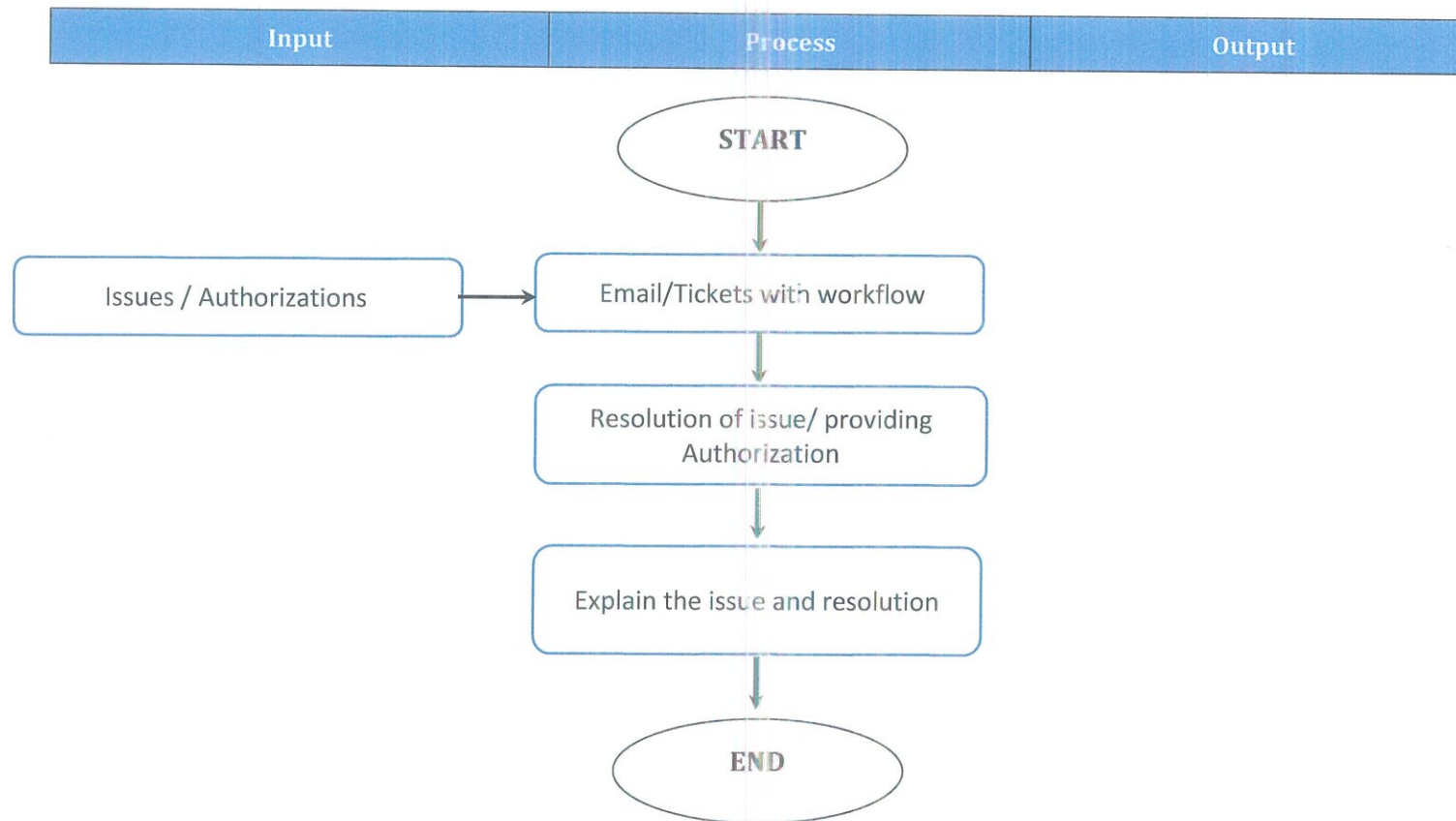
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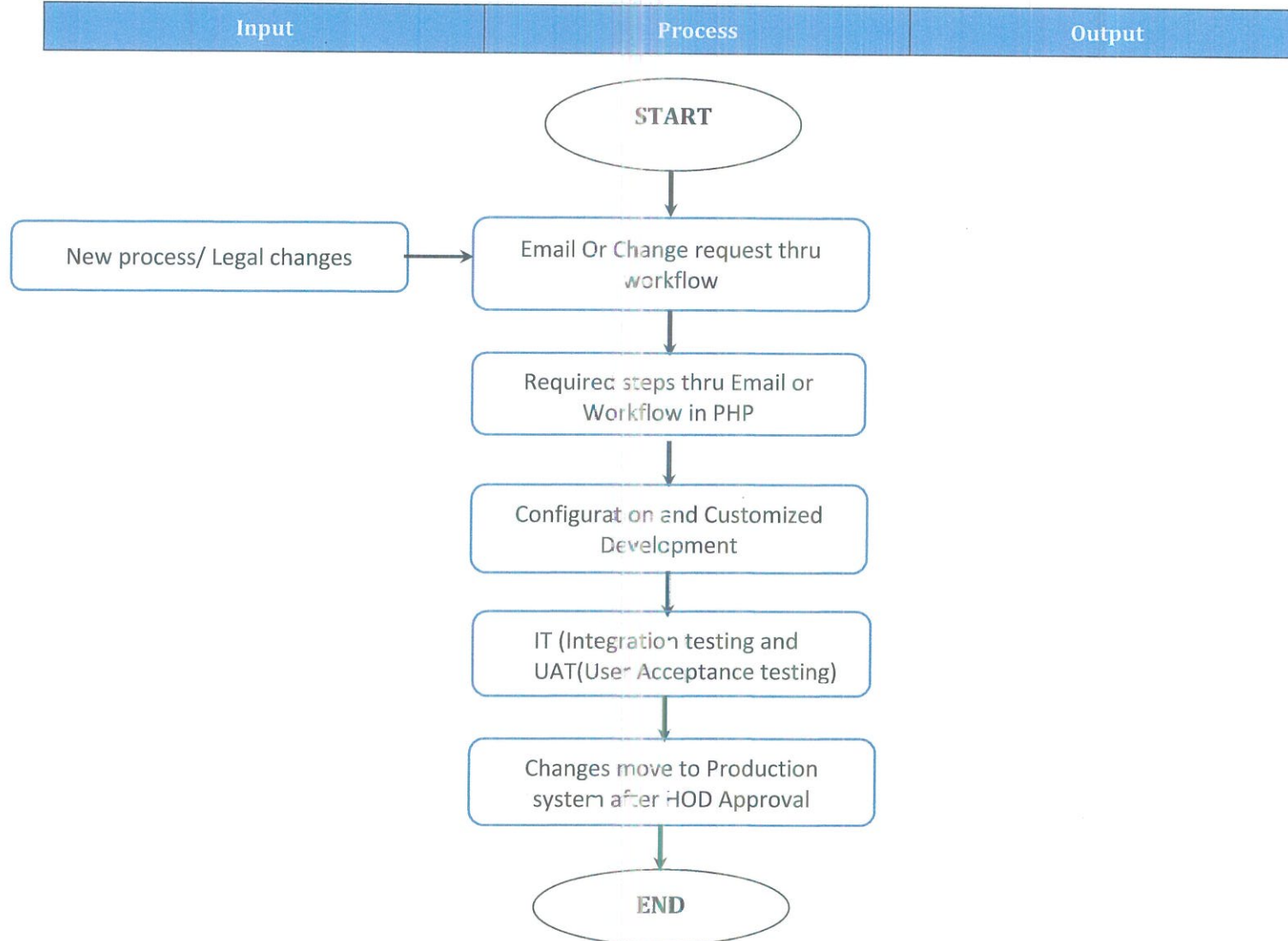
5. Process flow diagram

5.1 Daily Issues:





5.2 Legal and New processor Scenario's development: Change Request





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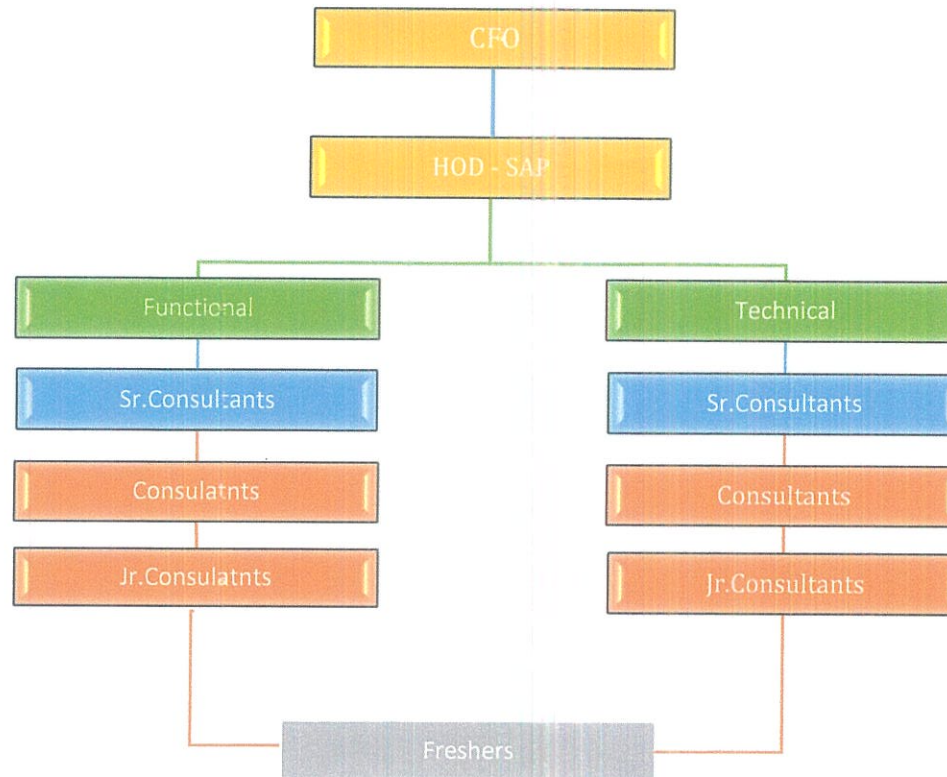
6. Objectives

Q/E/S	Objective(s)	UOM	Current status	Target	Time Line	Planning				Monitoring		Responsible
						What	Resources	How	Where	Frequency	Method	
Q	Issues Reduction	percentage	12%	10%	FY	Reducing the understanding issues and wrong data issues	SAP-Consultants	Providing module-wise training	HO/Sites	Monthly	Tracking of issues thru PHP and mail	SAP-Consultant

*Q – QMS, E – EMS, S – OH&SMS, UOM – Unit of Metrics, FY – Financial Year, PA – Per Annum, PM – Per Month, NMT – Not More Than, NLT – Not Less Than, NA – Not Available



7. Departmental Chart





7.1 Role, Responsibility, Accountabilities and Authority:

Role	Responsibility	Authority	Accountabilities
HOD – SAP	<ul style="list-style-type: none"> Manage all modules (Departments) new projects based on requirements. Collect all the documents and prepare documents based on ASAP (stage wise) Methodology. Guide the Consultants based on projects and requirements. For New requirement provide the suggestions to consultants. Helping to prepare User manuals based on module wise. Will review Legal changes frequently in the SAP-Support Launch Pad portal. Monitor daily Issues and pending issues. Validate the issues based on priority and suggest the Consultant to resolve them. Verify the testing documents to move the changes to production. Will provide the best reports and changes to the business. Introducing best ways and new scenarios and automation processes to business Conduction training to the Users and Business holders. For Automation new technics and new tools introducing. Review User licenses and renewals process. Review monthly user ID usage and utilization. Maintain the proper resources and give the training to them. Servers are checked every quarter. Monitoring the consultant's daily and monthly activities. 	<p>Consults roles define based on module.</p> <p>Manpower requisition</p> <p>Leave Management for SAP resources</p> <p>Change Management approval</p> <p>Trainings</p>	<p>Accountable for SAP resources</p> <p>Competency building.</p>
SAP Consultant	<ul style="list-style-type: none"> New Scenarios configuration in to the system. Legal changes as per the government will be applied to the system. Prepare user manuals based on scenarios. Training to new and existing users for all scenarios. Ticket tracking data maintenance. New Reports development based on the requirement. Daily support is provided to the users. User authorization issues. New User id Creations 	<p>New Scenarios and legal requirements.</p> <p>SAP Changes as per Business requirements</p> <p>New Reports development</p>	<p>Accountable for Sap changes</p>



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Role	Responsibility	Authority	Accountabilities
	<ul style="list-style-type: none"> Data Backup maintains on weekly basis. Client Copy activity perform on a quarterly basis. Server maintenance and checking. Integration process with other clients for automation. 	Automation process with other clients	

7.2 Competency Requirement:

Level	Role(s)	Qualification	Experience	Skillset
Level -1	CFO	Master Degree	10-20 Years	Software and Financials
Level - 2	SAP-HOD	Master Degree	10-20 years	SAP-Software and others
Level-3	SAP ABAP Consultant/ SAP Functional Consultant/BASIS Consultant	Technical Degree/Master's Degree	1-10 years	Technical (Hardware application)/SAP ABAP/ SAP Functional/ SAP BASIS
Level - 4	Fresher's	Master's degree/Technica Degree	00-01 Years	SAP-Software

8. Issues - Risks & Opportunities:

8.1 External Issue:

Q/E/S	Area	Issue	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Service issues	Delay of service deliveries	Affect the operations	--	Follow-up for services	1	3	3	Nil	Nil
Q	Internet service provider	Network/ link down	Affects the internet	--	Follow-up	1	3	3	Nil	Nil
Q	Licenses	Renewals	Affects the operations/ Penalties	--	Console monitoring and planning for renewal	1	3	3	Nil	Nil



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8.2 Internal Issue:

Q/E/S	Area	Issue	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	Manpower	Availability of Manpower	Delay of Issues resolution and process struck	--	Alternative Arrangement	1	2	2	Nil	Nil

Probability (P): (1) Once in a year/ per 10 projects and above, (2) Once in a quarter/ per 3 projects, (3) Several times in a month or every project,

Severity (S): (1) No quality/delivery/environment/ occupational health & safety issue,

(2) Slight quality/delivery/environment/ occupational health & safety effect, (3) Leads to quality/ environmental issues/ incidents/ customer complaints,

Risk Rating (RR) = Probability (P) X Severity (S); If is $RR \leq 5$ Acceptable and if $RR > 5$ Not Acceptable

W – When, H – How, R – Responsible

9. Interested Parties – Risks & Opportunities:

9.1 External Interested Parties

Q/E/S	Interested Parties	Needs & Expectations	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	External Consultant	In time support	Delay of solution and issue resolution	Sound business relations	Tracking of issues and follow ups	1	2	2	Nil	Nil
Q	Application Providers	Renewal of licenses	Termination of services/ applications/ updates	--	Tracking of renewal dues and PO	1	3	3	Nil	Nil

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9.2 Internal Interested Parties

Q/E/S	Interested Parties	Needs & Expectations	Risk	Opportunities	Existing controls	P	S	RR	Action plan	Evaluation
Q	HR	Provision of resources	Affect the operations	--	Inventory management	1	3	3	Nil	Nil
Q	Users	Issue resolution	Affect the operations	--	Training on the issues and escalation matrix	1	2	2	Nil	Nil

Probability (P): (1) Once in a year/ per 10 projects and above, (2) Once in a quarter/ per 3 projects, (3) Several times in a month or every project,

Severity (S): (1) No quality/ delivery / environment/ occupational health & safety issue,

(2) Slight quality/delivery/environment/ occupational health & safety effect, (3) Leads to quality/ environmental issues/ incidents/ customer complaints,

Risk Rating (RR) = Probability (P) X Severity (S); If is $RR \leq 5$ Acceptable and if $RR > 5$ Not Acceptable

W – When, H – How, R – Responsible

10. Documented Information**10.1 Supporting Documented Information to be Maintained (DIM), Including External Origin**

S. No.	Document Information Maintained	DIM No.	Document Origin	Revision Status	Approval Authority	Controlled copy issued to	Disposal Authority	Mode of disposal
1	MHCPL-SAP-New User ID Creations	MHCPL-SAP-01	SAP	0.0	SAP-HOD	SAP Team	SAP-HOD	Archiving
2	MHCPL-SAP-User Authorizations	MHCPL-SAP-02	SAP	0.0	SAP-HOD	SAP Team	SAP-HOD	Archiving
3	MHCPL-SAP-SAP Transport Request (CR)	MHCPL-SAP-03	SAP	0.0	SAP-HOD	SAP Team	SAP-HOD	Archiving
4	MHCPL-SAP-Issues List maintenance based on modules	MHCPL-SAP-04	SAP	0.0	SAP-HOD	SAP Team	SAP-HOD	Archiving

10.2 Supporting Documented Information to be Retained

S. NO.	DIR Name	DIR No.	Revision status	Indexing	Mode	Storage	Retention	Disposal Authority
1	User Manuals	MHCPL-SAP-Versions		As & when	Softcopy	Server	Continuous	

*** (END OF THE DOCUMENT) ***