Gas Operations Query Management Front Office V1

Last Updated – 03/10/2019

Process Owner – Craig James	D+1	Created by – Stephanie O'Connor

Query Raiser

1. Contact made to raise query via all forms of communication.

11. Confirm resolution meets expectations and advise if happy to close query.

Not resolved

Query Recipient Gas Operations

2. Respond back to query raiser within 24hrs to acknowledge query.

3. Do I have time to log the query in CRM? — No

4. Pass query details to front office team (ops liaison team).

Yes

3a. Refer to NGG query management process.

Resolved

Front office team

5. Log query in CRM.

6. Identify, confirm and assign SME.

SME

7. Contact query raiser to gather more information on query and expected response timeframe.

8. Update query with details in CRM.

9. Conduct investigation and keep query raiser informed.

10. Determine resolution and contact query raiser to advise.

12. Log BI and close query in CRM

Basic Flowchart Shapes (Metric)

☐ Process ◇ Decision

☐ Subprocess ⬭ Start/End

▱ Document ▱ Data

NG Gas Query Management V1

Last Updated – 03/10/2019

Process Owner – Emily Leadbetter   Created by – Stephanie O'Connor

Query Raiser

1. Contact made to raise query via all forms of communication.

7. Confirm resolution meets expectations and advise if happy to close query.

Not resolved

Query Recipient NGG

2. Respond back to query raiser within 24hrs to acknowledge query and agree expected response timeframe.

3. Log query in CRM.

3a. Update query in CRM.

4. Identify, confirm and assign SME.

Resolved

SME

5. Conduct investigation and keep query raiser informed.

6. Determine resolution and contact query raiser to advise.

8. Log BI and close query in CRM.

Basic Flowchart Shapes (Metric)

Process   Decision

Subprocess   Start/End

Document   Data