



## Scenarios: Order fulfilment at Croft Engineering Services

Repeat Order	Bespoke Product	Bespoke Solution
Receive enquiry	Receive enquiry	Receive enquiry
Retrieve drawings from file	Liaise with customer to understand requirements	Liaise with customer to understand requirements
Manufacture	Proof of concept	Proof of concept
Quality Assurance	Manufacture	Produce prototype
Dispatch	Quality Assurance	Liaison with customer to obtain feedback
	Dispatch	Testing/Enhancements
	Liaise with customer to obtain feedback on product performance	Manufacture
		Quality Assurance
		Dispatch
		Liaise with customer to obtain feedback on product performance
Typical Timescales: 1 – 5 days	Typical Timescales: 1 day – 1 month depending on complexity	Typical Timescales: 1 day – 1 month depending on complexity