

Change Customer Workflow Description

This workflow is a part of the "Order to Shipment" workflow. What you see in the "Change Customer Workflow" is the process flow on how various customer master data is changed in SAP and involved stakeholders.

The following Business Area's are involved in the "Change Customer Workflow"

- Business Operation
- Supply Operations
- Quality

In the "Change Customer Workflow" there are the following Functional Groups

- Industry Group
- Supply Chain Operation
- Supply Chain Services
- System Development
- Responsible for Kosher/Halal Certificate
- Batch Master Responsible

The "Change Customer Workflow" have the following Functions involved in their flow:

- Sales Management
- CSL EMA
- SCM Services
- LAMA Group
- Product & Quality
- CSL EMA

If you have any questions, comments, changes or need to interact with the accountable of the "Change Customer Workflow", these are the responsible (Novozymes contact acronyms are applied):

- CBXJ
- CBXJ
- HSTT
- RLA
- GDAM
- CBXJ

The Resource/Role involved in the "Change Customer Workflow", are:

- AccM
- CSR
- CSR
- SCM Services
- GCC
- JESK
- TIPE

The combined information of the "Change Customer Workflow" is the following:

Flow Task/Process	Business Area	Functional Group	Function	Responsible	Role
Change customer	Business Operation	Industry Group	Sales Management	Account Management	AccM
	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
	Supply Operations	Supply Chain Operation	CSL EMA	CBXJ	CSR
	Supply Operations	Supply Chain Services	SCM Services	HSTT	SCM Services
	Supply Operations	System Development	LAMA Group	RLA	GCC
	Quality	Responsible for Kosher/Halal Certificate	Product & Quality	GDAM	JESK
	Supply Operations	Batch Master Responsible	CSL EMA	CBXJ	TIPE

