

Implementing a workflow Management System in LK Domain Registry

LK Domain Registry

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What is a Workflow Management System

Workflows are building blocks of business processes. A workflow is a series of tasks or actions that are performed in a sequential manner to achieve an end goal.

Workflow Management System (WMS) is a unified platform that streamlines routine business processes for optimal operational efficiency.

The most important aspect of the workflow management system is the creation of a form that holds data and automates a sequential path of tasks for complete data processing.

Why LKDR wanted a WMS

LKDR was having a few operations done manually, using paper based forms and physical signature approvals.


Purchasing services and good for LKDR was such a process involved few forms, people and stages. This manual process took time and it was not organized well.

Because of this reason LKDR thought of implementing a software solutions to solve this.

Our Approach

Understanding the current process and its sub activities is really important and then we explore for all the stakeholders.

Form LKD/ADMN/2023002

 **LK Domain Registry**
PURCHASE REQUISITION FORM

DATE: REF. NO:

REQUESTING DEPARTMENT:

DESCRIPTION:

TYPE OF PURCHASE: REPLACEMENT ☐ NEW PURCHASE ☐

JUSTIFICATION/REASONS:

REQUESTED BY: NAME SIGNATURE

TOTAL AMOUNT:

EXPENSE REQUEST: APPROVED ☐ DECLINED ☐

NAME: SIGNATURE:

NOTES OF APPROVAL/DECLINING (IF APPLICABLE):

Form LKD/ADMN/2023003

 **LK Domain Registry**
CAPITAL EXPENDITURE APPROVAL FORM

EXPENDITURE > LKR 25,000/-

DATE: REF. NO:

REQUESTING DEPARTMENT:

DESCRIPTION:

JUSTIFICATION/REASONS:

VENDORS: 1.
2.
3.
4.

RECOMMENDED VENDOR:

TOTAL AMOUNT:

RECOMMENDED BY: NAME: SIGNATURE:
NAME: SIGNATURE:

EXPENSE REQUEST: APPROVED ☐ DECLINED ☐

NAME: SIGNATURE:

NOTES OF APPROVAL/DECLINING (IF APPLICABLE):

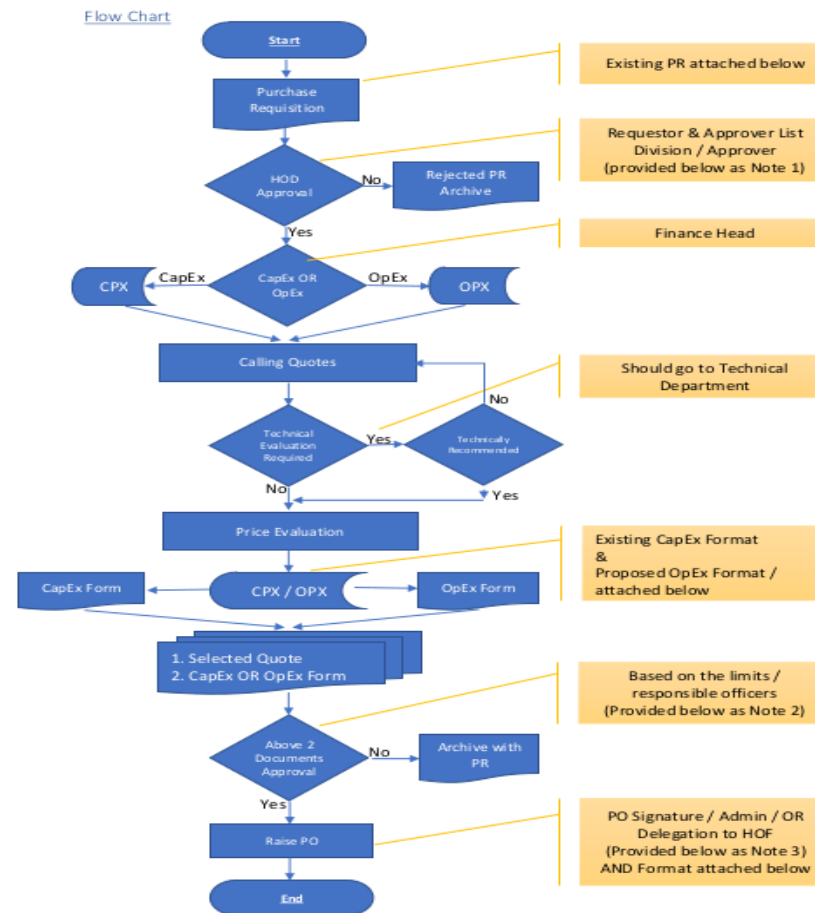
Implementation of WMS

After we gather the information about existing manual process, we study them well and came up with the following process for the purchasing activity.

1. Submit the purchase requisition
2. Head of department approval for purchase requisition
3. Select the purchase requisition type (Capex/Opex) and finance head approval
4. Calling Quotes
5. Technical Evaluation (If needed)
6. Price Evaluation
7. Expense Approval
8. Purchase Order (PO) creation
9. Print Purchase Order

Implementation of WMS

Then we understood the flow of the process and represented it in a flow chart diagram.



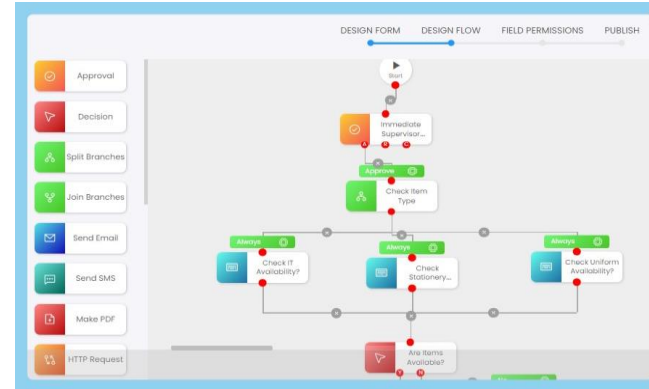
Implementation of WMS

- It was required for us to select a tool to implement the work flow.
- So we chose WorkHub24 Workflow Automation Software for this implementation.
- WorkHub24 is a NO Code platform. Unlike any other workflow management platform, it can equally better automate ad-hoc workflows such as lead management and very complex strict approval based workflows.
- Even after setup, managing it can be done with super easiness even by a non tech person.
- WorkHub24 is a 100% online solution or On-premise installation which has Mobile apps to access on the go.

Implementation of WMS

WorkHub24 platform was so easy to use. There are no coding to be done.

Form Designer



Flow Designer

Date	Requester	Purpose	Amount	Receipt
2022-03-06	Peter Samuels	Customer Entertainment	2000.00	receipt.jpg
2022-03-06	Sam Simmons	Meals	5000.00	sam-receipt.jpg
2022-03-06	Judy Anthony	Travelling	2500.00	bill-friday.jpg
2022-03-06	Tim Cook	Lodging	10000.00	meal-receipt-22nd.jpg
2022-03-06	James Anderson	Postage	100.00	postage.jpg
2022-03-01	Becky Mathias	Travel	4000.00	taxi-receipt.jpg
2022-03-03	James Anderson	Tolls	500.00	james-highway.jpg
2022-03-07	Sam Simmons	Business Meal	6000.00	sheraton-8th.jpg

Datastore

Set Business Rules

Set permissions for users

Implementation of WMS

The interface of final implementation looks like this.

Administration/test 01 Description Completed Cancel

Purchase Requisition

Ref No: PR/2223/0003 Date: 2023-01-20 Currency Type: LKR

Department: Administration Type of Purchase: New Purchase Requested By: Test Admin Assistant

Total Amount (PR): 5,000.00

Description of PR

test 01 Description

Justification/Reasons

test 01 Description R

Provide a short description (maximum 100 characters)

Approver: Test Lead Manager, Admin

It was such a clean and user friendly system after the implementation.

Benefits of implementing a WMS

- Redundant manual tasks eliminated
- Increased trust, transparency, and control
- Improved work culture
- Increased productivity
- Improved connectivity
- Reduced errors
- Reinforce Accountability

THANK YOU!