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## **Museum Subprocess Description: Delivery**

prepared for:  
CIDOC Working Group

<http://network.icom.museum/cidoc/>

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# Standard Operating Procedure - SOP of the subprocess "Delivery"

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## 1. Introduction

Afer a long period of work and research based on the Collections Trust's SPECTRUM Procedures we found a way to make business procedures easier to read and understand by everyone.

This Standard Operating Procedure (SOP) is a set of written instructions that documents a business process in a Museum. It provides individuals with the information to perform the subprocess properly.

Well-written SOPs provide direction, improve communication, reduce training time, and improve work consistency.

SOP used in combination with planned training and regular performance feedback lead to an effective and motivated workforce. Museum managers and advisers benefit from consistent work performance and predictable results. Employees benefit from increased confidence and a clear sense of achievement.

## 2. Objective

Scope of this document is to make business procedures in museums easier to read and understand by everyone.

This description corresponds to step 2b of the following Modeling Procedure Steps:

- Step 1     Develop a process landscape
- Step 2a    Describe target process
- Step 2b    Describe needed sub processes
- Step 3     Elaborate high level BPMs in BPMN 2.0
- Step 4     Elaborate low level BPMs in BPMN 2.0

## 3. Format

Business processes in museums are very different in their complexity. In our case we will use a flowchart to describe our subprocess.

## 4. Process

In this document we will describe the subprocess "Delivery" being part of the process "Acquisition" in which the entry of an object into a museum is described.

When the museum receives a notification from a person who wants to sell or donate an object to a museum, the curator in the museum should first consult the checklist C01<sup>1</sup> to determine if the object meets the museums collections guidelines or not.

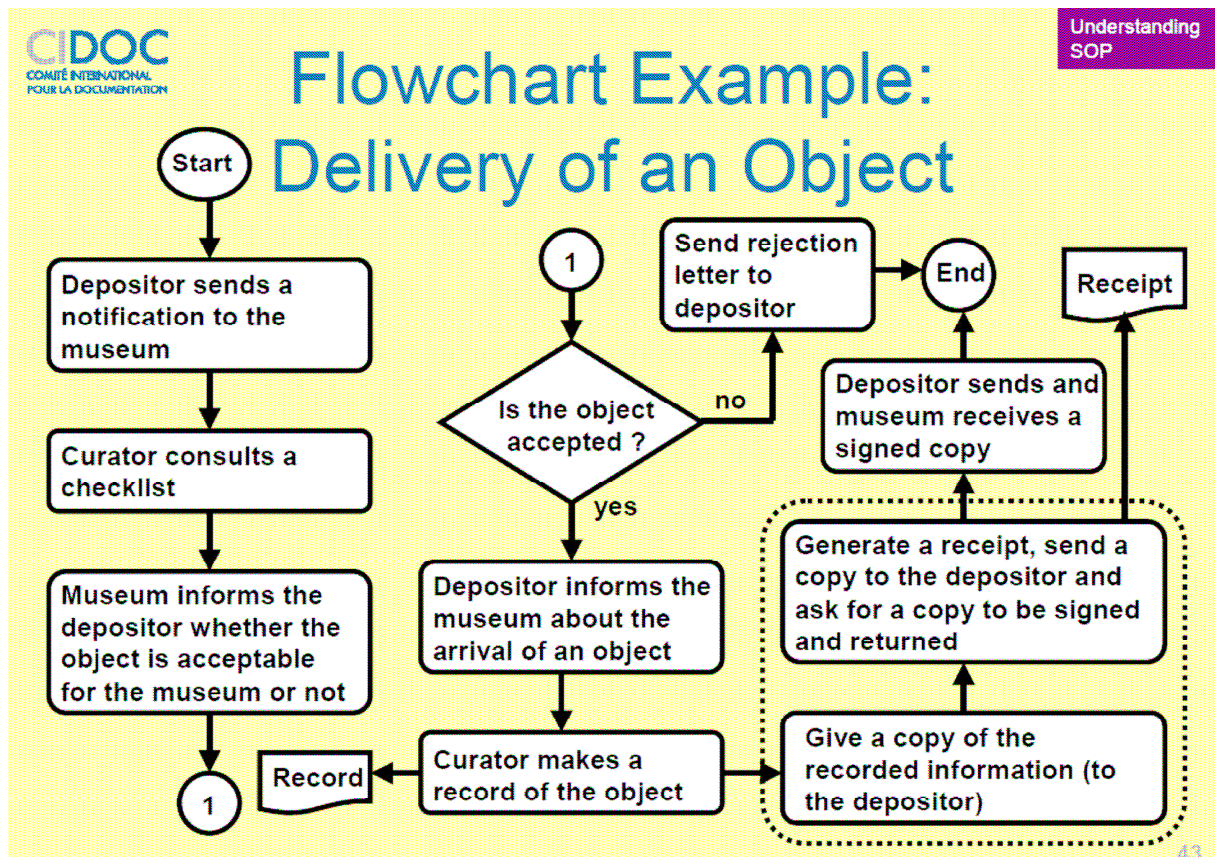
After that, the curator has to inform the depositor if the object is to be accepted or not.

When the object will be accepted, the depositor has to send the object to the museum. If the object is not accepted a formal rejection of offer should be issued to the depositor. As soon as the object arrives in the museum the curator has to make a record M01<sup>2</sup>.

After the record has been made, the curator has to generate and send a receipt R01<sup>3</sup> to the depositor that the object has arrived.

Here our first subprocess ends and a new one begins.

### Delivery



<sup>1</sup> see document "Masks and checklists"

<sup>2</sup> see document "Masks and checklists"

<sup>3</sup> see document "Masks and checklists"

## **5. References**

*SPECTRUM, the UK Museum Documentation Standard, Version 3.2*, Collections Trust, 2009