

Account Management Procedure

Objective:

The objective of this procedure is to describe steps to be followed to ensure effective account management

Entry Criteria:

Creation of an account

Responsibility:

Team Lead

Activities:

- a) The Team Lead shall identify key resources in the account. The account personnel could be business entity or recruiter.
- b) The Team Lead shall also identify hierarchy in both business and recruitment cycle.
- c) The Team Lead shall also identify those in procurement and decision management systems
- d) The Team Lead shall build rapport with all entities to elicit information.
- e) The Team Lead shall gather information and also disseminate information about our activities
- f) The Team Lead shall garner requirement details before information made public with competition
- g) The Team Lead shall arrange exclusive walk in's, and special events.
- h) The Team Lead shall ensure delivery of promises and maintain numbers.

Exit Criteria:

Delivery of promises and maintenance of numbers