

Contract No. Lag-I-00-98-0006-00
Task Order No. 815

PD-ABW-298

114279

TRIP REPORT

TASK ORDER NAME & NUMBER:

Project: Alexandria Electric Company Re-Engineering

Job Number:

Activity:

COUNTRIES OF ASSIGNMENT:

Egypt

DATES OF TRIP:

15 September through 16 December 2001

NAME:

Frank Cajthaml (Worked with Ramses Khalil, who is resident in Alexandria, throughout the entire trip.)

23865-815-0001

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PURPOSE OF TRIP:

The Alexandria Electric Distribution Company (AEDC) and West Delta Production Company (WDPC) have requested technical assistance to assist the two companies in re-engineering maintenance management, inventory management, purchasing, cost and sources of alternative revenues. The USAID and two companies have selected Bechtel/Nexant to provide this assistance to the AEDC and WDGC.

The key desired results were to develop and deliver two training courses for the two companies – Process Mapping (Training Course Number One) and Business Process Improvement and Benchmarking (Training Course Number Two) – and assist the AEDC/WDPC Cost Reengineering Work Teams (WTs) during their data gathering and structuring activities related to the Process Mapping Phase of the Reengineering Project.

BRIEF SUMMARY OF ACTIVITIES AND OUTCOMES:

The key results were that I met with both personnel from both the AEDC and WDPC and obtained background data necessary to prepare training materials. During the consultancy, a total of two (2) Process Mapping Course and two (2) Business Process Improvement and Benchmarking Course were delivered to Cost Work Team personnel from both companies. In addition, the AEDC Inventory and Purchasing/WDPC Maintenance Management WTs received process mapping reengineering training. At the request of the AEDC, a two-day training course on the Microsoft Visio software application program was provided to 25 AEDC staff during the period 4 through 8 October 2001.

As part of the project's *Organizational Change Management Plan* and, at the request of the Chairman, WDPC, the project team's technical advisors presented three (3) one-hour briefings to selected WDPC accounting staff to orient WDPC employees on project objectives.

During the period covered by this report technical assistance was provided to both WTs in developing draft cost cycle process maps.

The object of the Process Map is to develop an "*As-Is*" of an AEDC/WDPC cost process. The WT will trace the process of converting the input through all the intervening steps until the final required output. The process map will show how all functions are involved. This process mapping structure will allow the WT to identify all the critical interfaces, overlay the time to complete various sub-processes on the process map, start to define opportunities for improvement and identify "disconnects" (illogical, missing or extraneous steps) in the process.

During the period 10 October through 20 November, the WT actively interviewed the process experts about the process under analysis.

From 10 November through 30 November and based on data collected previously, the WT was actively involved in structuring process activity diagrams for each cost flow. This encompassed the actual creative process of drawing the process map diagram and includes the listing of data elements, making sketches, and so on, which precede drawing boxes and arrows.

During the month of December 2001, draft process maps continued to be redrawn corresponding to editing and rework of verbal text. This activity has been concerned with graphical editing and rearranging the description of the process activity for clarity.

In preparation for the phase of the reengineering project where the AEDC/WDPC will benchmark with external partners, initial contact was made with Mr. John Hammond, USEA, for the purpose of utilizing Duke Power and PP&L as potential external benchmarking partners for the AEDC/WDPC. A meeting on this subject was held at the USEA offices at 1300 Pennsylvania Ave., N.W., Washington, D.C. on 16 October 2001.

OUTSTANDING ISSUES OR WORK REMAINING TO BE DONE:

**1. COST REENGINEERING ACTIVITIES SCHEDULED FOR THE PERIOD
DECEMBER 2001 THROUGH 30 JUNE 2002**

1a. WALK-THROUGH PHASE (December 2001 through January 2002). As each cost cycle process map is completed, a *“Walk-Through”* will be utilized to ensure that **ACTUAL** processes have been examined by the WT. *“Walk-Throughs”* will have the Work Team (WT) follow the exact course of a particular process on a step-by-step basis (physically) to confirm that this really happens. This will require talking to the relevant staff involved in each particular task of the process and assessing what they actually do to complete that task.

Prior to entering the project's Walk-Through Phase, the AEDC/WDPC WT members will attend a four-day course. This second of three scheduled reengineering courses is entitled, BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO), October 2001 (Revised November 2001).

1b. ORACLE IMPLEMENTATION TRAINING (January 2002). Initial training on the ORACLE general ledger is planned to commence in January 2002 and continue through the scheduled project end date in June 2002.

In order to better facilitate implementation of ORACLE's cost accounting module and, in addition to training to be delivered by ORACLE on their base application software program, beginning in February 2002 the project will develop and deliver a series of training courses on Activity Based Costing to AEDC/WDPC accounting staff.

1c. BENCHMARKING PHASE (March through 30 June 2002 and beyond). The key element in the benchmarking phase of reengineering of the AEDC/WDPC cost processes will be the adaptation of a best practice and tailoring it to the AEDC/WDPC's needs and culture.

COMBINED INTERNAL AND EXTERNAL BENCHMARKING. The project's benchmarking approach within the AEDC/WDPC will be a combination of internal and external benchmarking.

COMPARISON OF DIFFERENT BENCHMARKING TYPES

BENCHMARKING TYPE	CYCLE TIME FOR Future State Solution	BENCHMARKING PARTNERS
Internal	3-4 Months (February through May 2002)	Within the AEDC/WDPC/WDPC/EEHC (Cairo, Canal and Behara)
External Industry	6-12 Months (April through August 2002)	Same Industry (Duke Power, PP&L and a 3 rd company (to be determined))
Combined internal and external	12-24 Months (July 2002 through June 2004)	Within EEHC, same industry and all industries worldwide

INTERNAL BENCHMARKING (February through May 2002). Upon completion of the Walk-Through (scheduled for February 2002), the WT will undertake the Benchmarking Phase by analyzing the best of the AEDC/WDPC's internal operations.

EXTERNAL BENCHMARKING (April through August 2002). Through site visits and the exchange of data with external benchmark partners, the AEDC/WDPC will determine how the process "should be."

Determining the "should be" is where the WT begins to focus on examining the process from an external perspective, conducting secondary research to supplement internal exploratory efforts and discovering which criteria are important.

Unlike most other business tools, benchmarking can help accurately identify and source performance gaps and lead to risk avoidance and process improvement.

1d. BUSINESS PROCESS IMPROVEMENTS PHASE (March through 30 June 2002 and beyond). Prior to entering the project's Business Process Improvements and Best Practices Phase of the project, AEDC/WDPC WT members will attend the third and final four-day reengineering course. This course is tentatively scheduled to be delivered sometime during the period 25 January through 15 February 2002 (depending on the status of the AEDC/WDPC process map Walk-Throughs). This third reengineering course is entitled, *IMPROVED BENCHMARKING, BEST PRACTICES AND TOTAL QUALITY MANAGEMENT (TQM) TRAINING COURSE NUMBER THREE.*

Once the AEDC/WDPC Benchmarking Teams (BTs) establish a measurement database and understand why gaps exist between the AEDC/WDPC and its benchmarking partners, the BTs can evaluate different alternatives to identify best-value Future-State-Solutions (FSS). In this activity the BTs will identify the appropriate corrective actions defined during the benchmarking process. Part of the activity will include a benefit/cost/risk analysis.

Through the use of cost process maps and as a result of internal and external benchmarking activities, the AEDC/WDPC will be in a position to identify ways that processes can be re-designed and improved to:

- Eliminate duplicate activities;
- Combine related activities;
- Eliminate multiple reviews and approvals;
- Eliminate inspections;
- Minimize hand-off and re-do's;
- Simply processes;
- Process in parallel; and,
- Eliminate movement of work.

During the period March through June 2002, the AEDC/WDPC WTs will have to develop detailed action plans to plot the improvement course after the project ends on 1 July 2002. This action plan (covering the period 1 July 2002 through 30 June 2004) will need to include a description of the overall action plan detailing each specific action step and each problem the actions are targeted to solve. The action plan will also describe the chronological steps to implementation, defining requirements and specifications, and allotting an appropriate time frame for the implementation.

2. COST REENGINEERING ACTIVITIES TO BE COMPLETED AFTER 1 JULY 2002 AND BEYOND. To achieve long-term success, the AEDC/WDPC will need to keep business processes effective and efficient through continuous monitoring and measuring.

2a. BEST PRACTICES (March through 30 June 2002 and beyond). Once the Future State Solution (FSS) is implemented and operating effectively, it will be important to ensure that a benchmark item's overall performance is not degraded. At this point, the AEDC/WDPC will have reached a stage where **Total Quality Management (TQM)** will be the next natural progression in their "Best Practices" evolution.

2b MAINTAIN THE BENCHMARKING DATABASE. The AEDC/WDPC will have made a major investment in developing an extensive database on benchmark items. Since it is easier to keep a database current rather than go back at a later date and try and update the database, it will be necessary to permanently assign AEDC/WDPC personnel to research and update the database on a continuous basis. In addition, at least once each year the BT should meet to review the status of an item.

CONCLUSION AND RECOMMENDATIONS:

Within the EEHC there are several other organizations that have parallel operations performed at different locations throughout Egypt.

The AEDC/WDPC internal benchmarking process should begin by assembling and sharing information about parallel activities. These parallel EEHC operations (Cairo, Canal and Behara) will be encouraged to form teams to develop, implement and share the knowledge and cost of the benchmarking process.

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The Nexant team recommends the formation of an **Internal Benchmarking Committee (IBC)** consisting of one person from each benchmarking site plus additional technical experts, as required. The IBC members will work together and share information so that each organization can benefit from the benchmarking process. The IBC will be used to maximize the benefits from external contacts.

After the current project ends on 1 July 2002, the AEDC/WDPC must **CONTINUE** to benchmark AEDC/WDPC customer-critical [key] business processes to ensure that AEDC/WDPC can react to and maintain parity with state-of-the-art technology. At the same time the AEDC/WDPC will need to keep challenging its own best practice to see if it can be improved upon through ideas generated from within.

Frank Cajthaml

15 December 2001

REPORT BODY:

Sunday, 16 September 2001

Cairo. Reviewed documents.

Monday, 17 September 2001

Revised the Basic Cost Accounting training course materials and developed overhead transparencies.

Tuesday, 18 September 2001

Traveled from Cairo to Alexandria and met with Mohamed Said to begin reviewing status of process mapping activities accomplished within the WDPC and prepare for the 2nd cycle of Training Course One scheduled to begin at the AEDC on 25 September 2001.

Wednesday, 19 September 2001

No appointments scheduled, work continued on revising training aids for the Process Mapping Course.

Thursday, 20 September 2001

Process Mapping WT meeting with WDPC WT to review status of process mapping work plan and data gathering phase of process mapping.

Friday, 21 September 2001

No appointments scheduled, work continued on developing training aids for Training Course Two.

Saturday, 22 September 2001

No appointments scheduled, work continued on developing training aids for the Process Mapping Course.

Sunday, 23 September 2001

Process Mapping WT meeting with WDPC WT to review status of process mapping work plan and data gathering phase of process mapping.

Monday, 24 September 2001

Process Mapping WT meeting with WDPC WT to review status of process mapping work plan and data gathering phase of process mapping.

Tuesday, 25 September 2001

Day one of the 2nd cycle Training Course One delivered at AEDC (See APPENDIX 1 of this report for Attendance).

Wednesday, 26 September 2001

Day two of the 2nd cycle Training Course One delivered at AEDC (See APPENDIX 1 of this report for Attendance).

Thursday, 27 September 2001

Day three of the 2nd cycle Training Course One delivered at AEDC (See APPENDIX 1 of this report for Attendance).

Friday, 28 September 2001

No appointments scheduled, work continued on developing training aids for the Process Mapping Course.

Saturday, 29 September 2001

No appointments scheduled, work continued on developing training aids for the Process Mapping Course.

Sunday, 30 September 2001

Day four of the 2nd cycle Training Course One delivered at AEDC (See APPENDIX 1 of this report for Attendance).

Monday, 1 October 2001

Preparation for the one-hour briefings scheduled to be presented to select WDPC accounting staff on 3 October to orient WDPC employees on project objectives.

Process Mapping WT meeting with WDPC WT to review status of data gathering phase of process mapping.

Tuesday, 2 October 2001

Preparation for the one-hour briefings scheduled to be presented to select WDPC accounting staff on 3 October to orient WDPC employees on project objectives.

Wednesday, 3 October 2001

The project team's technical advisors (Ramses Khalil, Frank Cajthaml and Mohamed Said) presented three (3) one-hour briefings to selected WDPC accounting staff (groups of 25 – 35 staff) to orient WDPC employees on project objectives. Each WDPC participant received a project brochure explaining the project and reengineering methodology utilized.

Thursday, 4 October 2001

Day one of the Microsoft VISIO application software Training Course delivered at AEDC (See APPENDIX 2 of this report for Attendance).

Friday, 5 October 2001

No appointments scheduled, work continued on developing training aids for the **BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO)**.

Saturday, 6 October 2001

No appointments scheduled, work continued on developing training aids for the **BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO)**.

Sunday, 7 October 2001

Day two of the Microsoft VISIO application software Training Course delivered at AEDC (See APPENDIX 2 of this report for Attendance).

Monday, 8 October 2001

Day one of the 3rd cycle Training Course One delivered at AEDC (See APPENDIX 3 of this report for Attendance).

Tuesday, 9 October 2001

Day two of the 3rd cycle Training Course One delivered at AEDC (See APPENDIX 3 of this report for Attendance).

Wednesday, 10 October 2001

Day three of the 3rd cycle Training Course One delivered at AEDC (See APPENDIX 3 of this report for Attendance).

Thursday, 11 October 2001

Day four of the 3rd cycle Training Course One delivered at AEDC (See APPENDIX 3 of this report for Attendance).

Friday, 12 October 2001

No appointments scheduled, work continued on developing training aids for the **BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO)**.

Saturday, 13 October 2001

No appointments scheduled, work continued on developing training aids for the **BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO)**.

Sunday, 14 October through Friday, 26 October 2001

Traveled to Cairo. No appointments/work scheduled, personal vacation days.

Saturday, 27 October 2001

Review of status of project mapping phase of project.

Sunday, 28 October 2001

Process Mapping WT meeting with WDPC WT to review status of process mapping work plan and data gathering phase of process mapping (See APPENDIX 6 of this report for the Work Team's Work Plan).

Monday, 29 October 2001

Process Mapping WT meeting with AEDC WT to review status of process mapping work plan and data gathering phase of process mapping (See APPENDIX 7 of this report for the Work Team's Work Plan).

Tuesday, 30 October 2001

Day one of the 1st cycle Training Course Two delivered at WDPC (See APPENDIX 4 of this report for Attendance).

Wednesday, 31 October 2001

Day two of the 1st cycle Training Course Two delivered at WDPC (See APPENDIX 4 of this report for Attendance).

Thursday, 1 November 2001

Day three of the 1st cycle Training Course Two delivered at WDPC (See APPENDIX 4 of this report for Attendance).

Friday, 2 November 2001

No appointments scheduled, work developing training aids for the **BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO)**.

Saturday, 3 November 2001

Meeting at the AEDC attended by both company Chairmen as well as key management personnel, Engineer Fawzia from the EEHC, Ramses Khalil and Frank Cajthaml. Purpose the meeting was to receive a briefing on the status of the process mapping phase of the reengineering project from Frank Cajthaml and to discuss accounting and maintenance management automation requirements of both companies.

No other appointments scheduled, work continued on developing additional training aids for the **BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO)**.

Sunday, 4 November 2001

Day four of the 1st cycle Training Course Two delivered at WDPC (See APPENDIX 4 of this report for Attendance).

Monday, 5 November 2001

Day one of the 2nd cycle Training Course Two delivered at AEDC (See APPENDIX 5 of this report for Attendance).

Tuesday, 6 November 2001

Day two of the 2nd cycle Training Course Two delivered at AEDC (See APPENDIX 5 of this report for Attendance).

Wednesday, 7 November 2001

Day three of the 2nd cycle Training Course Two delivered at AEDC (See APPENDIX 5 of this report for Attendance).

Thursday, 8 November 2001

Day four of the 2nd cycle Training Course Two delivered at AEDC (See APPENDIX 5 of this report for Attendance).

Friday, 9 November 2001

No appointments scheduled. Traveled to Cairo.

Saturday, 10 November through Saturday, 24 November 2001

No appointments/work scheduled, personal vacation days 10 through 24 November 2001.

Sunday, 25 November 2001

Review of status of project mapping phase of project.

Monday, 26 November 2001

Process Mapping WT meeting with WDPC WT to review status of "Swim lane" diagrams (See APPENDIX 8 of this report for the "swim lane" diagram for the WDPC Monthly Payroll Cost Cycle).

NEXANT Project Team meeting at the project's offices in the AEDC to discuss, at the request of Engineer Fawzia, the preparation of a summary document for each process area that explains current status, actions to be completed and the anticipated end-state at the end of the project on its scheduled completion date of 30 June 01.

Tuesday, 27 November 2001

Process Mapping WT meeting with AEDC WT to review status of "Swim lane" diagrams (See APPENDIX 9 of this report for the "swim lane" diagram for the AEDC Monthly Payroll Cost Cycle).

Started work preparing a draft summary document covering the cost process reengineering within the AEDC/WDPC.

Wednesday, 28 November 2001

Process Mapping WT meeting with WDPC WT to review status of "Swim lane" diagrams. Analyzed completed AEDC Cost WT monthly payroll cost cycle "swim land" diagrams and prepared drafts of "high-Level" and "activity-level" NODE maps.

Continued work preparing a draft summary document covering the cost process reengineering within the AEDC/WDPC.

Thursday, 29 November 2001

Process Mapping WT meeting with AEDC WT to review status of "Swim lane" diagrams. Presented drafts of "high-Level" and "activity-level" NODE maps based on the completed AEDC Cost WT monthly payroll cost cycle "swim land" diagrams (See APPENDIX 10 of this report for AEDC Monthly Payroll Cost Cycle Draft High-Level and Activity-Level Process Maps).

Friday, 30 November 2001

No appointments scheduled. Prepared process mapping templates for use by the AEDC/WDPC WTs in structuring draft process maps.

Revised and completed the draft summary document covering the cost process reengineering within the AEDC/WDPC (See APPENDIX 12 of this report for the Summary Report).

Saturday, 1 December 2001

Work developing training aids for the **IMPROVED BENCHMARKING, BEST PRACTICES AND TOTAL QUALITY MANAGEMENT (TQM) (TRAINING COURSE NUMBER THREE)**.

Meeting with Engineer Mona Tantawi to discuss AEDC Work Team process mapping status. Discussion also included a review of the AEDC Monthly Payroll Cost Cycle "swim lane" diagram and its related draft process map.

Reviewed the English translation of the WDPC Monthly Payroll Cost Cycle "swim lane" diagram with the translator.

Sunday, 2 December 2001

Work continued on analyzing the completed AEDC/WDPC cost cycle draft "swim lane" diagrams. Prepared draft process map for the WDPC Monthly Payroll Cost Cycle for review with the WDPC Work Team on 4 December. In addition, prepared sample map-kit based on AEDC Monthly Payroll Cost Cycle for review with the AEDC Work Team on 3 December.

Monday, 3 December 2001

Process Mapping WT meeting with AEDC WT to review status of "Swim lane" diagrams and draft cost process maps. Distributed process mapping templates for use by the AEDC/WDPC WTs in structuring draft process maps to the AEDC WT and reviewed sample map-kit.

Tuesday, 4 December 2001

Process Mapping WT meeting with WDPC WT to review status of "Swim lane" diagrams and draft cost process maps. Distributed process mapping templates for use by the AEDC/WDPC WTs in structuring draft process maps to the WDPC WT and reviewed sample map-kit.

Wednesday, 5 December 2001

Process Mapping WT meeting with AEDC WT to review status of "Swim lane" diagrams and draft cost process maps. Map Authors and min-review WTs were assigned for each of the AEDC's 38 cost cycles being mapped (See APPENDIX 13 of this report for the listing of AEDC Cost Cycles and Map Authors).

Met with the USAID Project Officer and Project Chief of Party (Ramses Khalil) during the AEDC WT meeting and briefed the Project Officer on the objects of the process mapping exercise and the current status of process mapping within the AEDC.

Met with the AEDC Purchasing/Inventory WTs to review with them on how to structure a "swim lane" diagram in order to proceed with mapping.

Analyzed completed WDPC Cost WT monthly payroll cost cycle "swim land" diagrams and prepared drafts of "high-Level" and "activity-level" NODE maps.

Thursday, 6 December 2001

Process Mapping WT meeting with WDPC WT to review status of "Swim lane" diagrams and draft cost process maps. Presented drafts of "high-Level" and "activity-level" NODE maps based on the completed WDPC Cost WT monthly payroll cost cycle "swim land" diagrams (See APPENDIX 11 of this report for WDPC Monthly Payroll Cost Cycle Draft High-Level and Activity-Level Process Maps).

Friday, 7 December 2001

No appointments scheduled, work developing training aids for the **IMPROVED BENCHMARKING, BEST PRACTICES AND TOTAL QUALITY MANAGEMENT (TQM) (TRAINING COURSE NUMBER THREE)**. Analyzed completed AEDC Cost WT cost cycle "swim lane" diagrams and prepared drafts of "high-Level" and "activity-level" NODE maps.

Saturday, 8 December 2001

No appointments scheduled, work developing training aids for the **IMPROVED BENCHMARKING, BEST PRACTICES AND TOTAL QUALITY MANAGEMENT (TQM) (TRAINING COURSE NUMBER THREE)**.

Assisted the AEDC Cost WT librarians in establishing the WT Process Map libraries and formalizing the map kit format and alternative kit review tracking mechanisms.

Reviewed English translation of recently completed draft AEDC Cost Cycle "swim lane" diagrams.

Sunday, 9 December 2001

Reviewed English translation of recently completed draft AEDC Cost Cycle "swim lane" diagrams. Prepared two AEDC "swim lane" diagrams and high-level activity process maps for discussion with the AEDC WTs on 10 December.

Monday, 10 December 2001

Met with the AEDC WTs and discussed two cost cycle "swim lanes" (See APPENDIX 14) and their related process maps (See APPENDIX 15) . Discussed the structure of the Node indexes and the operation of the WT process map libraries.

Reviewed the listing of cost cycle process map authors and node map review mini-WTs. Discussed the formalizing of a schedule that will list the estimated completion dates for each cost cycle process map (the draft schedule is to be delivered by the next scheduled WT meeting on 12 December).

Met with the AEDC Purchasing/Inventory WTs to continue the review on how to structure a "swim lane" diagram in order to proceed with mapping.

Tuesday, 11 December 2001

Met with the WDPC WT and continued discussion on cost cycle "swim lanes" and their related process maps. Discussed the structure of the Node indexes and the operation of the WT process map libraries.

Wednesday, 12 December 2001

Met with the AEDC WTs and continued discussion on cost cycle "swim lanes" and their related process maps.

Thursday, 13 December 2001

Process Mapping WT meeting with WDPC WT to review status of "Swim lane" diagrams and draft cost process maps. Map Authors and min-review WTs were assigned for each of the WDPC's cost cycles being mapped (See APPENDIX 16 of this report for the listing of WDPC Cost Cycles and Map Authors).

Friday, 14 December 2001

No appointments scheduled, work developing training aids for the **IMPROVED BENCHMARKING, BEST PRACTICES AND TOTAL QUALITY MANAGEMENT (TQM) (TRAINING COURSE NUMBER THREE)**.

Saturday, 15 December 2001

Prepared Trip Report.

Sunday, 16 December 2001

Traveled from Cairo to Washington, D.C.

APPENDIX 1

TRAINING AGENDA

COURSE: PROCESS MAPPING (TRAINING COURSE NUMBER ONE) – CYCLE TWO

VENUE: Alexandria Electric Distribution Company (AEDC)

DATE: 25 September through 30 September 2001

TIME: 10:00 until 1:50

BREAK: 11:45 to 12:00

Day 1 (25 September)	Day 2 (26 September)	Day 3 (27 September)	Day 4 (30 September)
SESSION 1 (10:00 – 10:45) 1. COST REENGINEERING WORK PLAN 2. WHAT IS A PROCESS?	SESSION 1 (10:00 – 10:45) 1. HOW TO CREATE A PROCESS MAP 2. PROCESS MAPPING CONCEPTS 3. COMMUNICATION PRECISION	SESSION 1 (10:00 – 10:45) 1. PROCESS MAP IMPLEMENTATION 2. THE PROCESS MAP ACTIVITY PHASES 3. HOW TO CREATE A PROCESS MAP	SESSION 1 (10:00 – 10:45) WT TEAM-BUILDING DEVELOPMENT PROCESS
SESSION 2 (10:45 – 11:45) 1. WHAT IS A PROCESS MAP?	SESSION 2 (10:45 – 11:45) 1. TYPES OF DIAGRAMS 2. HIGHER-LEVEL DIAGRAMS 3. FEO, TEXT AND GLOSSARY 4. PROCESS MAP PRESENTATION RULES 5. HOW TO READ A PROCESS MAP	SESSION 2 (10:45 – 11:45) 1. THE PROCESS MAP REVIEW CYCLE 2. TEAM DYNAMICS FOR THE PROCESS MAP REVIEW CYCLE 3. THE IDEF PROCESS MAP KIT CYCLE	SESSION 2 (10:45 – 11:45) WT TEAM-BUILDING DEVELOPMENT PROCESS
SESSION 3 (12:00 – 1:15) 1. PROCESS GOALS 2. PROCESS DESIGN 3. PROCESS MANAGEMENT 4. PROCESS FLOWCHARTS	SESSION 3 (12:00 – 1:15) 1. HOW TO COLLECT DATA FOR PROCESS MAPPING 2. THE ROLE OF THE DATA GATHERER 3. THE PURPOSE OF INTERVIEWS	SESSION 3 (12:00 – 1:15) THE PROCESS MAP REVIEW PRESENTATION PROCESS	(IF REQUIRED)
SESSION 4 (1:15 – 1:50) 1. FLOWCHARTING 2. USE FLOWCHARTS TO CLARIFY AND COMMUNICATE 3. TRACKING HANDOVERS	SESSION 4 (1:15 – 1:50) 1. THE DATA GATHERING INTERVIEW TOOLKIT 2. HOW TO CONDUCT DATA-GATHERING INTERVIEWS 3. SUMMARY OF APPROACH TO DATA GATHERING	SESSION 4 (1:15 – 1:50) THE PROCESS MAP REVIEW PRESENTATION PROCESS	(IF REQUIRED)

APPENDIX 1 - 2nd cycle Training Course One delivered at AEDC 25 through 30 September 2001

DAY ONE – 25 September 2001	
1	Hannan Ahmed Sedyk – Financial Accountant
2	Amira Gaber Nabawy – Accountant (Network Department)
3	Baher Gaber Ali Hassan – Accountant (West)
4	Ahmed Samy Ahmed – Accountant (Projects)
5	Mohamed Ahmed Hussein – Accountant (Projects)
6	Mohamed Ahmed Gaber – Accountant (Test Sector)
7	Mohamed Ahmed M.M. Abdel Ali – Accountant
8	Mohamed El Said Taha El Teir – Accountant
9	Ahmed Mohamed El Elmahty – Accountant
10	Mohamed Hussein Mohamed – Accountant
11	Khaled Mohamed Mohamed Mossad – Accountant
12	Mahmoud Mohamd Aly Bekhit – Engineer (Energy Conservation)
13	Mohamed Said Said Abedo – Accountant (Training)
14	Mohamed Maged El Kholy – Engineer (Transportation Workshop)
15	Azza Mohamed Fouad – Engineer (Communications Department)
16	Sherin Khalil Saad – Accountant
17	Amina Hamaty Mohmoud – Senior Accountant
18	Soad Mohamed Ess – Senior Accountant
19	Ahmed Gharieb Ahmed Gharieb – Accountant (General Lighting Sector)
20	Ahmed Ibrahim Mohamed – Accountant (Costing Management)
21	Mohamed Hattem Hassib – Accountant
22	Said Sayed Ahmad Tayel – Accountant
23	Sherif Ahmed Ali Hasan – Accountant (Sector North)
24	Mohamed Maher Abd Elnam – Accountant (Middle Nets Section)
25	Amel Zakaria Gerges – Accountant (Communications)
26	Seada Ahmed Sarhan – Accountant (Stores)
27	Mohamed Bekheet Radaran – Accountant (Stores)
28	Amal Adbel Aaty El Boghdady – Accountant (Montazah)
29	Safaa Afifi Al Said – Accountant
30	Noha Ibrahim Mahmoud Fadel – Accountant
31	Fayza Hassan El Sayed – General Manager, Cost Department

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32	Mohomed Aly Sharara – Accountant
33	Hala Amin Sayed – Auditor
34	Jehan Said Aed Elmaked Meshah – Cost Accountant

DAY TWO – 26 September 2001	
1	Hannan Ahmed Sedyk – Financial Accountant
2	Amira Gaber Nabawy – Accountant (Network Department)
3	Baher Gaber Ali Hassan – Accountant (West)
4	Ahmed Samy Ahmed – Accountant (Projects)
5	Mohamed Ahmed Hussein – Accountant (Projects)
6	Mohamed Ahmed Gaber – Accountant (Test Sector)
7	Mohamed Ahmed M.M. Abdel Ali – Accountant
8	Mohamed El Said Taha El Teir – Accountant
9	Ahmed Mohamed El Elmahty – Accountant
10	Mohamed Hussein Mohamed – Accountant
11	Khaled Mohamed Mohamed Mossad – Accountant
12	Mahmoud Mohamd Aly Bekhit – Engineer (Energy Conservation)
13	Mohamed Said Said Abedo – Accountant (Training)
14	Mohamed Maged El Kholy – Engineer (Transportation Workshop)
15	Azza Mohamed Fouad – Engineer (Communications Department)
16	Sherin Khalil Saad – Accountant
17	Soad Mohamed Ess – Senior Accountant
18	Ahmed Gharieb Ahmed Gharieb – Accountant (General Lighting Sector)
19	Ahmed Ibrahim Mohamed – Accountant (Costing Management)
20	Mohamed Hattem Hassib – Accountant
21	Said Sayed Ahmad Tayel – Accountant
22	Sherif Ahmed Ali Hasan – Accountant (Sector North)
23	Mohamed Maher Abd Elnam – Accountant (Middle Nets Section)
24	Amel Zakaria Gerges – Accountant (Communications)
25	Seada Ahmed Sarhan – Accountant (Stores)
26	Mohamed Bekheet Radaran – Accountant (Stores)
27	Amal Adbel Aaty El Boghdady – Accountant (Montazah)
28	Safaa Afifi Al Said – Accountant
29	Noha Ibrahim Mahmoud Fadel – Accountant

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30	Fayza Hassan El Sayed – General Manager, Cost Department
31	Mohomed Aly Sharara – Accountant
32	Hala Amin Sayed – Auditor
33	Jehan Said Aed Elmaked Meshah – Cost Accountant

DAY THREE – 27 September 2001	
1	Hannan Ahmed Sedyk – Financial Accountant
2	Amira Gaber Nabawy – Accountant (Network Department)
3	Baher Gaber Ali Hassan – Accountant (West)
4	Ahmed Samy Ahmed – Accountant (Projects)
5	Mohamed Ahmed Hussein – Accountant (Projects)
6	Mohamed Ahmed Gaber – Accountant (Test Sector)
7	Mohamed Ahmed M.M. Abdel Ali – Accountant
8	Mohamed El Said Taha El Teir – Accountant
9	Ahmed Mohamed El Elmahty – Accountant
10	Mohamed Hussein Mohamed – Accountant
11	Khaled Mohamed Mohamed Mossad – Accountant
12	Mahmoud Mohamd Aly Bekhit – Engineer (Energy Conservation)
13	Mohamed Said Said Abedo – Accountant (Training)
14	Mohamed Maged El Kholy – Engineer (Transportation Workshop)
15	Azza Mohamed Fouad – Engineer (Communications Department)
16	Sherin Khalil Saad – Accountant
17	Soad Mohamed Ess – Senior Accountant
18	Ahmed Gharieb Ahmed Gharieb – Accountant (General Lighting Sector)
19	Ahmed Ibrahim Mohamed – Accountant (Costing Management)
20	Mohamed Hattem Hassib – Accountant
21	Said Sayed Ahmad Tayel – Accountant
22	Sherif Ahmed Ali Hasan – Accountant (Sector North)
23	Mohamed Maher Abd Elmnam – Accountant (Middle Nets Section)
24	Amel Zakaria Gerges – Accountant (Communications)
25	Seada Ahmed Sarhan – Accountant (Stores)
26	Mohamed Bekheet Radaran – Accountant (Stores)
27	Amal Adbel Aaty El Boghdady – Accountant (Montazah)
28	Safaa Afifi Al Said – Accountant

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29	Noha Ibrahim Mahmoud Fadel – Accountant
30	Fayza Hassan El Sayed – General Manager, Cost Department
31	Mohomed Aly Sharara – Accountant
32	Hala Amin Sayed – Auditor
33	Jehan Said Aed Elmaked Meshah – Cost Accountant

DAY FOUR – 30 September 2001	
1	Hannan Ahmed Sedyk – Financial Accountant
2	Amira Gaber Nabawy – Accountant (Network Department)
3	Baher Gaber Ali Hassan – Accountant (West)
4	Ahmed Samy Ahmed – Accountant (Projects)
5	Mohamed Ahmed Hussein – Accountant (Projects)
6	Mohamed Ahmed Gaber – Accountant (Test Sector)
7	Mohamed Ahmed M.M. Abdel Ali – Accountant
8	Mohamed El Said Taha El Teir – Accountant
9	Ahmed Mohamed El Elmahty – Accountant
10	Mohamed Hussein Mohamed – Accountant
11	Khaled Mohamed Mohamed Mossad – Accountant
12	Mahmoud Mohamd Aly Bekhit – Engineer (Energy Conservation)
13	Mohamed Said Said Abedo – Accountant (Training)
14	Mohamed Maged El Kholy – Engineer (Transportation Workshop)
15	Azza Mohamed Fouad – Engineer (Communications Department)
16	Sherin Khalil Saad – Accountant
17	Amina Hamaty Mohmoud – Senior Accountant
18	Soad Mohamed Ess – Senior Accountant
19	Ahmed Gharieb Ahmed Gharieb – Accountant (General Lighting Sector)
20	Ahmed Ibrahim Mohamed – Accountant (Costing Management)
21	Mohamed Hattem Hassib – Accountant
22	Said Sayed Ahmad Tayel – Accountant
23	Sherif Ahmed Ali Hasan – Accountant (Sector North)
24	Mohamed Maher Abd Elnam – Accountant (Middle Nets Section)
25	Amel Zakaria Gerges – Accountant (Communications)
26	Seada Ahmed Sarhan – Accountant (Stores)
27	Mohamed Bekheet Radaran – Accountant (Stores)

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28	Amal Abdel Aaty El Boghdady – Accountant (Montazah)
29	Safaa Afifi Al Said – Accountant
30	Noha Ibrahim Mahmoud Fadel – Accountant
31	Fayza Hassan El Sayed – General Manager. Cost Department
32	Mohomed Aly Sharara – Accountant
33	Hala Amin Sayed – Auditor
34	Jehan Said Aed Elmaked Meshah – Cost Accountant

**APPENDIX 2 - Microsoft VISIO application software Training Course delivered at
AEDC 4 and 7 October 2001**

DAY ONE - 4 October 2001	
1	Ahmed Alaa Zaky
2	Basma Nour El-Din EL-Safty
3	Hanan Ahmed Bedair
4	Samar Mohamed El-Engbawy
5	Marwa Khalil Mahmoud
6	Mowat Mahmoud El Nahass
7	Nagla Mohamed Aly Gharib
8	Doaa Said Yakout
9	Yasmine Fathy Abd El-Hamid
10	Nahed Mohamed Ahmed Derballa
11	Mafieha Samy Aly
12	Eman Mahmoud Mohamed Arfa
13	Fatma Breakaa El-Zohey
14	Gehan Latfe Abozad
15	Fawzia El-Rashidy
16	Thouraiia Anter Mahmoud
17	Nermin Kamal Ahaza
18	Reem Mahmoud
19	Naglaa Gamal
20	Mahmoud Mohamed Aly Bekhit – Energy Conservation
21	Ehab Atia Ata Khalifa
22	Maha Aly Mahmoud
23	Fatma Mohamed El-Zlbany

DAY TWO - 7 October 2001	
1	Ahmed Alaa Zaky
2	Hana Ahmed Bedair
3	Basma Nour El-Din El-Safty
4	Samar Mohamed El-Engbawy
5	Nermin Kamal Abaza

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6	Nagla Mohamed Aly Gharib
7	Fawzia El Rashidy
8	Mowat Mahmoud El Nahass
9	Marwa Samir Mohamed Mansour
10	Nahed Mohamed Ahmed Derballa
11	Madeha Samy Ali
12	Fatma Break El Zohery
13	Thouraia Anter Mahmoud
14	Ehab Ati Ata Khalifa
15	Usama Ahmed Mohamed
16	Azhar El Said Aulad

APPENDIX 3

TRAINING AGENDA

COURSE: PROCESS MAPPING (TRAINING COURSE NUMBER ONE) – CYCLE THREE

VENUE: Alexandria Electric Distribution Company (AEDC)

DATE: 8 through 11 October 2001

TIME: 9:30 until 1:30

BREAK: 11:30 to 11:45

Day 1 (8 October)	Day 2 (9 October)	Day 3 (10 October)	Day 4 (11 October)
SESSION 1 (9:30 – 10:45)	SESSION 1 (9:30 – 10:45) 1. PROCESS GOALS 2. PROCESS DESIGN 3. PROCESS MANAGEMENT 4. PROCESS FLOWCHARTS	SESSION 1 (9:30 – 10:45) 1. HOW TO COLLECT DATA FOR PROCESS MAPPING 2. THE ROLE OF THE DATA GATHERER 3. THE PURPOSE OF INTERVIEWS	SESSION 1 (9:30 – 10:45) THE PROCESS MAP REVIEW PRESENTATION PROCESS
SESSION 2 (10:45 – 11:45) 1. COST REENGINEERING WORK PLAN	SESSION 2 (10:45 – 11:45) 1. FLOWCHARTING 2. USE FLOWCHARTS TO CLARIFY AND COMMUNICATE 3. TRACKING HANDOVERS	SESSION 2 (10:45 – 11:45) 1. THE DATA GATHERING INTERVIEW TOOLKIT 2. HOW TO CONDUCT DATA-GATHERING INTERVIEWS 3. SUMMARY OF APPROACH TO DATA GATHERING	SESSION 2 (10:45 – 11:45) THE PROCESS MAP REVIEW PRESENTATION PROCESS
SESSION 3 (12:00 – 12:45) 1. WHAT IS A PROCESS?	SESSION 3 (12:00 – 12:45) 1. HOW TO CREATE A PROCESS MAP 2. PROCESS MAPPING CONCEPTS 3. COMMUNICATION PRECISION	SESSION 3 (12:00 – 12:45) 1. PROCESS MAP IMPLEMENTATION 2. THE PROCESS MAP ACTIVITY PHASES 3. HOW TO CREATE A PROCESS MAP	SESSION 3 (12:00 – 12:45) WT TEAM-BUILDING DEVELOPMENT PROCESS
SESSION 4 (12:45 – 1:30) 1. WHAT IS A PROCESS MAP?	SESSION 4 (12:45 – 1:30) 1. TYPES OF DIAGRAMS 2. HIGHER-LEVEL DIAGRAMS 3. FEO, TEXT AND GLOSSARY 4. PROCESS MAP PRESENTATION RULES 5. HOW TO READ A PROCESS MAP	SESSION 4 (12:45 – 1:30) 1. THE PROCESS MAP REVIEW CYCLE 2. TEAM DYNAMICS FOR THE PROCESS MAP REVIEW CYCLE 3. THE IDEF PROCESS MAP KIT CYCLE	SESSION 4 (12:45 – 1:30) WT TEAM-BUILDING DEVELOPMENT PROCESS

APPENDIX 3 – 3rd Cycle Training Course One delivered at AEDC 8 through 11 October 2001

DAY ONE – 8 October 2001	
1	Kamis Mohamed El Sayed – Turbine Maintenance
2	Gamal Awary Gerges – Operation
3	Sameh Labib Ageme – Stores Management
4	Mohamed Abosareea – Stores Management
5	Mohamed Ahmed A Salam – I&C Engineering
6	Hamdy Kamel Elsayes – Boiler
7	Naim Abd Al Rhman – Computer Engineer
8	Abdel-Hamid Ali Habiba – Accountant, Foreign Purchasing Department
9	Dr. Engineer Shehata Mohamed Shehata – Turbine Engineering
10	Samy Hassan Kotait – Electrical Engineering
11	Merval El Eliary
12	Eman Kamel – Accountant
13	Reem Mohamed Khalil – Procurement Accountant
14	Wael Adel Osman – Accountant
15	Khaled Mohamed Shalaby – Accountant
16	Violette Mourice Soliman – Accountant
17	Gamel Abdl Nassar – Accountant
18	Soad Abdel Slom Mohmed – Accountant
19	Nadia Nagib Beshay – Accountant
20	Nazeeh El-Sayed – Engineer
21	El-Sayed El-Sherif – Engineer
22	Ibrahim Abdel-Hamid – Engineer
23	Mostafa Hamed Gad – Computer Engineer

DAY TWO – 9 October 2001	
1	Naim Abd Al Rhman – Computer Engineer
2	Mostafa Hamed Gad – Computer Engineer
3	Mervat El Ebariy – Accountant
4	Reem Mohamed Khallil – Purchasing Accountant
5	Dr. Engineer Shehata Mohamed Shehata – Turbine Engineering
6	Samy Hassan Kotait – Electrical Engineering

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7	Ibrahim Abd El-Hamid – Maintenance Engineering
8	Nazeeh El Sayed – Maintenance Engineering
9	Khamis Mohamed El Sayed – Turbines Maintenance
10	Abdel El-Hamid Ali Habiba – Accountant, Foreign Purchasing Department
11	Rania Abd El Razek Abd Elmiged – Accountant, Local Purchasing Dept.
12	Wael Adel Osman – Accountant
13	Khaled Mohamed Shalaby – Accountant
14	Eman Kamel – Accountant
15	Violette Mourice Soliman – Accountant
16	Gamel Abdel Nassar – Accountant
17	Sadit Abd El Salmon – Accountant
18	Nadia Nagib Beshay – Accountant
19	Mohamed Abo Sareea – Stores Management

DAY THREE – 10 October 2001	
1	Naim Abd Al Rhman – Computer Engineer
2	Mostafa Hamed Gad – Computer Engineer
3	Wafaa Abdel Karim Hassan – Chemical Engineering
4	Hanaa Nasr Abdelgwad – I&C Engineering
5	Mervat El Elbary – Accountant
6	Ibrahim Adb El-Hamid – I&C Engineering
7	Nazeeh El-Sayed – Mechanical Engineering
8	Kamis Mohamed El Sayed – Turbine Maintenance Engineering
9	El-Sayed Mohammed El-Sherif – Turbine Maintenance Engineering
10	Samy Hassan Kotait – Electrical Engineering
11	Khaled Mohamed Shalaby – Accountant
12	Weal Adel Osman – Accountant
13	Violette Mourice Soliman – Accountant
14	Nadia Nagib Beshay – Accountant
15	Gamal Abdel Nassar – Accountant
16	Abdel Hamid Ali Habiba – Accountant, Foreign Purchasing Department
17	Rania Abdel Razik Abd El-Megid – Accountant, Local Purchasing Dept.
18	Mohamed Ahmed Abdel Salam – I&C Engineering

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19	Reem Mohamed Khalil – Accountant
20	Soad Abd El Sloam – Accountant
21	Gamal Awany Gedvgres – Operations
22	Mohamed Farghaly Mohamed – Electrical Engineering
23	El-Araby Hamada El-Sayed – Chemistry
24	Samed Labib Agemil – Inventory Management

DAY FOUR – 11 October 2001	
1	Naim Abd Al Rhman – Computer Engineer
2	Mostafa Hamed Gad – Computer Engineer
3	Wafaa Abdel Karim Hassan – Chemical Engineering
4	Hanaa Nasr Abdelgwad – I&C Engineering
5	Mervat El Elbary – Accountant
6	Ibrahim Adb El-Hamid – I&C Engineering
7	Nazeeh El-Sayed – Mechanical Engineering
8	Kamis Mohamed El Sayed – Turbine Maintenance Engineering
9	El-Sayed Mohammed El-Sherif – Turbine Maintenance Engineering
10	Samy Hassan Kotait – Electrical Engineering
11	Khaled Mohamed Shalaby – Accountant
12	Weal Adel Osman – Accountant
13	Violette Mourice Soliman – Accountant
14	Nadia Nagib Beshay – Accountant
15	Gamal Abdel Nassar – Accountant
16	Abdel Hamid Ali Habiba – Accountant, Foreign Purchasing Department
17	Rania Abdel Razik Abd El-Megid – Accountant, Local Purchasing Dept.
18	Mohamed Ahmed Abdel Salam – I&C Engineering
19	Reem Mohamed Khalil – Accountant
20	Soad Abd El Sloam – Accountant
21	Gamal Awany Gedvgres – Operations
22	Mohamed Farghaly Mohamed – Electrical Engineering
23	El-Araby Hamada El-Sayed – Chemistry
24	Samed Labib Agemil – Inventory Management

APPENDIX 4

TRAINING AGENDA

TRAINING COURSE: BUSINESS PROCESS IMPROVEMENT/BENCHMARKING
 (TRAINING COURSE NUMBER TWO) – CYCLE ONE

VENUE: West Delta Production Company (WDPC)

DATE: 30 October through 4 November 2001

TIME: 10:00 until 1:30

BREAK: 11:50 to 12:15

Day 1 (30 October)	Day 2 (31 October)	Day 3 (1 November)	Day 4 (4 November)
<p>SESSION 1 (10:00 – 10:45)</p> <p>1. BUSINESS PROCESS IMPROVEMENTS</p> <ul style="list-style-type: none"> ▪ STRATEGIC DIRECTION VIEW ▪ BUSINESS VIEW ▪ PROCESS VIEW ▪ RESOURCES VIEW <p>2. PROCESS IMPROVEMENT</p>	<p>SESSION 1 (10:00 – 10:45)</p> <p>1. WORK TEAM IMPROVEMENT PLAN</p> <p>2. UNDERSTANDING PROCESS CHARACTERISTICS</p> <ul style="list-style-type: none"> ▪ FLOW ▪ PROCESS WALK-THROUGH ▪ EFFECTIVENESS ▪ EFFICIENCY ▪ CYCLE TIME ▪ COST 	<p>SESSION 1 (10:00 – 10:45)</p> <ul style="list-style-type: none"> ▪ BENEFITS OF BENCHMARKING ▪ MEASUREMENTS 	<p>SESSION 1 (10:00– 10:45)</p> <ol style="list-style-type: none"> 1. BENCHMARKING CRITICAL SUCCESS FACTORS 2. SCOPE 3. METHODOLOGY
<p>SESSION 2 (10:45 – 11:45)</p> <p>1. STREAMLINING BUSINESS PROCESSES</p> <ul style="list-style-type: none"> ▪ BUREAUCRACY ELIMINATION ▪ DUPLICATION ELIMINATION ▪ VALUE-ADDED ASSESSMENT ▪ SIMPLIFICATION ▪ PROCESS CYCLE-TIME REDUCTION ▪ ERROR PROOFING ▪ UPGRADING ▪ SIMPLE LANGUAGE ▪ STANDARDIZATION ▪ SUPPLIER PARTNERSHIPS ▪ BIG PICTURE IMPROVEMENT ▪ AUTOMATION AND/OR MECHANISM 	<p>SESSION 2 (10:45 – 11:45)</p> <p>BENCHMARKING</p> <ol style="list-style-type: none"> 1. BENCHMARKING IS NOT THE SAME AS BENCHMARKS 2. BENEFITS OF BENCHMARKING 3. PERFORMANCE BENCHMARKING 4. PROCESS BENCHMARKING 5. STRATEGIC BENCHMARKING 6. INFORMAL BENCHMARKING 7. BENCHMARKING DEFINITION 	<p>SESSION 2 (10:45 – 11:45)</p> <ol style="list-style-type: none"> 1. ESTABLISHING BENCHMARK AND DATA MEASUREMENT POINTS 2. COMBINED INTERNAL AND EXTERNAL BENCHMARKING 3. THE BENCHMARKING PROCESS 4. BENCHMARKING PLANNING 5. ORGANIZATIONAL CHANGE MANAGEMENT 6. DATA COLLECTION AND ANALYSIS 	<p>SESSION 2 (10:45 – 11:45)</p> <ol style="list-style-type: none"> 1. STAGES OF PROCESS BENCHMARKING 2. PHASE I: Planning the Benchmarking Process and Characterization of the Item(s)
<p>SESSION 3 (12:20 – 12:45)</p> <p>STREAMLINING BUSINESS PROCESSES (Continued)</p>	<p>SESSION 3 (12:20 – 12:45)</p> <p>CHARACTERISTICS</p>	<p>SESSION 3 (12:20 – 12:45)</p> <ol style="list-style-type: none"> 1. THE SIX BENCHMARKING STEPS 2. STEP ONE: SELECT THE PROCESS AND BUILD SUPPORT 3. STEP TWO: DETERMINE CURRENT 	<p>SESSION 3 (12:20 – 12:45)</p> <ol style="list-style-type: none"> 1. PHASE II: INTERNAL DATA COLLECTION AND ANALYSIS 2. PHASE III: EXTERNAL DATA COLLECTION AND ANALYSIS

		<p>PERFORMANCE 4. STEP THREE: DETERMINE WHERE PERFORMANCE SHOULD BE</p>	
<p>SESSION 4 (12:45 – 1:30) STREAMLINING BUSINESS PROCESSES (Continued)</p>	<p>SESSION 4 (12:45 – 1:30) METHODOLOGY</p>	<p>SESSION 4 (12:45 – 1:30) 1. STEP FOUR: DETERMINE THE PERFORMANCE GAP 2. STEP FIVE: DESIGN AN ACTION PLAN 3. STEP SIX AND BEYOND: CONTINUOUSLY IMPROVE</p>	<p>SESSION 4 (12:45 – 1:30) 1. PHASE IV: IMPROVEMENT OF THE ITEM'S PERFORMANCE 2. PHASE V: CONTINUOUS IMPROVEMENT</p>

APPENDIX 4 – 1st Cycle Training Course Two delivered at WDPC 30 October through 4 November 2001

DAY ONE – 30 October 2001	
1	Awalif Abd El Razek
2	Hanan Shawkry Ahmed
3	Nadia Said Mahoumed
4	Viola Ibrahim Takoup
5	Washaat Elias Fares
6	Nahid Zaki El-Badawi
7	Hany Roshady Hassan Aly
8	Hassan Abdel Samie
9	Sania Abdlla Mustafa
10	Wafaa Mahmoud
11	Nadia Ashmamey
12	Soad Soliman Abdel Kerim
13	Mazoza Abdel Aty
14	Nadia Kames Salem

DAY TWO – 31 October 2001	
1	Awalif Abd El Razek
2	Hanan Shawkry Ahmed
3	Nadia Said Mahoumed
4	Viola Ibrahim Takoup
5	Washaat Elias Fares
6	Fonada Anwer
7	Hany Roshady Hassan Aly
8	Nadia Kames Salem
9	Sania Abd Alla Mustafa
10	Wafaa Mahmoud
11	Nadia Ashmamey
12	Soad Soliman Abdel Kerim
13	Mazoza Abdel Aty

DAY THREE – 1 November 2001	
1	Awalif Abd El Razek
2	Hanan Shawkry Ahmed
3	Nadia Said Mahoumed
4	Viola Ibrahim Takoup
5	Washaat Elias Fares
6	Fonada Anwer
7	Hany Roshady Hassan Aly
8	Nadia Kames Salem
9	Sania Abd Alla Mustafa
10	Wafaa Mahmoud
11	Hassan Abdel Samie Rezk
12	Nahid Zaki El-Badawi

DAY FOUR – 4 November 2001	
1	Ashiaf Mohamed Kimel
2	Hanan Shawkry Ahmed
3	Nadia Said Mahoumed
4	Viola Ibrahim Takoup
5	Soad Soliman Abd El Kerim
6	Fonada Anwer
7	Hany Roshady Hassan Aly
8	Nadia Kames Salem
9	Sania Abd Alla Mustafa
10	Wafaa Mahmoud
11	Hassan Abdel Samie Rezk
12	Nahid Zaki El-Badawi

APPENDIX 5

TRAINING AGENDA

COURSE: BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO) – CYCLE TWO

VENUE: Alexandria Electric Distribution Company (AEDC)

DATE: 5 through 8 November 2001

TRAINERS: Frank Cajthaml (Senior Advisor) and Mohamed Said (Senior Advisor)

TRAINEES: AEDC Cost Work Team

TIME: 10:00 until 1:30

BREAK: 11:50 to 12:15

Day 1 (5 November)	Day 2 (6 November)	Day 3 (7 November)	Day 4 (8 November)
<p>SESSION 1 (10:00 – 10:45)</p> <p>1. BUSINESS PROCESS IMPROVEMENTS</p> <ul style="list-style-type: none"> ▪ STRATEGIC DIRECTION VIEW ▪ BUSINESS VIEW ▪ PROCESS VIEW ▪ RESOURCES VIEW <p>2. PROCESS IMPROVEMENT</p>	<p>SESSION 1 (10:00 – 10:45)</p> <p>1. WORK TEAM IMPROVEMENT PLAN</p> <p>2. UNDERSTANDING PROCESS CHARACTERISTICS</p> <ul style="list-style-type: none"> ▪ FLOW ▪ PROCESS WALK-THROUGH ▪ EFFECTIVENESS ▪ EFFICIENCY ▪ CYCLE TIME ▪ COST 	<p>SESSION 1 (10:00 – 10:45)</p> <ul style="list-style-type: none"> ▪ BENEFITS OF BENCHMARKING ▪ MEASUREMENTS 	<p>SESSION 1 (10:00– 10:45)</p> <p>4. BENCHMARKING CRITICAL SUCCESS FACTORS</p> <p>5. SCOPE</p> <p>6. METHODOLOGY</p>
<p>SESSION 2 (10:45 – 11:45)</p> <p>1. STREAMLINING BUSINESS PROCESSES</p> <ul style="list-style-type: none"> ▪ BUREAUCRACY ELIMINATION ▪ DUPLICATION ELIMINATION ▪ VALUE-ADDED ASSESSMENT ▪ SIMPLIFICATION ▪ PROCESS CYCLE-TIME REDUCTION ▪ ERROR PROOFING ▪ UPGRADING ▪ SIMPLE LANGUAGE ▪ STANDARDIZATION ▪ SUPPLIER PARTNERSHIPS ▪ BIG PICTURE IMPROVEMENT ▪ AUTOMATION AND/OR MECHANISM 	<p>SESSION 2 (10:45 – 11:45)</p> <p>BENCHMARKING</p> <p>8. BENCHMARKING IS NOT THE SAME AS BENCHMARKS</p> <p>9. BENEFITS OF BENCHMARKING</p> <p>10. PERFORMANCE BENCHMARKING</p> <p>11. PROCESS BENCHMARKING</p> <p>12. STRATEGIC BENCHMARKING</p> <p>13. INFORMAL BENCHMARKING</p> <p>14. BENCHMARKING DEFINITION</p>	<p>SESSION 2 (10:45 – 11:45)</p> <p>7. ESTABLISHING BENCHMARK AND DATA MEASUREMENT POINTS</p> <p>8. COMBINED INTERNAL AND EXTERNAL BENCHMARKING</p> <p>9. THE BENCHMARKING PROCESS</p> <p>10. BENCHMARKING PLANNING</p> <p>11. ORGANIZATIONAL CHANGE MANAGEMENT</p> <p>12. DATA COLLECTION AND ANALYSIS</p>	<p>SESSION 2 (10:45 – 11:45)</p> <p>3. STAGES OF PROCESS BENCHMARKING</p> <p>4. PHASE I: Planning the Benchmarking Process and Characterization of the Item(s)</p> <p align="center">1</p>
<p>SESSION 3 (12:20 – 12:45)</p> <p>STREAMLINING BUSINESS PROCESSES (Continued)</p>	<p>SESSION 3 (12:20 – 12:45)</p> <p>CHARACTERISTICS</p>	<p>SESSION 3 (12:20 – 12:45)</p> <p>5. THE SIX BENCHMARKING STEPS</p> <p>6. STEP ONE: SELECT THE</p>	<p>SESSION 3 (12:20 – 12:45)</p> <p>3. PHASE II: INTERNAL DATA COLLECTION AND ANALYSIS</p> <p>4. PHASE III: EXTERNAL</p>

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		PROCESS AND BUILD SUPPORT 7. STEP TWO: DETERMINE CURRENT PERFORMANCE 8. STEP THREE: DETERMINE WHERE PERFORMANCE SHOULD BE	DATA COLLECTION AND ANALYSIS
SESSION 4 (12:45 – 1:30) STREAMLINING BUSINESS PROCESSES (Continued)	SESSION 4 (12:45 – 1:30) METHODOLOGY	SESSION 4 (12:45 – 1:30) 4. STEP FOUR: DETERMINE THE PERFORMANCE GAP 5. STEP FIVE: DESIGN AN ACTION PLAN 6. STEP SIX AND BEYOND: CONTINUOUSLY IMPROVE	SESSION 4 (12:45 – 1:30) 3. PHASE IV: IMPROVEMENT OF THE ITEM'S PERFORMANCE 4. PHASE V: CONTINUOUS IMPROVEMENT

APPENDIX 5 – 2nd Cycle Training Course Two delivered at AEDC 5 through 8 November 2001

DAY ONE – 5 November 2001	
1	E. Ahmed El Mofty
2	Mohamed Aly Ahmed Sharara – Cost Accountant
3	Ahmed Samy Ahmed – West Projects
4	Best Gaber Aly – West Projects
5	Ahmed Mohamed Abd Elmoaty Eldomyate – Technical Inspector
6	Hanan Ahmed Sedek – Financial Planning
7	Amira Gaber Nabawy – Cost Accountant
8	Amel Zakaria Georges – Accountant
9	Safaa Afifi Al Said – Accountant
10	Mohamed Ahmed M.M. Abd Alall – Accountant Sector Transformers
11	Mohamed Ahmed Gaber – Accountant Sector Testing
12	Mohamed El Said Taha – Accountant Sector Quality
13	Mohamed Said Zayed Abedo – Accountant Sector Training
14	Hala Amin Hassan Abdallah – Auditor
15	Mohamed Maher Abdelmenam – Accountant Cost
16	Sherif Ahmed Ali Hassan – Accountant Sector North – Saba Basha
17	Ahmed Gharieb Ahmed Gharieb – Cost Accountant Lighting Sector
18	Mahmoud Mohamed Aly Bekhit – Engineer Energy Conservation
19	Saada Ahmed Sarhan – Stores Accountant

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20	Sherin Khalil Saad – Accountant Accounting Department
21	Khalied Saied - Accountant Accounting Department
22	Said Sayed Ahmed Tayel – Cost Accountant
23	Amal Abdel Aaaty El Boghelady – Accountant Montanzah Nets Dept.
24	Jehan Said Abed Elmahed – Accountant West Network
25	Noha Ibrahim Mahmoud Fadel – Accountant Financial Planning
26	Walid Mohamed Mahmoud Abdel Sattar – Cost Accountant
27	Ahmed Ibrahim Mahamed – Cost Accountant
28	Azza Mahamed Fouad – Engineer
29	Mahamed Harib – Accountant
30	Mohamed Hussein Mohamed – Accountant
31	Fayza Hussien El Sayed – General Manager Cost
32	Mohamed Maged El Kholy - Engineer

DAY TWO – 6 November 2001	
1	E. Ahmed El Mofty
2	Mohamed Aly Ahmed Sharara – Cost Accountant
3	Ahmed Samy Ahmed – West Projects
4	Mohamed Bekheer Radwan – Accountant Stores
5	Ahmed Mohamed Abd Elmoaty Eldomyate – Technical Inspector
6	Hanan Ahmed Sedek – Financial Planning
7	Amira Gaber Nabawy – Cost Accountant
8	Amel Zakaria Georges – Accountant
9	Safaa Afifi Al Said – Accountant
10	Mohamed Ahmed M.M. Abd Alail – Accountant Sector Transformers
11	Mohamed Ahmed Gaber – Accountant Sector Testing
12	Mohamed El Said Taha – Accountant Sector Quality
13	Mohamed Said Zayed Abedo – Accountant Sector Training
14	Hala Amin Hassan Abdallah – Auditor

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15	Mohamed Maher Abdelmenam – Accountant Cost
16	Sherif Ahmed Ali Hassan – Accountant Sector North – Saba Basha
17	Ahmed Gharieb Ahmed Gharieb – Cost Accountant Lighting Sector
18	Mahmoud Mohamed Aly Bekhit – Engineer Energy Conservation
19	Saada Ahmed Sarhan – Stores Accountant
20	Bahel Gaber Ali Hassan – Accountant West Projects
21	Mohamed Maged El Kholy - Engineer
22	Said Sayed Ahmed Tayel – Cost Accountant
23	Amal Abdel Aaaty El Boghelady – Accountant Montanzah Nets Dept.
24	Jehan Said Abed Elmahed – Accountant West Network
25	Noha Ibrahim Mahmoud Fadel – Accountant Financial Planning
26	Walid Mohamed Mahmoud Abdel Sattar – Cost Accountant
27	Ahmed Ibrahim Mahamed – Cost Accountant
28	Azza Mahamed Fouad – Engineer
29	Mahamed Harib – Accountant
30	Mohamed Hussein Mohamed – Accountant
31	Fayza Hussien El Sayed – General Manager Cost

DAY THREE – 7 November 2001	
1	E. Ahmed El Mofty
2	Mohamed Aly Ahmed Sharara – Cost Accountant
3	Ahmed Samy Ahmed – West Projects
4	Best Gaber Aly – West Projects
5	Ahmed Mohamed Abd Elmoaty Eldomyate – Technical Inspector
6	Hanan Ahmed Sedek – Financial Planning
7	Amira Gaber Nabawy – Cost Accountant
8	Amel Zakaria Georges – Accountant
9	Safaa Afifi Al Said – Accountant
10	Mohamed Ahmed M.M. Abd Alall – Accountant Sector Transformers

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11	Mohamed Ahmed Gaber – Accountant Sector Testing
12	Mohamed El Said Taha – Accountant Sector Quality
13	Mohamed Said Zayed Abedo – Accountant Sector Training
14	Hala Amin Hassan Abdallah – Auditor
15	Mohamed Maher Abdelmenam – Accountant Cost
16	Sherif Ahmed Ali Hassan – Accountant Sector North – Saba Basha
17	Ahmed Gharieb Ahmed Gharieb – Cost Accountant Lighting Sector
18	Mahmoud Mohamed Aly Bekhit – Engineer Energy Conservation
19	Saada Ahmed Sarhan – Stores Accountant
20	Sherin Khalil Saad – Accountant Accounting Department
21	Khalied Saied - Accountant Accounting Department
22	Said Sayed Ahmed Tayel – Cost Accountant
23	Amal Abdel Aaaty El Boghelady – Accountant Montanzah Nets Dept.
24	Jehan Said Abed Elmahed – Accountant West Network
25	Noha Ibrahim Mahmoud Fadel – Accountant Financial Planning
26	Walid Mohamed Mahmoud Abdel Sattar – Cost Accountant
27	Ahmed Ibrahim Mahamed – Cost Accountant
28	Azza Mahamed Fouad – Engineer
29	Mahamed Harib – Accountant
30	Mohamed Hussein Mohamed – Accountant
31	Fayza Hussien El Sayed – General Manager Cost
32	Mohamed Maged El Kholy - Engineer

DAY FOUR – 8 November 2001	
1	E. Ahmed El Mofty
2	Mohamed Aly Ahmed Sharara – Cost Accountant
3	Ahmed Samy Ahmed – West Projects
4	Baher Gaber Ali Hassan – Accountant West Projects
5	Ahmed Mohamed Abd Elmoaty Eldomyate – Technical Inspector

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6	Mohamed Bekheet Radman – Accountant Stores
7	Amira Gaber Nabawy – Cost Accountant
8	Amel Zakaria Georges – Accountant
9	Safaa Afifi Al Said – Accountant
10	Mohamed Ahmed M.M. Abd Alall – Accountant Sector Transformers
11	Mohamed Ahmed Gaber – Accountant Sector Testing
12	Mohamed El Said Taha – Accountant Sector Quality
13	Mohamed Said Zayed Abedo – Accountant Sector Training
14	Fayza Hussien El Sayed – General Manager Cost
15	Mohamed Maher Abdelmenam – Accountant Cost
16	Sherif Ahmed Ali Hassan – Accountant Sector North – Saba Basha
17	Ahmed Gharieb Ahmed Gharieb – Cost Accountant Lighting Sector
18	Mahmoud Mohamed Aly Bekhit – Engineer Energy Conservation
19	Saada Ahmed Sarhan – Stores Accountant
20	Sherin Khalil Saad – Accountant Accounting Department
21	Mohamed Maged El Kholy - Engineer
22	Said Sayed Ahmed Tayel – Cost Accountant
23	Amal Abdel Aaaty El Boghelady – Accountant Montanzah Nets Dept.
24	Jehan Said Abed Elmahed – Accountant West Network
25	Noha Ibrahim Mahmoud Fadel – Accountant Financial Planning
26	Walid Mohamed Mahmoud Abdel Sattar – Cost Accountant
27	Ahmed Ibrahim Mahamed – Cost Accountant
28	Azza Mahamed Fouad – Engineer
29	Mahamed Harib – Accountant
30	Mohamed Hussein Mohamed – Accountant

APPENDIX 6 - West Delta Production Company Cost Team - Data Gathering Work Plan

Activity	Contact Department	Interviewed Persons	Position	Team Member	Interview Date
Wages	General Department for Costing	Nadia Said	Allocation of Wages -Total wages record	Nashaat Elias	16-Oct-01
Wages	General Department for Costing	Salwa Gharib	Analytical Wages Record	Viola Yaacoub	17-Oct-01
Wages for Abu-Qir Power Plant	Zenab Khalil	Magda Kamal		Hani Roushdi	20-Oct-01
Curing	Souhair Zaki	Nashwa Bedair		Hani Roushdi	20-Oct-01
Wages	General Department for Costing	Inas El-Shahawy	Abu-Qir PowerPlant Record	Nahed Zaki ElBadawy	20-Oct-01
Abu-Qir Consumable	General Department for Inventory Accounts	Salwa Ibrahim Elsayed		Hanan	20-Oct-01
Wages for Abu-Qir Power Plant	Saida Mohamed Abdel-Fatah	Nahed Khamis		Hani Roushdi	21-Oct-01
Curing	Souhair Zaki	Ghada Rashad		Hani Roushdi	21-Oct-01
Wages	General Department for Costing	Ghada Said	Computer	Nashaat Elias	21-Oct-01
Wages for Abu-Qir Power Plant	Saida Mohamed Abdel-Fatah	Noha Ibrahim		Hani Roushdi	22-Oct-01
Wages for Abu-Qir Power Plant	Saida Mohamed Abdel-Fatah	Abdel-Rhman Magdy		Hani Roushdi	22-Oct-01
Petty Cash	Souhair Zaki	Shoukry Abdel-Salam		Hani Roushdi	22-Oct-01
Wages for Abu-Qir Power Plant	Zenab Khalil	Nadia Khamis		Hani Roushdi	23-Oct-01
Permenant Cash	Souhair Zaki	Nashwa Bedair		Hani Roushdi	23-Oct-01
Permenant Cash	Souhair Zaki	Waleed El-Tabaay		Hani Roushdi	23-Oct-01
Commodity & Services requirements-current financing	General Department for Costing	Viola Yaacoub	Allocation of Wages- Total Expenses Record	Nadia Said	23-Oct-01
Payment upon Receipt-vendors	Alia	Hani Roushdi		Hani Roushdi	24-Oct-01
Payment upon Receipt-vendors	Alia	Nesrine Kasem		Hani Roushdi	24-Oct-01
Abu-Qir Spare Parts	General Department for Inventory Accounts	Doaa Mohamed Sakr		Eatmad Ali	24-Oct-01

APPENDIX 6 - West Delta Production Company Cost Team - Data Gathering Work Plan					
Activity	Contact Department	Interviewed Persons	Position	Team Member	Interview Date
Commodities Requirements	Accounting Department	Bahaa Abdel-Aziz	Reconciliation Entry	Soad Soliman - Maazozo Abdel-Aaty	24-Oct-01
Vendors Bid	Alia	Hani Roushdi		Hani Roushdi	25-Oct-01
Vendors Bid	Alia	Nesrine Kasem		Hani Roushdi	25-Oct-01
Commodities Requirements	Accounting Department	Ahmed Abdallah	Reconciliation Entry	Soad Soliman - Maazozo Abdel-Aaty	25-Oct-01
Commodities Requirements	Accounting Department	Nadia Mahmoud Ashmawy	Reconciliation Audit	Soad Soliman - Maazozo Abdel-Aaty	25-Oct-01
Local Contracts	Alia	Nesrine Kasem		Hani Roushdi	27-Oct-01
Local Contracts	Alia	Hani Roushdi		Hani Roushdi	27-Oct-01
Commodity & Services requirements-current financing	General Department for Costing	Samia Abdellah	Analytical Expenses Record	Nahed Zaki	27-Oct-01
Abu-Qir Unit 5	General Department for Inventory Accounts	Hanan Shoukry Ahmed		Eatmad Ali	27-Oct-01
Commodities Requirements	Accounting Department	Azza Mohamed Yousef	Reconciliation Registration at Reconciliation Records	Soad Soliman - Maazozo Abdel-Aaty	27-Oct-01
Commodities Requirements	Accounting Department	Hassan	Reconciliation Delivery	Soad Soliman - Maazozo Abdel-Aaty	27-Oct-01
Bonus		Farid Onsy	Accountant Grade 2		27-Oct-01
Rewards		Mohamed Sadik	Accountant Grade 3		27-Oct-01
Vendor (Private Sector)	Accounting Department	Farid Onsy	Collection of checks 450	Soad Soliman - Maazozo Abdel-Aaty	27-Oct-01
Vendor (Private Sector)	Accounting Department	Mohamed Sadik	Collection of checks 450	Soad Soliman - Maazozo Abdel-Aaty	27-Oct-01

APPENDIX 6 - West Delta Production Company Cost Team - Data Gathering Work Plan

Activity	Contact Department	Interviewed Persons	Position	Team Member	Interview Date
Vendor (Private Sector)	Accounting Department	Sherif Abdel-Maanem	Collection of checks 450	Soad Soliman - Maazozza Abdel-Aaty	27-Oct-01
Maintenance	Alia	Hani Roushdi		Hani Roushdi	28-Oct-01
Commodity & Services requirements-current financing	General Department for Costing	Inas El-Shahawy	Abu-Qir PowerPlant Record	Samia Abdellah	28-Oct-01
Commodities Requirements	Accounting Department	Tawhida Batisha	Reconciliation Registration at Accounting Records	Soad Soliman - Maazozza Abdel-Aaty	28-Oct-01
Over Time		Farid Onsy	Accountant Grade 2		28-Oct-01
Peak Bonus		Mohamed Sadik	Accountant Grade 3		28-Oct-01
Vendor (Private Sector)	Accounting Department	Sohair Abdel-Aziz	Allocation order Audit	Soad Soliman - Maazozza Abdel-Aaty	28-Oct-01
Vendor (Private Sector)	Accounting Department	Said Abdel-Kader	Issuing Checks	Soad Soliman - Maazozza Abdel-Aaty	28-Oct-01
Vendor (Private Sector)	Accounting Department	Sanau	Issuing Checks	Soad Soliman - Maazozza Abdel-Aaty	28-Oct-01
Custom Duties	Alia	Nesrine Kasem		Hani Roushdi	29-Oct-01
Operations Bonus		Sherif Abdel-Maanem	Accountant Grade 3		29-Oct-01
Maintenance Bonus		Sherif Abdel-Maanem	Accountant Grade 3		29-Oct-01
Others		Sherif Abdel-Maanem	Accountant Grade 3		29-Oct-01
Custom Duties	Alia	Mohamed Nasr		Hani Roushdi	30-Oct-01
Commodity & Services requirements-current financing	General Department for Costing	Ghada Said	Computer	Samia Abdellah	30-Oct-01
Commodities Requirements	Accounting Department	Salwa Abdel-Aziz	Reconciliation Registration at Accounting Records	Soad Soliman - Maazozza Abdel-Aaty	30-Oct-01
Petty Cash		Mohamed Sadik	Accountant Grade 3		30-Oct-01
Petty Cash		Farid Onsy	Accountant Grade 2		30-Oct-01

APPENDIX 6 - West Delta Production Company Cost Team - Data Gathering Work Plan

Activity	Contact Department	Interviewed Persons	Position	Team Member	Interview Date
Vendor (Private Sector)	Accounting Department	Magda Abdallah	Registration of the allocation Orders	Soad Soliman - Maazozo Abdel-Aaty	30-Oct-01
Foreign Contracts	Alia	Wafaa Yousef		Hani Roushdi	31-Oct-01
Abu-Qir Powerplant Wages	Mosaad Abdel-Kader	Sanaa Naguib	Clerk Grade "2"	Nadia M. Ashmawy	1-Nov-01
Depreciation	General Department for Costing	Hanaa Ahmed Elsayed	Assets Accounts	Nashaat Elias	3-Nov-01
Abu-Qir Training Center	General Department for Inventory Accounts	Sameh Mahmoud Beshir		Eatmad Ali	3-Nov-01
Abu-Qir Powerplant Wages	Fayrouz Elsayed	Fayrouz Elsayed	Senior Accountant	Nadia M. Ashmawy	3-Nov-01
Inventory	General Department for Costing	Viola Yaacoub	Inventory Allocation	Nadia Said	4-Nov-01
Abu-Qir Powerplant Wages	Registering in Operation Record	Salah Abdel-Fatah	Accountant Grade 3	Nadia M. Ashmawy	4-Nov-01
Inventory	General Department for Costing	Samia Abdellah	Inventory Entry	Viola Yaacoub	5-Nov-01
Abu-Qir Fuel	General Department for Inventory Accounts	Mahmoud Yousry Mahmoud		Hanan	5-Nov-01
Movement Records	General Department for Inventory Accounts	Eatmad Ali Ismaeil		Fouada Shoukry	5-Nov-01
Abu-Qir Powerplant Wages	Registering in Reconciliation Record	Azza Yousef	Clerk Grade 3	Nadia M. Ashmawy	5-Nov-01
Commodities Requirements	Accounting Department	Azza Mohamed Yousef	Printers	Soad Soliman - Maazozo Abdel-Aaty	5-Nov-01
Commodities Requirements	Accounting Department	Tawhida Batisha	Printers	Soad Soliman - Maazozo Abdel-Aaty	5-Nov-01
Vendor (Private Sector)	Accounting Department	Salah Abdel-Fatah	Registration of the allocation Orders	Soad Soliman - Maazozo Abdel-Aaty	5-Nov-01
Inventory	General Department for Costing	Nashaat Elias	Allocation, Pricing, & Reconciliation of purchased spare parts through L/Cs	Eatmad Ismaeil	6-Nov-01
Abu-Qir Powerplant Wages	Treasurer	Kbary Elsayed	Clerk Grade "2"	Nadia M. Ashmawy	6-Nov-01
Vendor (Private Sector)	Accounting Department	Amin Abdel-Halim	Registration in Vendors Records	Soad Soliman - Maazozo Abdel-Aaty	6-Nov-01

APPENDIX 6 - West Delta Production Company Cost Team - Data Gathering Work Plan					
Activity	Contact Department	Interviewed Persons	Position	Team Member	Interview Date
Interests	Finance & Foreign Fund	Samia Abdel-Aziz	Finance & Foreign Fund	Viola Yaacoub	7-Nov-01
Abu-Qir Powerplant Wages	Final Audit	Nadia Khamis	Senior Accountant	Nadia M. Ashmawy	7-Nov-01
Vendor (Private Sector)	Accounting Department	Takla Yousef	Registration in Vendors Records	Soad Soliman - Maazozza Abdel-Aaty	7-Nov-01
Abu-Qir Powerplant Wages	Registring in Account # 2741	Fathia Darwish	Clerk Grade 2	Nadia M. Ashmawy	8-Nov-01
Commodities Requirements	Accounting Department	Salwa Abdel-Aziz	Printers	Soad Soliman - Maazozza Abdel-Aaty	12-Nov-01
Vendor (Private Sector)	Accounting Department	Magda Abdallah	Printers & Balances Preparation	Soad Soliman - Maazozza Abdel-Aaty	13-Nov-01
Vendor (Private Sector)	Accounting Department	Salch Abdel-Fatah	Printers & Balances Preparation	Soad Soliman - Maazozza Abdel-Aaty	15-Nov-01

APPENDIX 7 - AEDC Cost Work Team 1 - Data Gathering Work Plan

#	Department	Researcher	Cost Flow	Employees Names	Post	Interviewed Persons	Interview Date
1	Abu-Qir Meters Department	Mohamed Maher Abdel-Monaam	Materials	Lila Hanafy Mohamed			11-Oct-01
2	Abu-Qir Meters Department	Mohamed Maher Abdel-Monaam	Materials	Ansaf Mohamed			11-Oct-01
3	Montazah Network Sector	Amal El-Boghdady	Wages			Badaia Rezek	11-Oct-01
4	Montazah Network Sector	Amal El-Boghdady	Missions			Amr Absel-Salam	11-Oct-01
5	Abu-Qir Meters Department	Mohamed Maher Abdel-Monaam	Materials	Hosam Gaber Hassanin			15-Oct-01
6	Abu-Qir Meters Department	Mohamed Maher Abdel-Monaam	Materials	Mohamed Mohamed Ibrahim			15-Oct-01
7	Montazah Network Sector	Amal El-Boghdady	Missions			Ahmed Sardina	15-Oct-01
8	Project costing Department	Ahmed Ibrahim Mohamed	Wages	Hoda Zahry	General manager	Hoda Zahry	16-Oct-01
9	Project costing Department	Ahmed Ibrahim Mohamed	Inventory	Mohamed Elsayed Hasaballah	Accountant/Projects under execution	Mohamed Elsayed Hasaballah	17-Oct-01
10	Montazah Network Sector	Amal El-Boghdady	Missions			Khaled Abdel-Gwad	18-Oct-01
11	East Network Sector 1)Saba basha	Sherif Ahmed Ali	Wages + Orders	Ismail Abdel-Aziz	Senior Technician-Head of Project section	Ismail Abdel-Aziz	20-Oct-01
12	East Network Sector 1)Saba basha	Sherif Ahmed Ali	Wages + Orders	Sameh Younes	Engineer-Head of low voltage section	Sameh Younes	20-Oct-01
13	East Network Sector 1)Saba basha	Sherif Ahmed Ali	Wages + Orders	Bayomi Refaat	Senior Technician-Head of average voltage section	Bayomi Refaat	20-Oct-01
14	East Network Sector 1)Saba basha	Sherif Ahmed Ali	Wages + Orders	Ayman Shawki	Engineer-Head of maintenance sector	Ayman Shawki	20-Oct-01
15	Project costing Department	Ahmed Ibrahim Mohamed	Operations	Manal Samir Atallah	Accountant/Projects under execution	Manal Samir Atallah	20-Oct-01
16	Montazah Network Sector	Amal El-Boghdady	Missions			Gharib Abdel-Hakim	21-Oct-01
17	East Network Sector 2)Abis	Sherif Ahmed Ali	Wages + Orders	Emad Mohamed Ahmed	Maintenance	Emad Mohamed Ahmed	21-Oct-01
18	East Network Sector 2)Abis	Sherif Ahmed Ali	Wages + Orders	Robeil Fahim	Senior Technician-Head of Low & Average Voltage sector	Robeil Fahim	21-Oct-01
19	East Network Sector 2)Abis	Sherif Ahmed Ali	Wages + Orders	Gihan Mahmoud	Engineer-Head of Measurements & Projects sector	Gihan Mahmoud	21-Oct-01
20	Project costing Department	Ahmed Ibrahim Mohamed		Ahmed Ibrahim Mohamed	Accountant/Projects under execution	Ahmed Ibrahim Mohamed	22-Oct-01

APPENDIX 7 - AEDC Cost Work Team 1 - Data Gathering Work Plan

#	Department	Researcher	Cost Flow	Employees Names	Post	Interviewed Persons	Interview Date
21	Communication Sectors	Amal Zakria Mehawad	Wages, Rewards, Expenses, Goods requirments, Maintenance contractors,& Emergency expenses	Hosni Kamal	General manager of Communication system Department	Hosni Kamal	23-Oct-01
22	Communication Sectors	Amal Zakria Mehawad	Wages, Rewards, Expenses, Goods requirments, Maintenance contractors,& Emergency expenses	Said Mansour	General manager of middle Communication departmnet	Said Mansour	23-Oct-01
23	Montazah Network Sector	Amal El-Boghdady	Missions			Mohamed Marzouk	23-Oct-01
24	Montazah Network Sector	Amal El-Boghdady	Missions			Nouqrashi Ahmed Ali	23-Oct-01
25	Medical Department	Hanan Ahmed Sadik	Wages	Afaf Asaad	General manager of Medical department	Afaf Asaad	24-Oct-01
26	Medical Department	Hanan Ahmed Sadik	Wages	Ahir Mohamed		Ahir Mohamed	24-Oct-01
27	Communication Sectors	Amal Zakria Mehawad	Wages, Rewards, Expenses, Goods requirments, Maintenance contractors,& Emergency expenses	Fatma AbdelNaby	Chief Engineer for west communication department	Fatma AbdelNaby	24-Oct-01
28	Communication Sectors	Amal Zakria Mehawad	Wages, Rewards, Expenses, Goods requirments, Maintenance contractors,& Emergency expenses	Nazly Hassan	General manager of communication & supporting devices	Nazly Hassan	24-Oct-01
29	Lighting Sector	Ahmed Gharib Ahmed	Maintenance Requirments	Ahmed Abdel-Aziz	Head sector		24-Oct-01
30	Lighting Sector	Ahmed Gharib Ahmed	Measurment Requirments	Fatma Mohamed	Accountant		24-Oct-01
31	Lighting Sector	Ahmed Gharib Ahmed	Wages	Mohamed Alwany	Technician		24-Oct-01
32	East Network Sector 3)Bacous	Sherif Ahmed Ali	Wages +Orders	Aida Barakat	Engineer-Head of average voltage & maintenance section	Aida Barakat	24-Oct-01
33	East Network Sector 3)Bacous	Sherif Ahmed Ali	Wages +Orders	Sally	Engineer-Head sector	Sally	24-Oct-01
34	Project costing Department	Ahmed Ibrahim Mohamed	Expenses	Adel Makram Fawzy	Orders allocation &Reconciliation for car maintenance	Adel Makram Fawzy	24-Oct-01
35	Communication Sectors	Amal Zakria Mehawad	Wages, Rewards, Expenses, Goods requirments, Maintenance contractors,& Emergency expenses	Hoda Gad	chief engineer for program & card repair	Hoda Gad	25-Oct-01

36	Studies & development sector	Ahmed Mohamed AbdelMoaty	Wages		Withdrawals Clerk	Goman Yakout Belal	25-Oct-01
37	Studies & development sector	Ahmed Mohamed AbdelMoaty	Wages		Secretary	Sahr Abdel-Hamid	25-Oct-01

APPENDIX 7 - AEDC Cost Work Team 1 - Data Gathering Work Plan

#	Department	Researcher	Cost Flow	Employees Names	Post	Interviewed Persons	Interview Date
38	General Accounting Department	Sherene Khalil Saad			General Accounting Department	Maha Osman	25-Oct-01
39	Lighting Sector	Ahmed Gharib Ahmed	Maintenance Requirments	Ahmed Ganem Ahmed	Accountant		26-Oct-01
40	Lighting Sector	Ahmed Gharib Ahmed	Measurement Requirments	Ahmed Soliman	Technician		26-Oct-01
41	Medical Department	Hanan Ahmed Sadik	Expenses	Naglaa Mahmoud	Hospitals	Naglaa Malmoud	27-Oct-01
42	Lighting Sector	Ahmed Gharib Ahmed	Wages	Ahmed Ganem Ahmed	Accountant		27-Oct-01
43	Lighting Sector	Ahmed Gharib Ahmed	Other Expenses	Ingy Gaber	Technician		27-Oct-01
44	Lighting Sector	Ahmed Gharib Ahmed	Other Expenses	Mohamed Yehia	Technician		27-Oct-01
45	Abu-Qir Meters Department	Mohamed Maher Abdel-Monaam	Wages	Mahmoud			27-Oct-01
46	Abu-Qir Meters Department	Mohamed Maher Abdel-Monaam	Wages	Mahmoud			27-Oct-01
47	Abu-Qir Meters Department	Mohamed Maher Abdel-Monaam	Services				27-Oct-01
48	General Accounting Department	Sherene Khalil Saad			Accountant Grade "2"	Sanaa Abdel-Latif	27-Oct-01
49	General Accounting Department	Sherene Khalil Saad			Accountant Grade "3"	Gihan Mohamed	27-Oct-01
50	General department of self execution	Mohamed Hussien Mohamed	Expenses	Mohamed Badawy	Senior Technician	Mohamed Badawy	28-Oct-01
51	Studies & development sector	Ahmed Mohamed AbdelMoaty	Wages		Chief administration office	Oudil Said Faris	28-Oct-01
52	Studies & development sector	Ahmed Mohamed AbdelMoaty	Wages		Secretary	Lila Rezk Farag	28-Oct-01
53	Studies & development sector	Ahmed Mohamed AbdelMoaty	Expenses		Driver	Giad Yacout Giad	28-Oct-01
54	General Accounting Department	Sherene Khalil Saad			Accountant Grade "3"	Amany Abdel-Hamid	28-Oct-01
55	Medical Department	Hanan Ahmed Sadik	Expenses	Naglaa Mahmoud	Pharamagies	Naglaa Mahmoud	29-Oct-01
56	Lighting Sector	Ahmed Gharib Ahmed	Other Expenses	Mohamed Alwanly	Technician		29-Oct-01
57	General Accounting Department	Sherene Khalil Saad			Accountant Grade "2"	Fakria	29-Oct-01

58	General department of self execution	Mohamed Hussien Mohamed	Expenses	Ashraf Kasem	General manager	Ashraf Kasem	30-Oct-01
59	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		General manager	Nabil Mouawad	30-Oct-01
60	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Head of Department	Yosry Sobhy	30-Oct-01
61	Lighting Sector	Ahmed Gharib Ahmed	Measurement Requirements	Albeir	Accountant		30-Oct-01

APPENDIX 7 - AEDC Cost Work Team 1 - Data Gathering Work Plan

#	Department	Researcher	Cost Flow	Employees Names	Post	Interviewed Persons	Interview Date
62	General Accounting Department	Sherene Khalil Saad			Chief Accountant	Nabila Badawy	30-Oct-01
63	Inventory accounts	Saada Hassan Sarhan	Wages	Afat Michael	General manager of Inventory accounts	Mostafa Elsayed	31-Oct-01
64	Inventory accounts	Saada Hassan Sarhan	Wages	Mostafa Elsayed	General manager of Inventory accounts	Mostafa Elsayed	31-Oct-01
65	Inventory accounts	Saada Hassan Sarhan	Wages	Saada Ahmed	Total record Of Inventory- East inventory accounts- Others'commodities-Reconciliations	Mostafa Elsayed	31-Oct-01
66	Inventory accounts	Saada Hassan Sarhan	Wages	Ollat Moursi	Formation total record-West inventory accounts	Mostafa Elsayed	31-Oct-01
67	Inventory accounts	Saada Hassan Sarhan	Wages	Ihsam Hassan	Communications-Inflammable Materials	Mostafa Elsayed	31-Oct-01
68	Inventory accounts	Saada Hassan Sarhan	Wages	Lila Hassan	El-Ibrahimia	Mostafa Elsayed	31-Oct-01
69	Inventory accounts	Saada Hassan Sarhan	Wages	Seria Mohamed	El-Mandara	Mostafa Elsayed	31-Oct-01
70	Inventory accounts	Saada Hassan Sarhan	Wages	Anis Labib	Saba Basha	Mostafa Elsayed	31-Oct-01
71	Inventory accounts	Saada Hassan Sarhan	Wages	Zoba Mohamed	Meters department	Mostafa Elsayed	31-Oct-01
72	Inventory accounts	Saada Hassan Sarhan	Wages	Fatma Eltaabaay	Withdrawals - Scrap	Mostafa Elsayed	31-Oct-01
73	Inventory accounts	Saada Hassan Sarhan	Wages	Salwa Fahim	Main branch	Mostafa Elsayed	31-Oct-01
74	Inventory accounts	Saada Hassan Sarhan	Wages	Wahid Ahmed	Sidi Beishr	Mostafa Elsayed	31-Oct-01
75	Inventory accounts	Saada Hassan Sarhan	Wages	Mervet Mahmoud	Bulbs-Spare parts movment	Mostafa Elsayed	31-Oct-01
76	Inventory accounts	Saada Hassan Sarhan	Wages	Sidhom Fouad	Smouha (branch)-Mergiem	Mostafa Elsayed	31-Oct-01
77	Medical Department	Hanan Ahmed Sadik	Expenses	Naglaa Mahmoud	Medical board	Naglaa Mahmoud	31-Oct-01
78	Project costing Department	Ahmed Ibrahim Mohamed		Kamal Mohamed Ali	Analytical transportation record, Computer program	Kamal Mohamed Ali	31-Oct-01
79	General Accounting Department	Sherene Khalil Saad			Accountant Grade "2"	Mohamed Ghonem	31-Oct-01
80	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Technician Grade "3"	Alan Sadek	1-Nov-01
81	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Technician Grade "3"	Elsayed Hafez	1-Nov-01
82	General department of self execution	Mohamed Hussien Mohamed	Expenses	Hussien Osman	Senior Technician	Hussien Osman	4-Nov-01

83	Medical Department	Hanan Ahmed Sadik	Expenses	Naglaa Mahmoud	Special cases (with permission of chair man	Naglaa Mahmoud	4-Nov-01
84	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Chief Engineer	Awatif Mahmoud	4-Nov-01
85	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Chief Engineer	Vivian El-Ansary	4-Nov-01
86	Project costing Department	Ahmed Ibrahim Mohamed		Tarek Ahmed Makawy	Fixed assets(machines & Equipment	Tarek Ahmed Makawy	4-Nov-01
87	Inventory accounts	Saada Hassan Sarhan	Commodities	Ismacil Ragab	Execution companies Contractors(Others/commodities)	Ismacil Ragab	5-Nov-01
88	Inventory accounts	Saada Hassan Sarhan	Commodities	Ataf Abdel-Raouf	Agamy-Distribution	Ismacil Ragab	5-Nov-01

APPENDIX 7 - AEDC Cost Work Team 1 - Data Gathering Work Plan

#	Department	Researcher	Cost Flow	Employees Names	Post	Interviewed Persons	Interview Date
89	Inventory accounts	Saada Hassan Sarhan	Commodities	Mousira Abbas	Direct withdrawals-Direct spareparts	Ismacil Ragab	5-Nov-01
90	General department of self execution	Mohamed Hussien Mohamed	Expenses	Ibrahim Abdel-Manaam	Auditor	Ibrahim Abdel-Manaam	6-Nov-01
91	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		General manager	Mostafa Mohamed	6-Nov-01
92	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Technician	Samir Tawfik	6-Nov-01
93	Project costing Department	Ahmed Ibrahim Mohamed	Fixed assets	George Mounir	Fixed assets(Buildings, Furniture)	George Mounir	6-Nov-01
94	Project costing Department	Ahmed Ibrahim Mohamed		Wafaa Mahmoud Kamel	Fixed assets(machines & Equipment	Wafaa Mahmoud Kamel	7-Nov-01
95	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Technician	Mohamed Gaber	8-Nov-01
96	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Technician	Hassan Abu-Mandoun	8-Nov-01
97	Inventory accounts	Saada Hassan Sarhan	Operations	Amany Abdel-Rhman	Finished products-Receivables	Amany Abdel-Rhman	10-Nov-01
98	Inventory accounts	Saada Hassan Sarhan	Operations	Hala Ramzy	Movement records- vendors records & reconciliations.	Amany Abdel-Rhman	10-Nov-01
99	Inventory accounts	Saada Hassan Sarhan	Operations	Mohamed Bakhit	Glem -Maintenance &Glem Powerplant	Amany Abdel-Rhman	10-Nov-01
100	Studies & development sector	Ahmed Mohamed AbdelMoaty	Work procedures		Technician	Samir Sobhy	11-Nov-01
101	Studies & development sector	Ahmed Mohamed AbdelMoaty	Revenues		Accountant Grade "3"	Abdel-Iamid Mohamed	11-Nov-01
102	Project costing Department	Ahmed Ibrahim Mohamed		Hazem Mohamed Ali	Fixed assets (wireless)	Hazem Mohamed Ali	11-Nov-01
103	Inventory accounts	Saada Hassan Sarhan	Inventory	Hanem Ibrahim	ElAmria Haraza	Hanem Ibrahim	12-Nov-01

104	Inventory accounts	Saada Hassan Sarhan	Inventory	Gamal Ahmed	Karmouz	Hanem Ibrahim	12-Nov-01
105	Inventory accounts	Saada Hassan Sarhan	Inventory	Hamdy Mohamed	New Amria- Elkabary	Hanem Ibrahim	12-Nov-01
106	Inventory accounts	Saada Hassan Sarhan	Inventory	Ahmed Mohamed	Dekhila-Cloth	Hanem Ibrahim	12-Nov-01
107	Inventory accounts	Saada Hassan Sarhan	Inventory	Saleh Eldin Mohamed	Anstasy-Elhamam	Hanem Ibrahim	12-Nov-01
108	Inventory accounts	Saada Hassan Sarhan	Inventory	Emad Gergies	North coast (main- branch)	Hanem Ibrahim	12-Nov-01
109	Inventory accounts	Saada Hassan Sarhan	Inventory	Mohamed Nour Eldin	Civil engineering- El- Suif	Hanem Ibrahim	12-Nov-01
110	Inventory accounts	Saada Hassan Sarhan	Inventory	Fibi Slim	Abu-Qir - Fuel	Hanem Ibrahim	12-Nov-01
111	Inventory accounts	Saada Hassan Sarhan	Inventory	Inas Khamis	Moharem Bek	Hanem Ibrahim	12-Nov-01
112	Inventory accounts	Saada Hassan Sarhan	Inventory	Rehab Ahmed	Bacous- Constructions	Hanem Ibrahim	12-Nov-01
113	Studies & development sector	Ahmed Mohamed AbdelMoaty	Revenues		Head Sector	Samia Said	13-Nov-01
114	Studies & development sector	Ahmed Mohamed AbdelMoaty	Revenues		General manager	Naamat Osman	13-Nov-01
115	Studies & development sector	Ahmed Mohamed AbdelMoaty	Revenues		General manager	Elsayed Mohamed Ahmed	13-Nov-01

APPENDIX 7 - AEDC Cost Work Team 1 - Data Gathering Work Plan

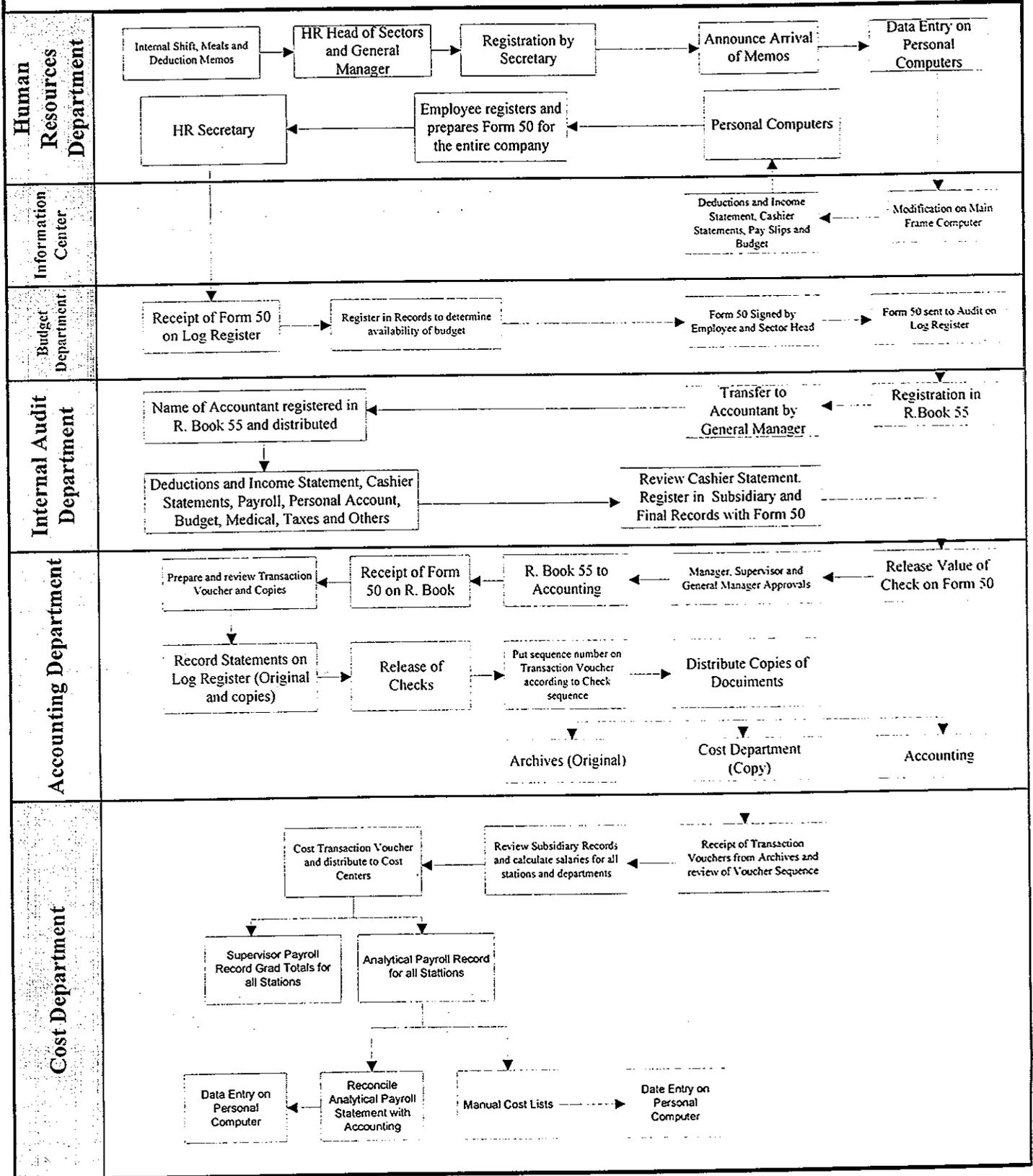
#	Department	Researcher	Cost Flow	Employees Names	Post	Interviewed Persons	Interview Date
116	Communication Sectors	Amal Zakria Mehawad	Wages, Rewards, Expenses, Goods requirments, Maintenance contractors, & Emergency expenses	Mortada Hassan	General manager for East communication department	Mortada Hassan	1&3-Nov-01
117	Lighting Sector	Ahmed Gharib Ahmed	Wages	Mohamed Yehia	Technician		27/10/2001
118	Communication Sectors	Amal Zakria Mehawad	Wages, Rewards, Expenses, Goods requirments, Maintenance contractors, & Emergency expenses	Ahmed Gaber			
119	Montazah Network Sector	Amal El-Boghdady	Missions			Ali Abdel-Fatah	
120	Project costing Department	Ahmed Ibrahim Mohamed		Abdel-Salam Mohamed	Analytical transportation record (trucks)		
121	Project costing Department	Ahmed Ibrahim Mohamed		Mahmoud Abdel-Mohsen	Analytical records for Motor cycles		
122	Project costing Department	Ahmed Ibrahim Mohamed		Ibrahim Mohamed	Analytical transportation record (trucks)		
123	Project costing Department	Ahmed Ibrahim Mohamed		Sherene Adel	Analytical Transportaion record (Sedan)		

APPENDIX 7 - Distribution Cost Work Team 2 - Data Gathering Work Plan				
Participating Department	Interviewed persons	Post	Researcher	Interview Date
General Department for Training	Mohamed Medhat	General manager	Mohamed Said	20-Oct-01
Analytical Costing Department	Mohamed Sharara	Allocation of wages	Mohamed Sharara	20-Oct-01
West projects Department	Gamal Abdelallah	General manager	Baher Gaber	20-Oct-01
West Measurements Department	Mohamed Abdel-Latif	General manager	Baher	21-Oct-01
Analytical Costing Department	Awataf Mohamed	Control account/32	Mohamed Sharara	21-Oct-01
Large consumers Sectors	Fayza Kasem		Mohamed Taha	21-Oct-01
General department for Contractors & measurements	Nadia Maged		Mohamed Taha	21-Oct-01
Main & Electronic Training Department	Mohamed Abdel-Aziz	General manager	Mohamed Said	21-Oct-01
General Department for Energy Sales	El-Huseeiny Mostafa		Mohamed Taha	22-Oct-01
Central Workshop Department	Ielia Ataf		Said Sayed	22-Oct-01
Central Workshop Department	Mohamed El-Shaaer		Said Sayed	22-Oct-01
Analytical Costing Department	Aida Affifi	Chief Accountant	Mohamed Sharara	22-Oct-01
General Department for West Projects	Fatma Bekhit	Financial Representative	Baher Gaber	22-Oct-01
General Department for West Projects	Fatma Mohamed	Secretary	Baher Gaber	23-Oct-01
Energy cost Department	Mahmoud Fadel	General manager	Mohamed Sharara	23-Oct-01
Central Workshop Department	Ihab Hagazy	Technician Office	Said Sayed	23-Oct-01
Central Workshop Department	Mohamed Khalil	Carpenter Technician	Said Sayed	23-Oct-01
General Department for Energy Revenues	Elies Anglo		Mohamed Taha	23-Oct-01
Administrative & Financial Training department	Ismaeil Ahmed	General manager	Mohamed Said	23-Oct-01
Middle Network Sector	Abdel-Maanem Basiour	Costing Department	Ahmed Sami	24-Oct-01
Middle Network Sector	Kamelia	Pricing Department	Ahmed Sami	24-Oct-01
Middle Network Sector	samaeol Samaan	Pricing Department	Ahmed Sami	24-Oct-01
Central Workshop Department	Anwar Dawas	Senior Commercial Technician	Said Sayed	24-Oct-01
Central Workshop Department	Tarek Helmy	Workshop Engineer	Said Sayed	24-Oct-01
Energy cost Department	Nadia Abdel-Latif	Accountant of General Lighting Estimation	Mohamed Sharara	24-Oct-01
General Department for West Projects	Mohamed Elsayed	Head of Auditing Department	Baher Gaber	24-Oct-01
General Department for Accounting	Soad Aisa	Chief Accountant	Khaled Saad	25-Oct-01
General Department for Auditing	Naguib	Secretary	Hala Amin	25-Oct-01

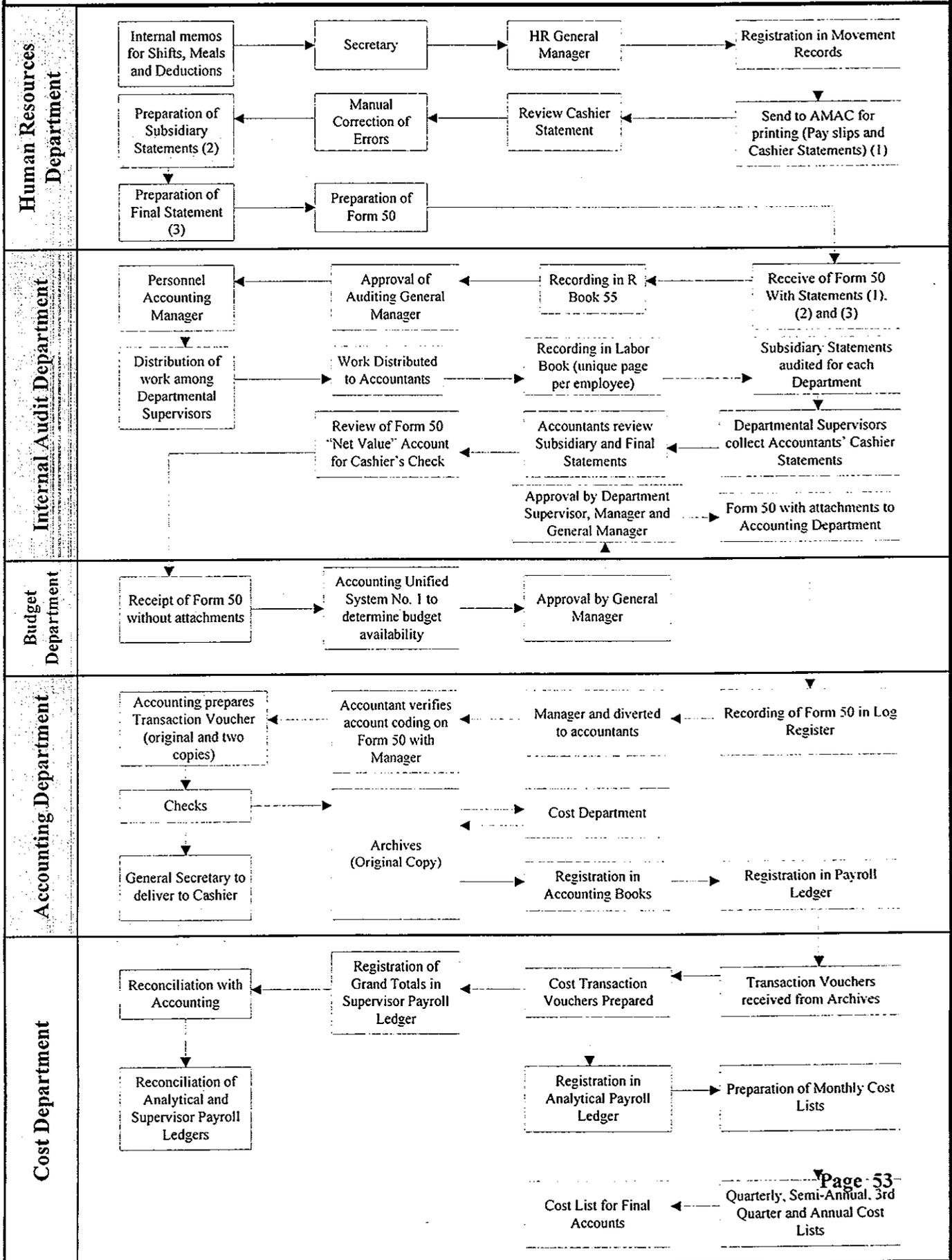
APPENDIX 7 - Distribution Cost Work Team 2 - Data Gathering Work Plan				
Participating Department	Interviewed persons	Post	Researcher	Interview Date
Replacement & Development Sector	Hanan Hassan	Secretary	Noha Ibrahim	25-Oct-01
Replacement & Development Sector	Amir Karim	Secretary	Noha Ibrahim	25-Oct-01
Energy cost Department	Magdy Abu-Elwafa	Measurements Allocation	Mohamed Sharara	25-Oct-01
Large consumers Sector	Mostafa Metwaly	General Department for Energy Sales	Mohamed Taha	25-Oct-01
Large consumers Sector	Elsayed Abdel-Hady		Mohamed Taha	25-Oct-01
Middle Network Sector	Abdel-Latif Mohamed	Pricing Department	Ahmed Sami	25-Oct-01
Middle Network Sector	Manal Ibrahim	Pricing Department	Ahmed Sami	25-Oct-01
Commercial Training Department	Sohair Abdel-Hamid	General manager	Mohamed Said	25-Oct-01
General Accounting Department	Soad Aisa	Chief Accountant	Khaled	25-Oct-01
Large Consumers Sector	Yousry Abdel-Fatah		Mohamed Taha	27-Oct-01
Large Consumers Sector	Samia Ahmed	Consumer Department	Mohamed Taha	27-Oct-01
General Department for Training	Yousria Ahmed	Senior Researcher	Mohamed Said	27-Oct-01
General Accounting Department	Azza Mohamed	Accountant Grade "2"	Khaled	27-Oct-01
North coast Network Sector	Said Zaki	Low Voltage Department	Safaa Afifi	28-Oct-01
North coast Network Sector	Abdel-Rady	Over Head Line	Safaa Afifi	28-Oct-01
North coast Network Sector	Adel Nabih	Maintenance	Safaa Afifi	28-Oct-01
Projects Sector	Madiha El-Masry	Secretary	Baher Gaber	28-Oct-01
Middle Network Sector	Naglaa Saleh	Computer Measurements Department	Ahmed Sami	28-Oct-01
Middle Network Sector	Abdel-Rhman Abdo	Computer Measurements Department	Ahmed Sami	28-Oct-01
Middle Network Sector	Ahmed Abdel-Morid	Computer Measurements Department	Ahmed Sami	28-Oct-01
Large Consumers Sector	Asam Awad	Head of Consumer Department	Mohamed Taha	28-Oct-01
Large Consumers Sector	Mona Hanafy	Head of Measurement Department	Mohamed Taha	28-Oct-01
Replacement & Development Sector	Ola Abdel-Maanem		Noha Ibrahim	28-Oct-01
Replacement & Development Sector	Amel Ahmed		Noha Ibrahim	28-Oct-01
General Department for Auditing	Wafaa	General manager	Hala Amin	28-Oct-01
General Department for Accounting	Fadia Hassan	Head of sector	Khaled Said	28-Oct-01
General Accounting Department	Nadia	Accountant Grade "2"	Khaled	28-Oct-01
North coast Network Sector	Gaber Elsayed Ibrahim	Medium Voltage Department	Amira Gaber	29-Oct-01
North coast Network Sector	Saber Mohamed Ahmed	Medium Voltage Department	Amira Gaber	29-Oct-01
North coast Network Sector	Mosaad Shoaib	Meters-Measurements	Amira Gaber	29-Oct-01
North coast Network Sector	Fayz Soliman	Meters-Measurements	Amira Gaber	29-Oct-01
North coast Network Sector	Mohamed Saad	Meters-Measurements	Amira Gaber	29-Oct-01

APPENDIX 7 - Distribution Cost Work Team 2 - Data Gathering Work Plan				
Participating Department	Interviewed persons	Post	Researcher	Interview Date
West Network Sector	Azza Helmy	Medium Voltage Department	Gihan Said	29-Oct-01
West Network Sector	Maged Lotfy	Medium Voltage Department	Gihan Said	29-Oct-01
West Network Sector	Mohamed Abdo	Meters-Measurements	Gihan Said	29-Oct-01
West Network Sector	Mohamed Refaat	Meters-Measurements	Gihan Said	29-Oct-01
General Department for Accounting	Tamer Sabra	Meters-Measurements	Khaled Saad	29-Oct-01
Projects Sector	Ashraf Mostafa	Meters-Measurements	Baher Gaber	29-Oct-01
General Department for Training	Mai Khan	Head of External Programming Department	Mohamed Said	29-Oct-01
General Accounting & Measurements Department	Tamer Sabra	Accountant Grade "2"	Khaled	29-Oct-01
General Accounting & Measurements Department	Amir Basiouni	Accountant Grade "2"	Khaled	30-Oct-01
General Accounting & Measurements Department	Marei Sabra	Accountant Grade "2"	Khaled	31-Oct-01

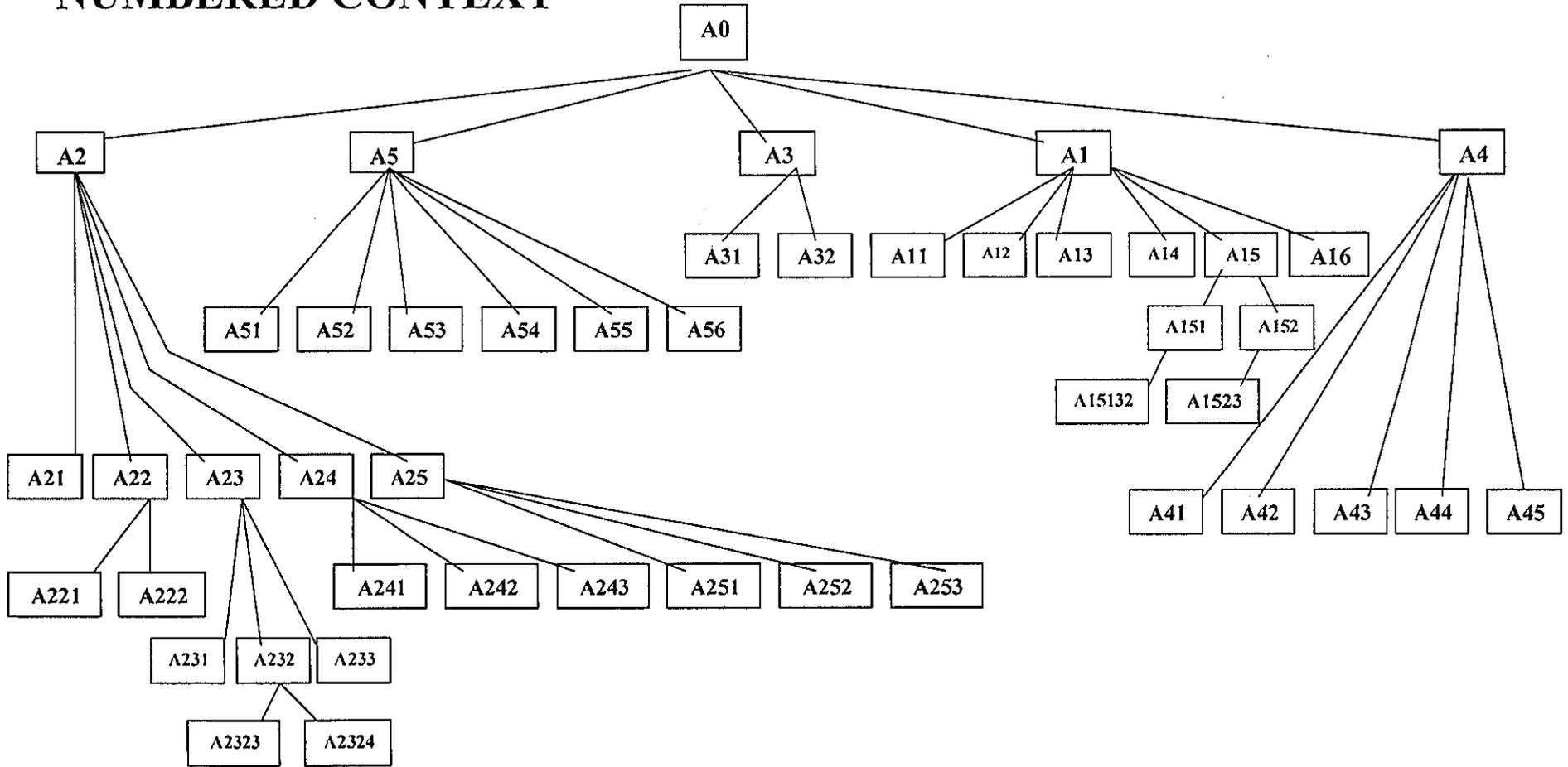
APPENDIX 8 WDPC Monthly Payroll Cost Cycle



APPENDIX 9 - AEDC Monthly Payroll Cost Cycle



APPENDIX 10 – AEDC Monthly Payroll Cost Cycle Process Maps – NODE NUMBERED CONTEXT



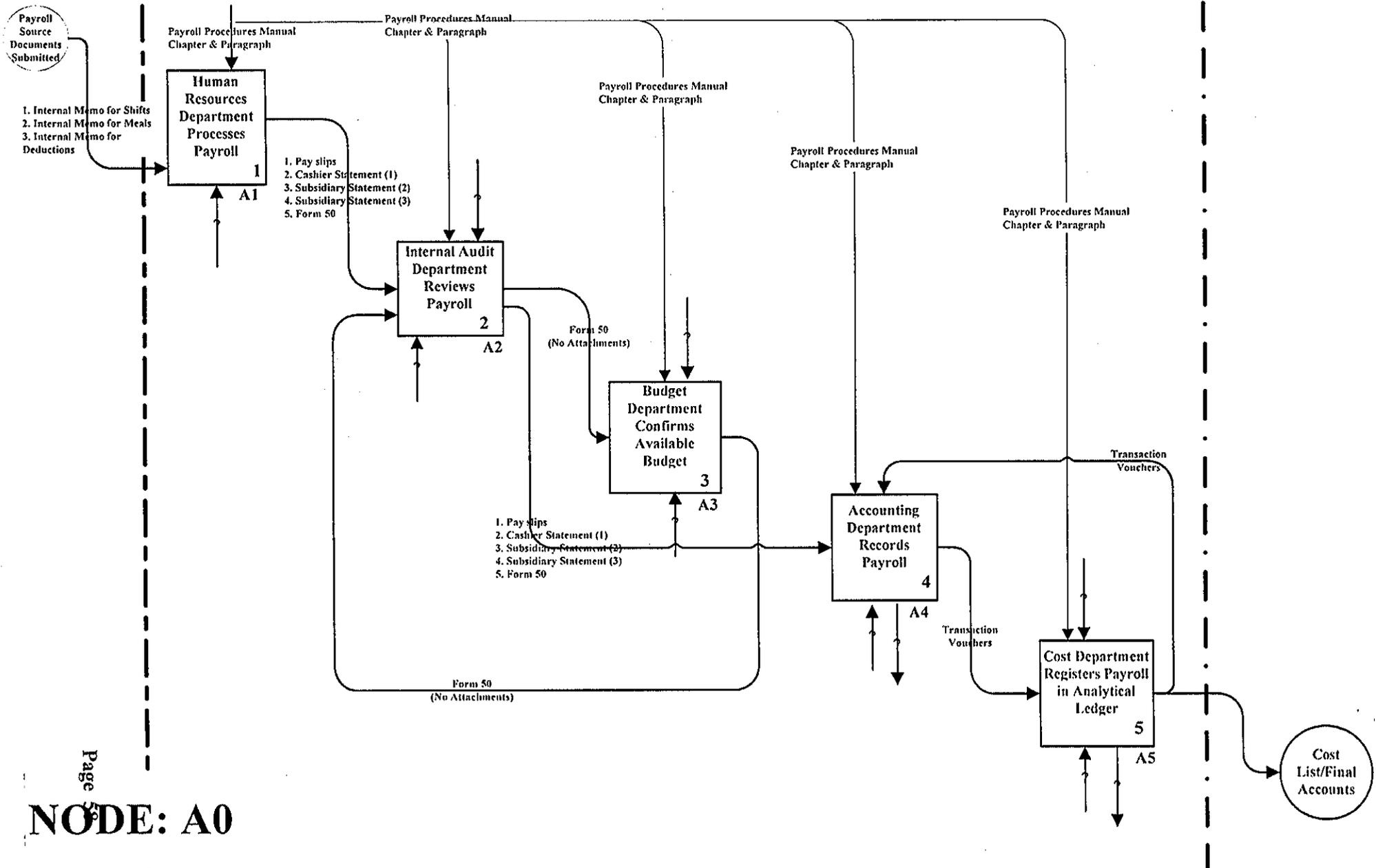
APPENDIX 10 - AEDC Monthly Payroll Cost Cycle Process Map NODE Index

		Date Draft NODE Completed	Date Draft NODE Revised	Date Draft NODE Reviewed	Date Final NODE Revision	Date Map NODE Completed
Monthly Payroll Cost Cycle						
A1	Human Resources Department Monthly Payroll Cycle - Activity Level Process Map					
	A11	Human Resources Secretary Receives Payroll Documents - Task Level Map				
	A12	HR General Manager Reviews Payroll Documents - Task Level Map				
	A13	Payroll Documents Registered in Movement Records - Task Level Map				
	A14	Review of Cashier Statement – Task Level Map				
	A15	Preparation of Statements – Activity Level Map				
		A151 Preparation of Monthly Payroll Subsidiary Statement (2) – Task Level Map				
		A1513 Entry of Payroll Data into Personal Computer – Task Level Map				
		A152 Preparation of Monthly Final Statement (3) – Task Level Map				
		A1523 Entry of Payroll Data into Personal Computer – Task Level Map				
	A16	Preparation of FORM 50 – Task Level Map				

A2	Internal Audit Department Reviews Payroll – Activity Level Process Map						
	A21	Recording in R. Book 55 – Task Level Map					
	A22	Payroll Review by Department Managers – Activity Level Map					
		A221 General Manager Approval – Task Level Map					
		A222 Personnel Accounting Manager – Task Level Map					
		A251 General Manager Approval – Task Level Map					
		A252 Manager Approval – Task Level Map					
		A253 Department Supervisor Approval – Task Level Map					
A3	Budget Department Confirms Available Budget – Activity Level Map						
	A31	Determine Availability of Budget – Task Level Map					
	A32	General Manager Approval – Task Level Map					
A4	Accounting Department Monthly Payroll Cycle - Activity Level Process Map						
	A41	Task Level Map					
	A42	Task Level Map					
	A43	Task Level Map					
	A44	Task Level Map					
	A45	Task Level Map					

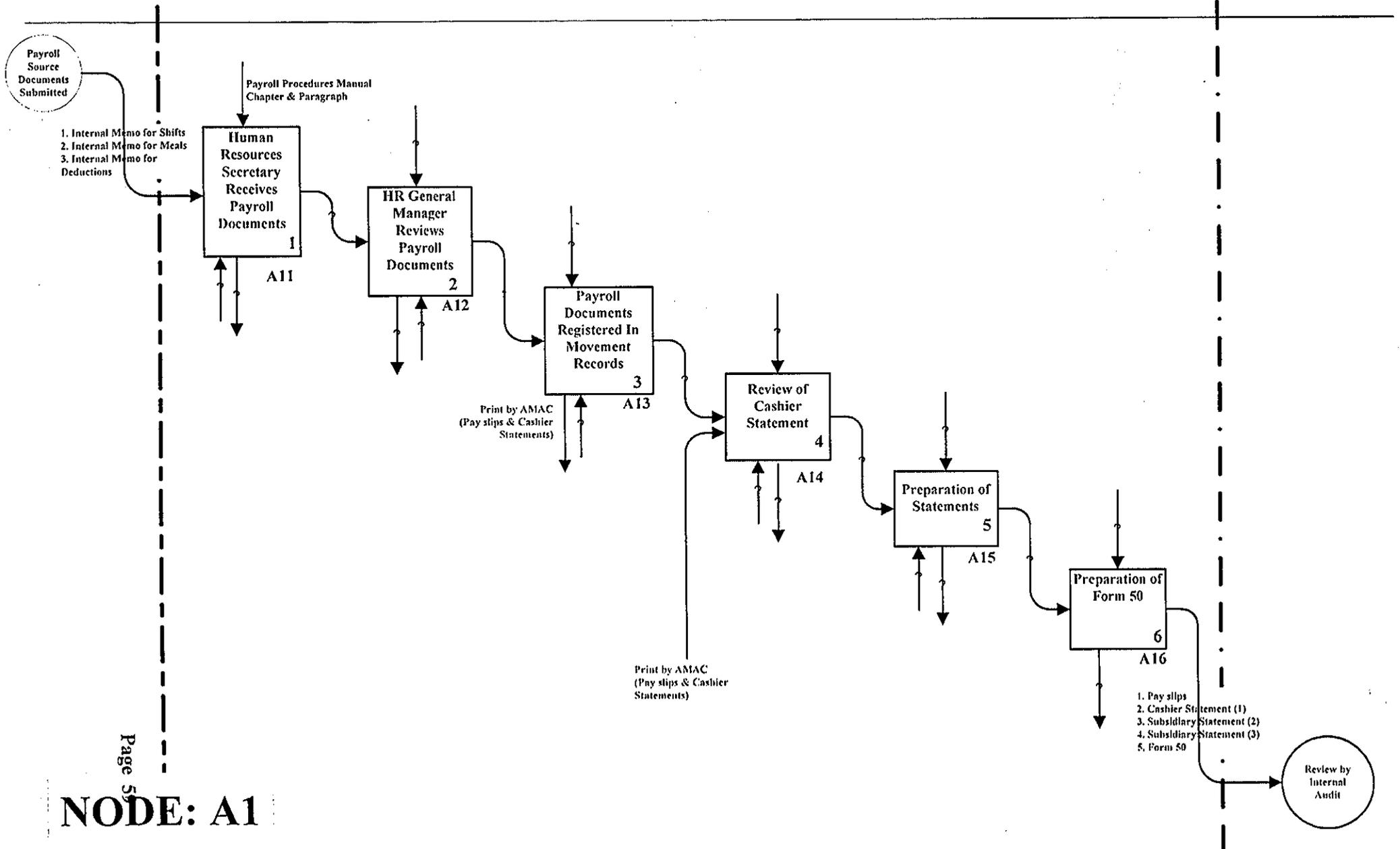
A5	Cost Department Monthly Payroll Cycle - Activity Level Process Map					
	A51 Preparing Transaction Vouchers - Task Level Map					
	A52 Analytical Payroll Registration - Task Level Map					
	A53 Supervisor Payroll Ledger Registration - Task Level Map					
	A54 Monthly Cost List Preparation - Task Level Map					
	A55 Reconciliation of Cost/Accounting - Task Level Map					
	A56 Reconciliation of Analytical/Supervisor Payroll Ledgers - Task Level Map					

The AEDC Monthly Payroll Cost Cycle



The AEDC Monthly Payroll Cost Cycle

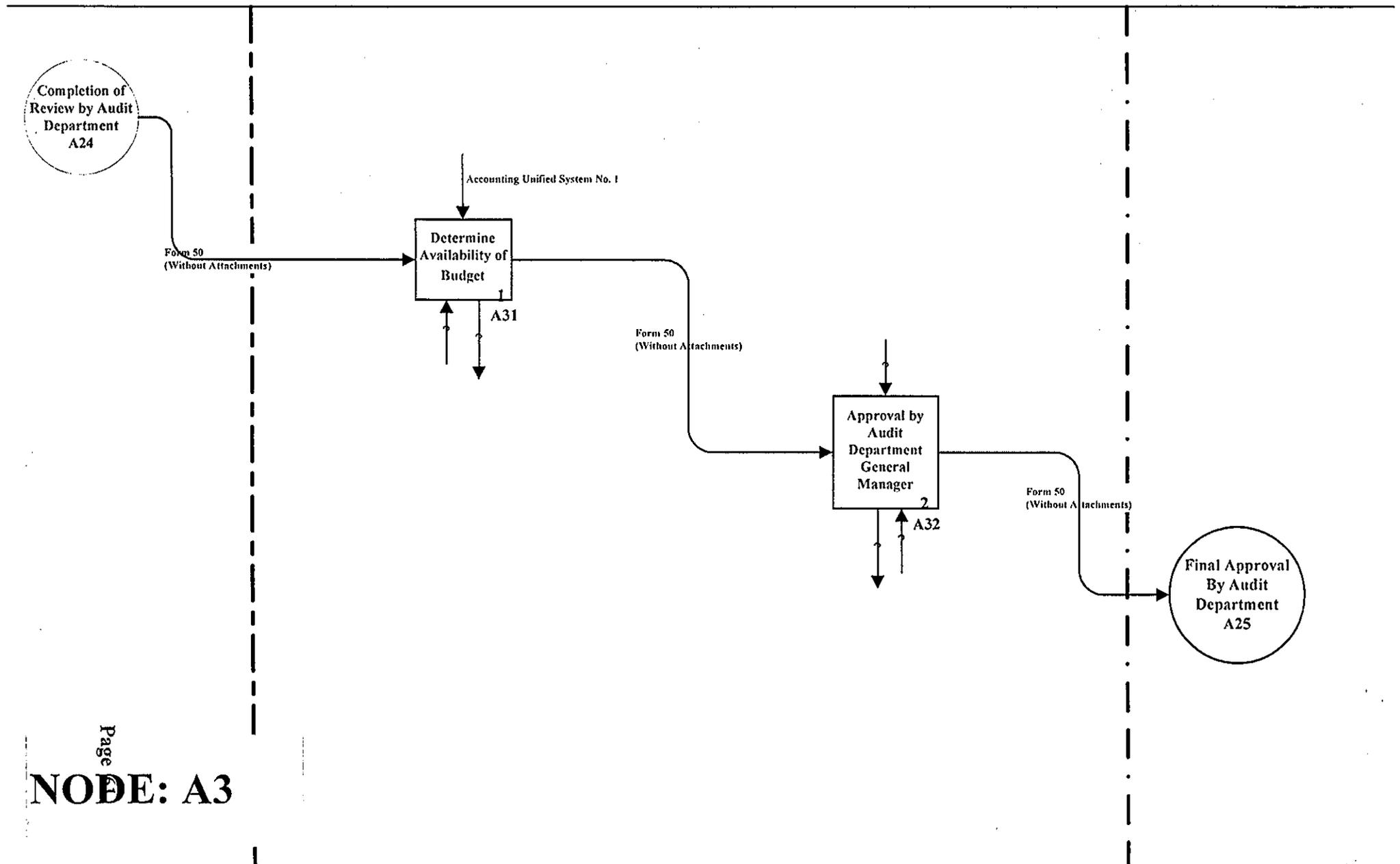
Human Resources Department Activity Level Process Map



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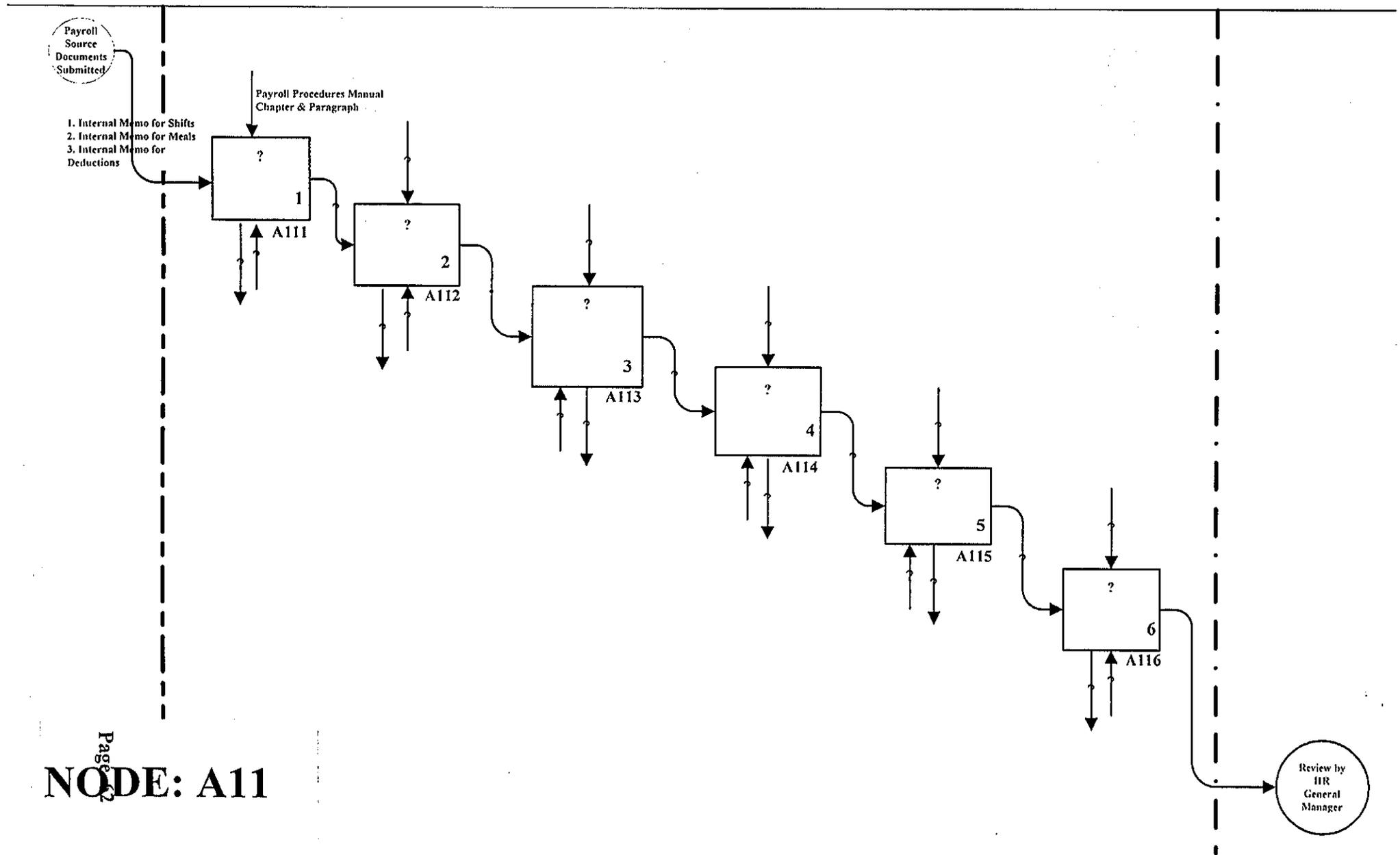
NODE: A1

The AEDC Monthly Payroll Cost Cycle Budget Department Activity Level Process Map



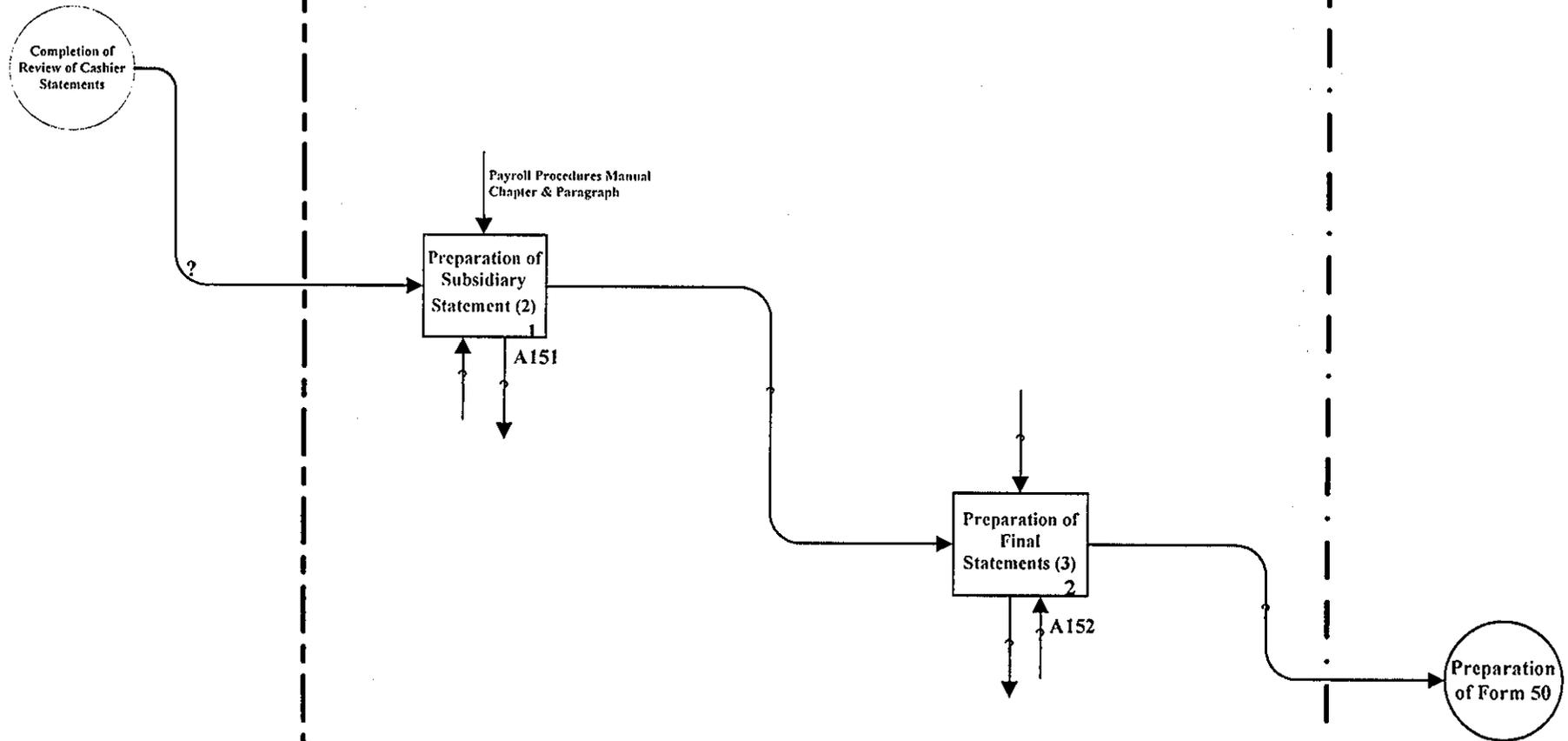
The AEDC Monthly Payroll Cost Cycle

HR Department Secretary Task Level Process Map



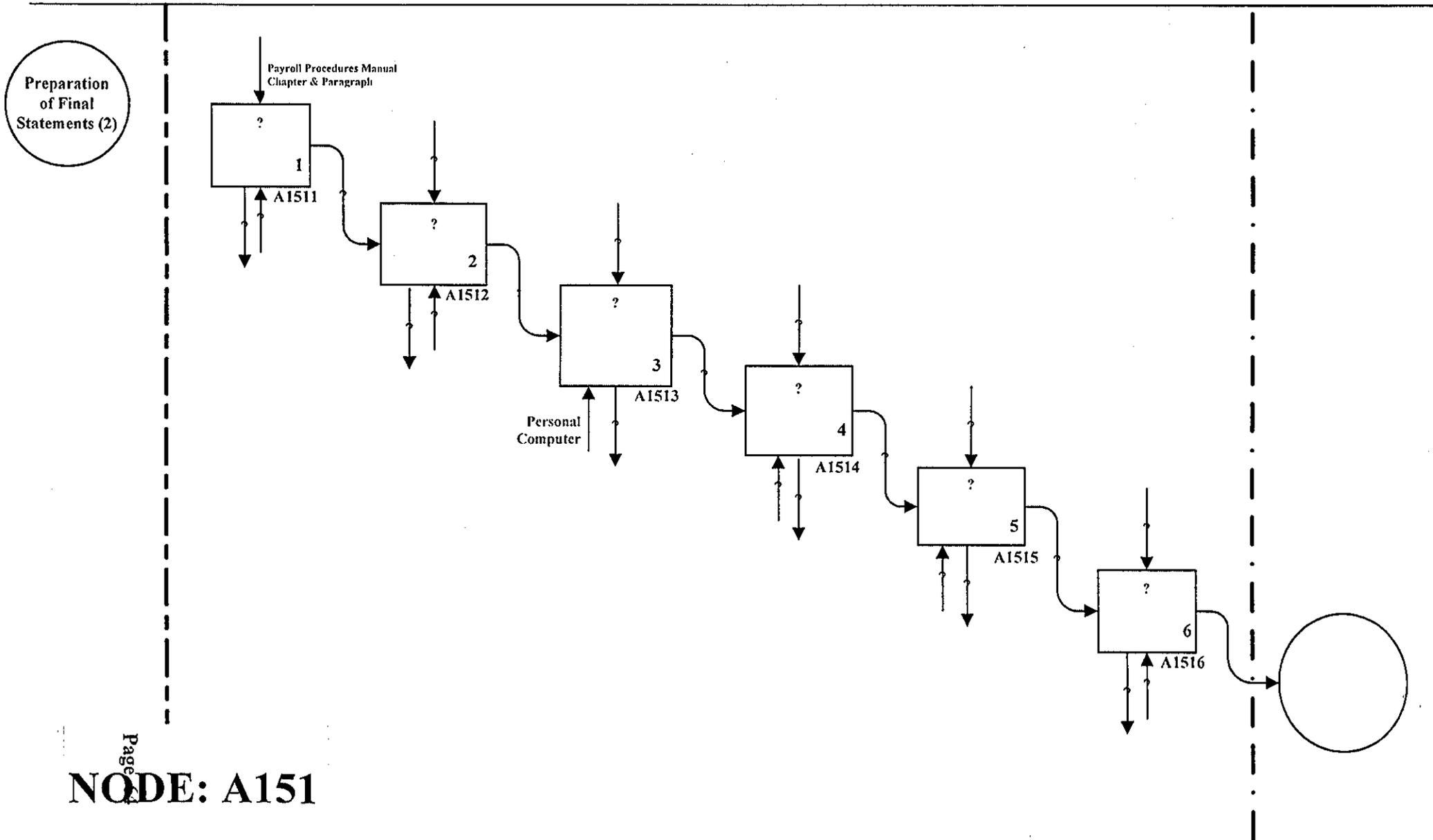
The AEDC HR Monthly Payroll Cost Cycle

Payroll Statement Preparation Activity Level Process Map

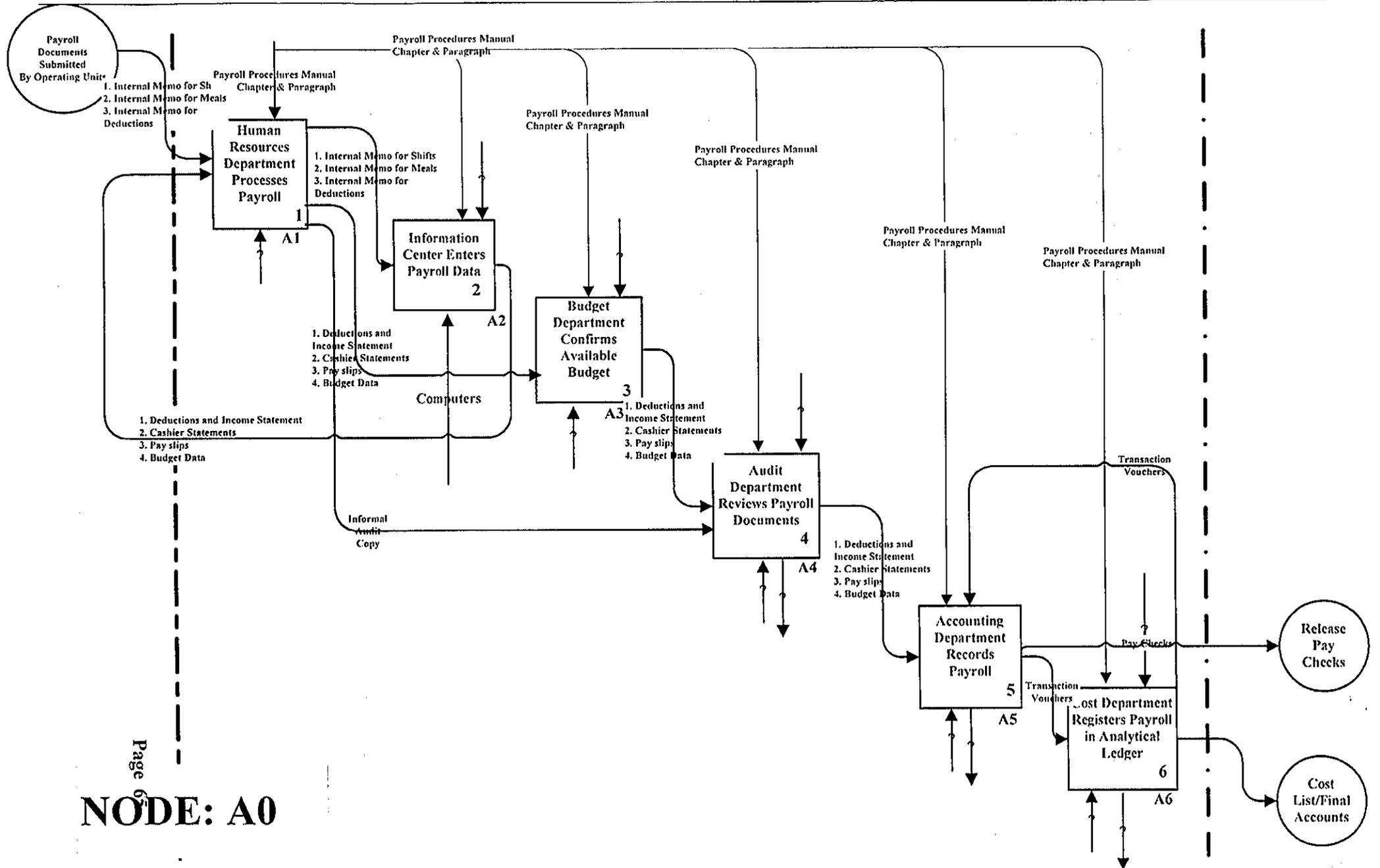


NODE: A15

The AEDC HR Department Monthly Payroll Cost Cycle Payroll Final Statement (3) Preparation Task Level Process Map

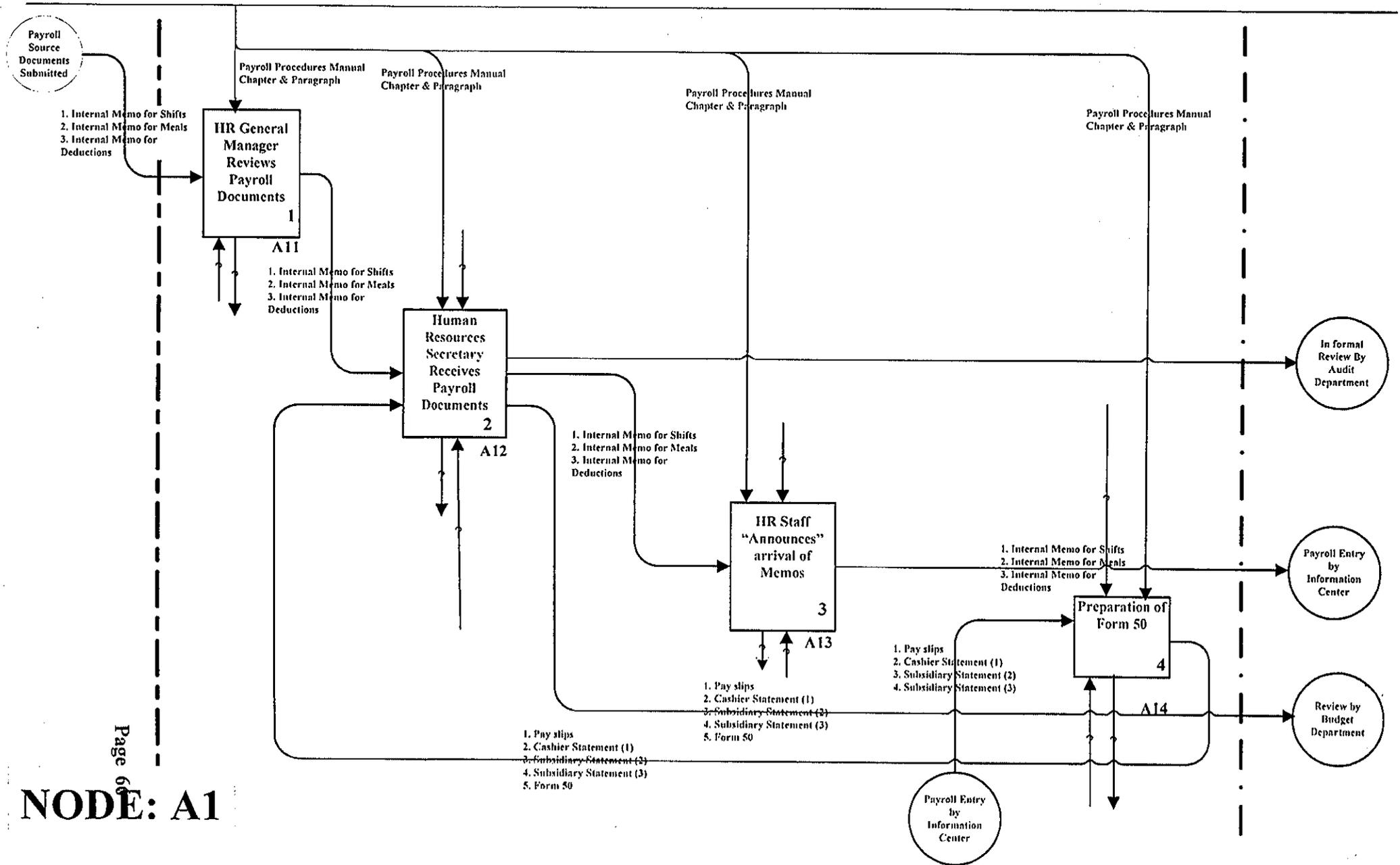


The WDPC Monthly Payroll Cost Cycle



The WDPC Monthly Payroll Cost Cycle

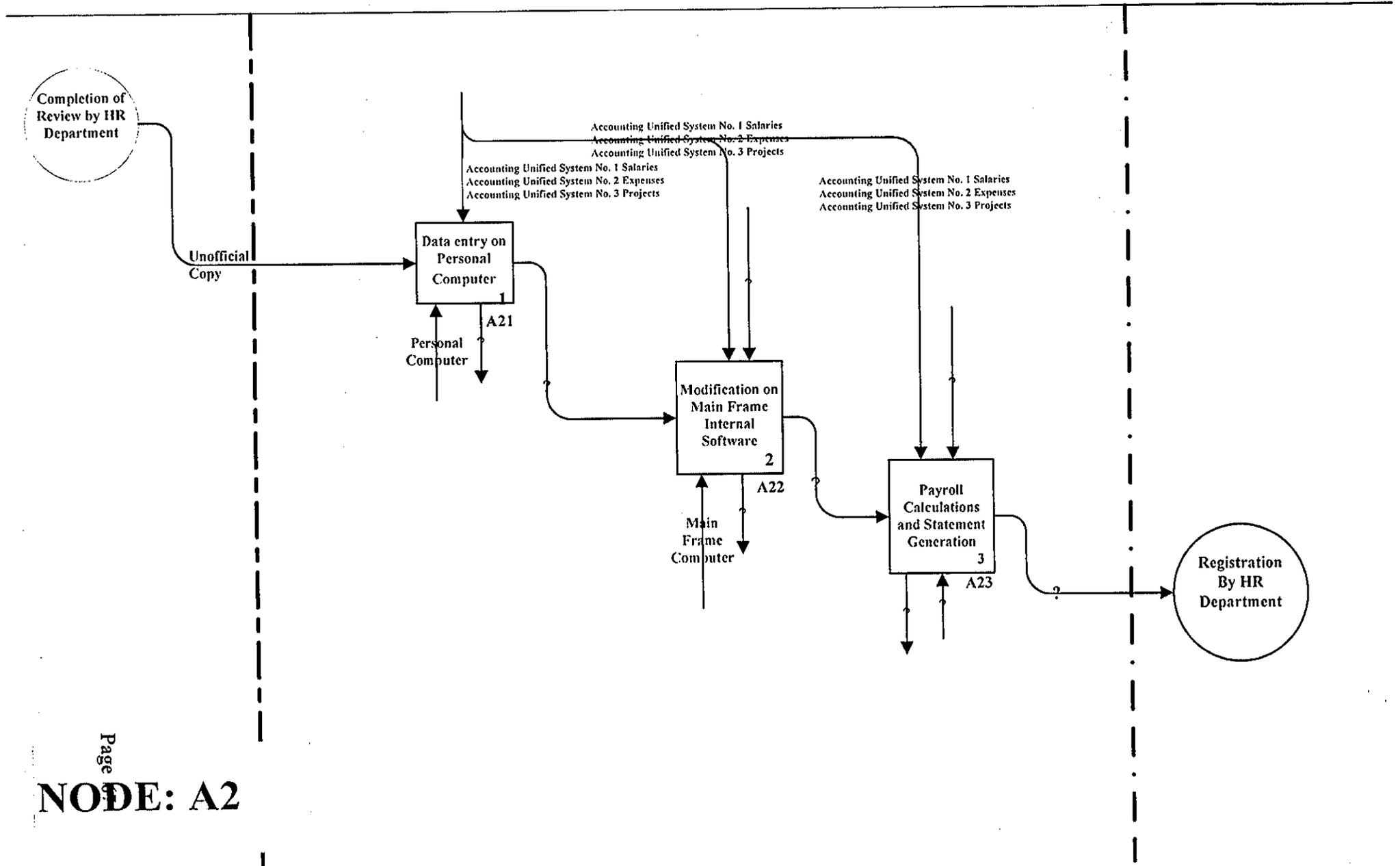
Human Resources Department Activity Level Process Map



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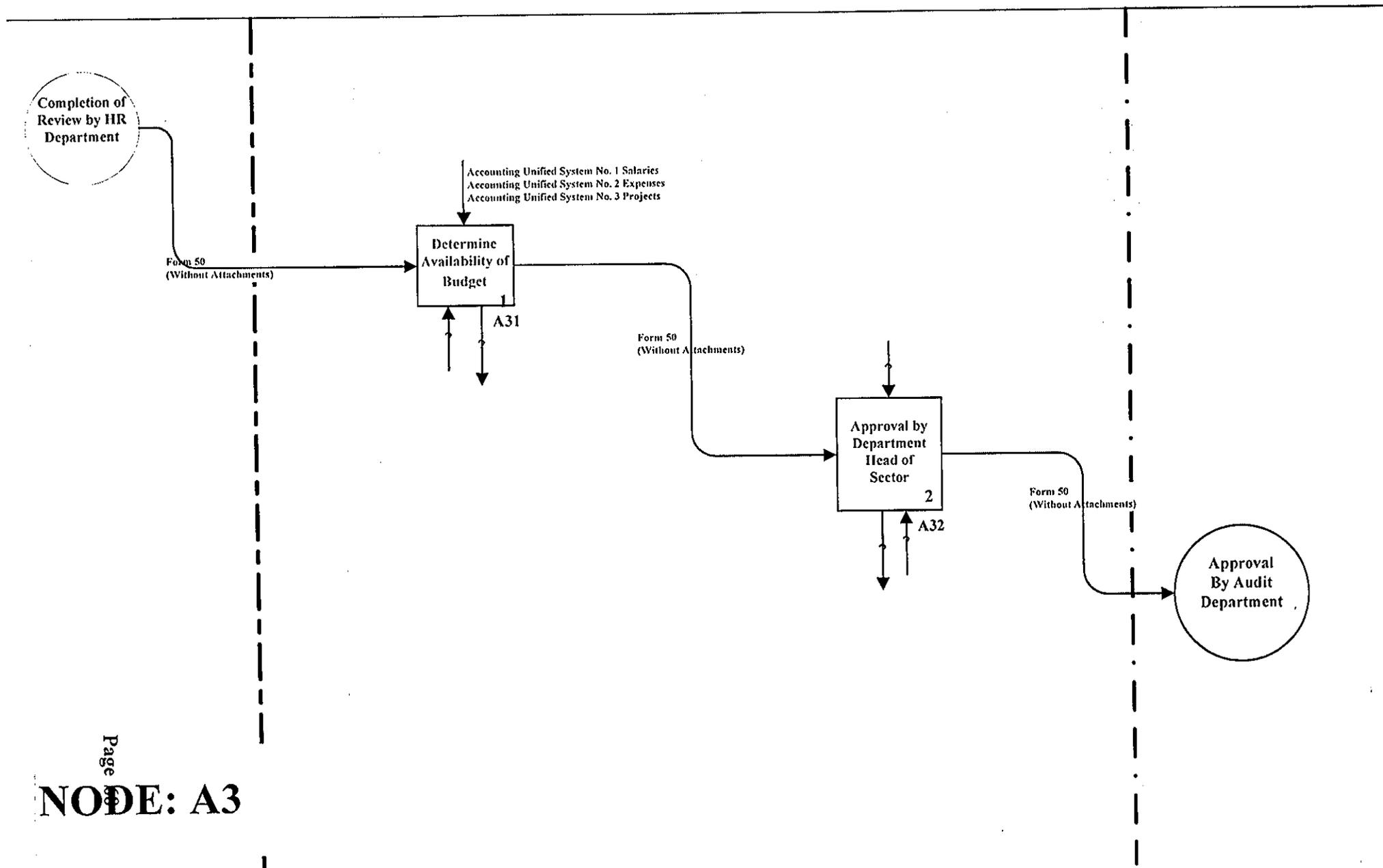
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The WDPC Monthly Payroll Cost Cycle Information Center Activity Level Process Map



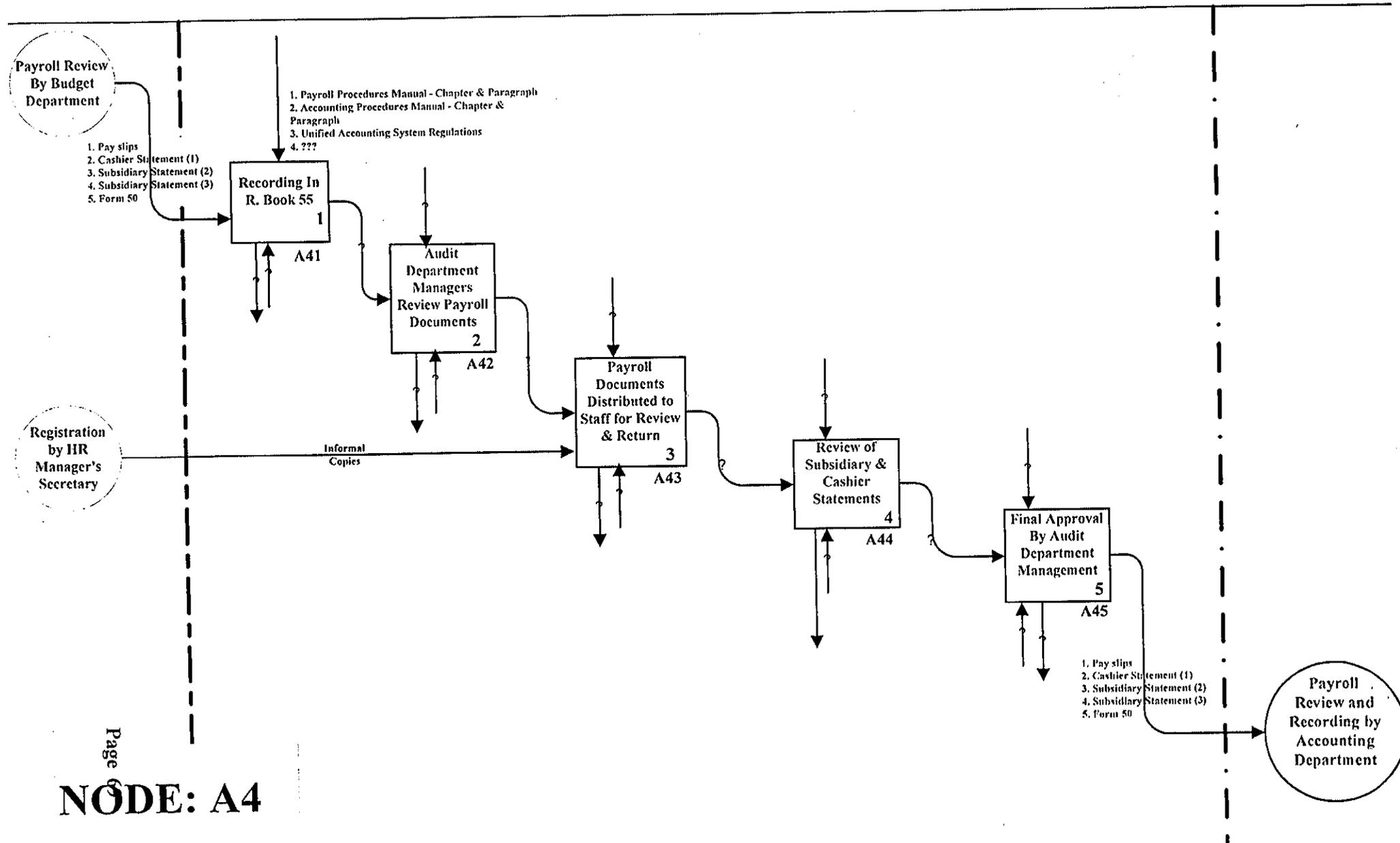
The WDPC Monthly Payroll Cost Cycle

Budget Department Activity Level Process Map



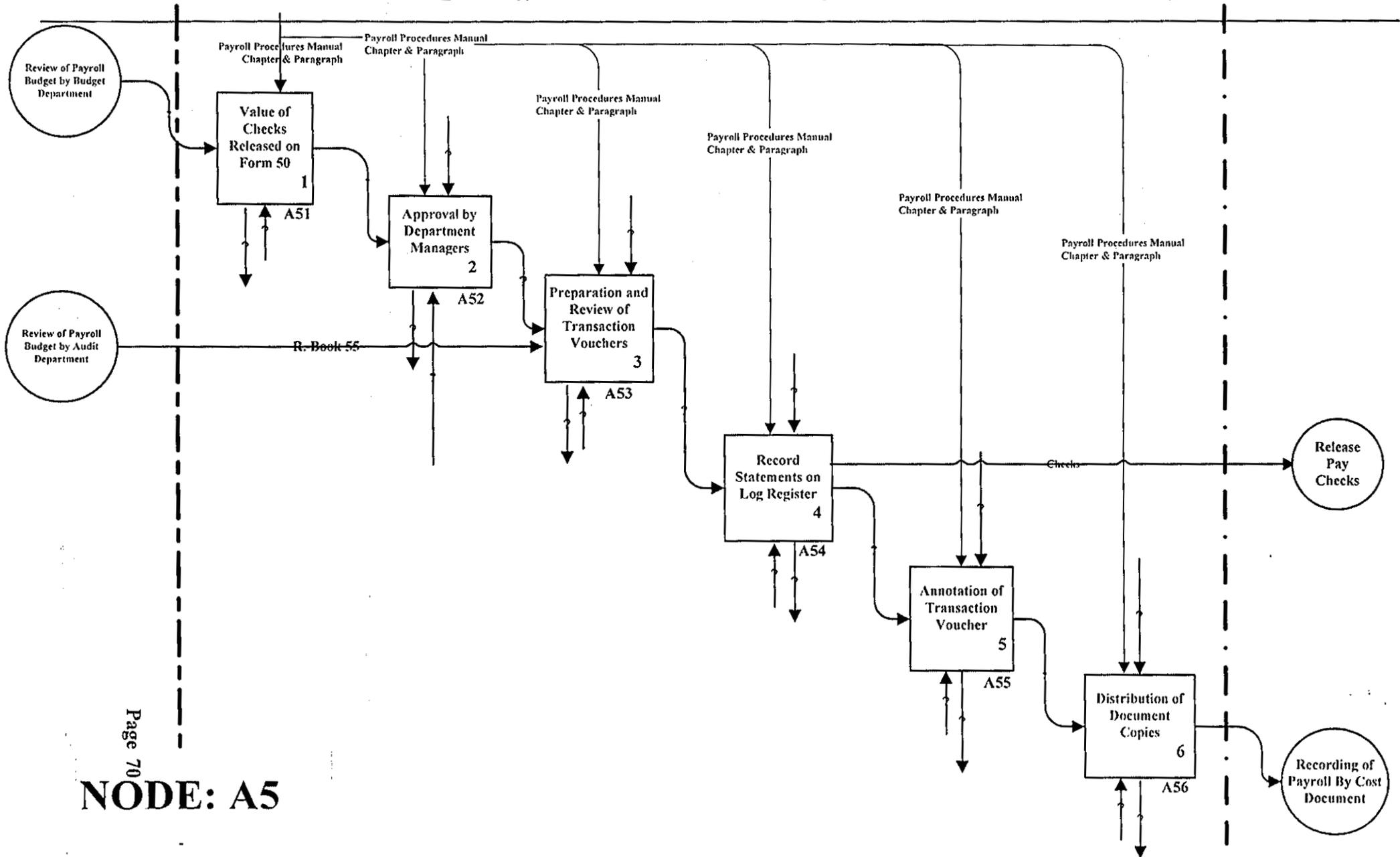
The WDPC Monthly Payroll Cost Cycle

Internal Audit Department Activity Level Process Map

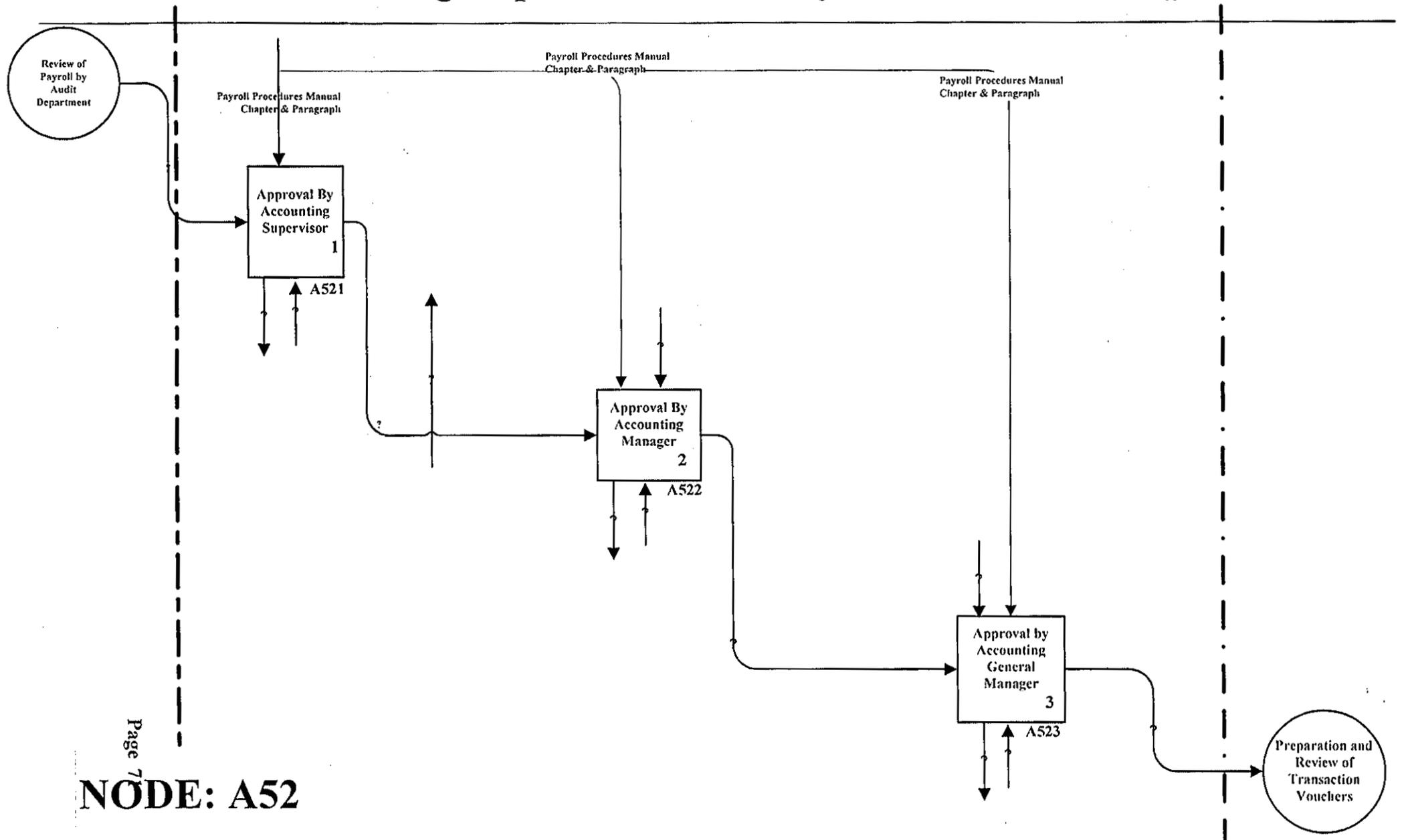


The WDPC Monthly Payroll Cost Cycle

Accounting Department Activity Level Process Map

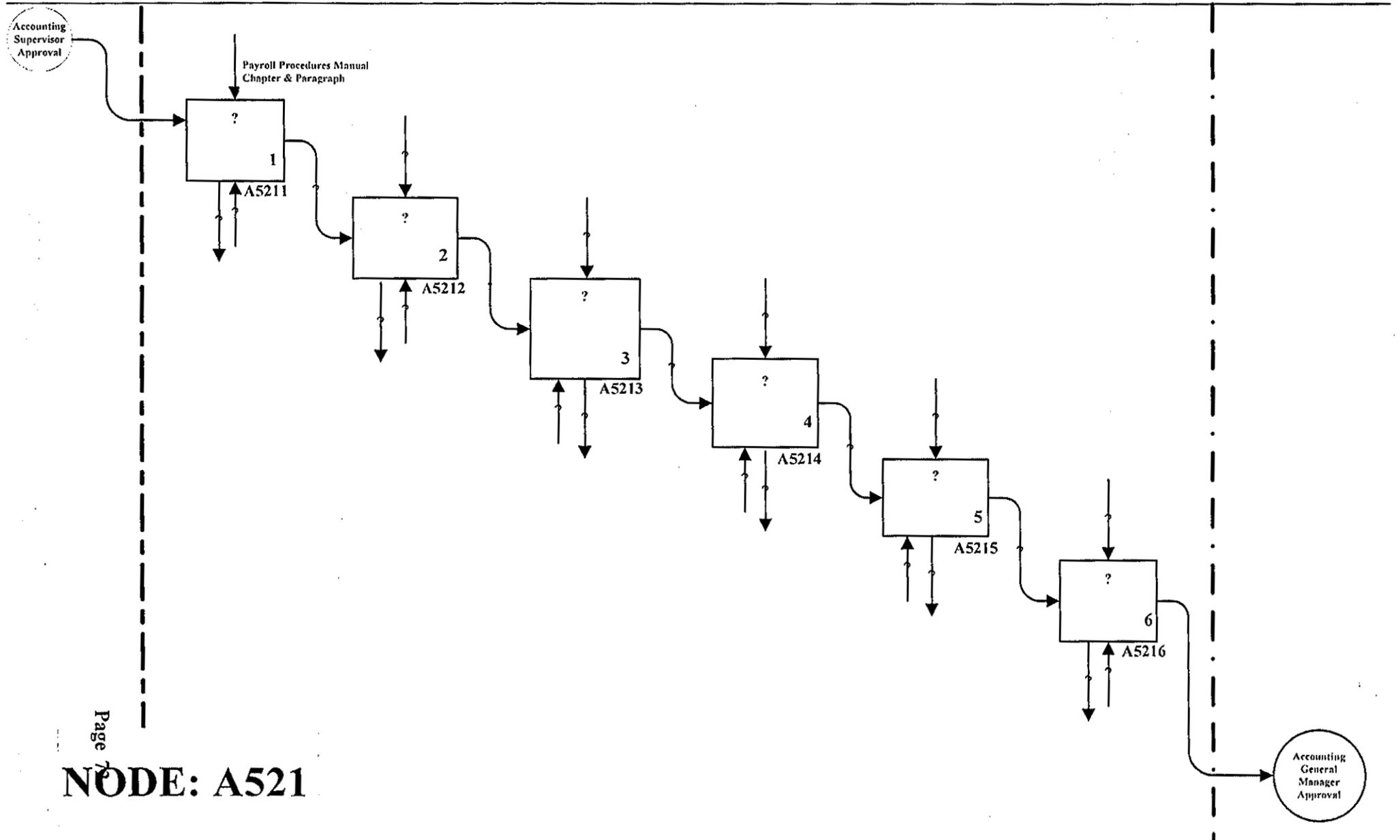


The WDPC Monthly Payroll Cost Cycle Accounting Department Activity Level Process Map



The WDPC Monthly Payroll Cost Cycle

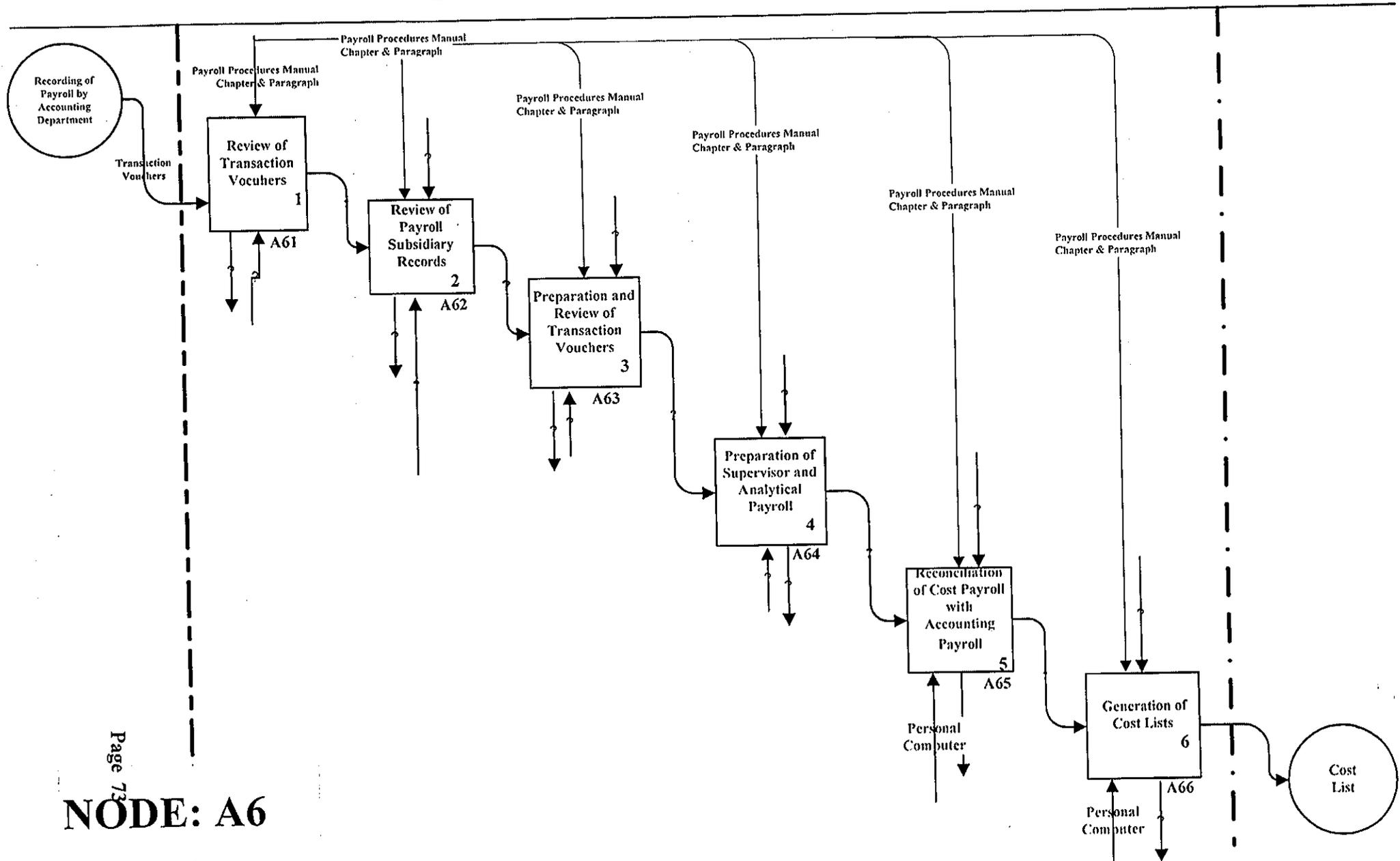
Accounting Department Supervisor Task Level Process Map



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NODE: A521

The WDPC Monthly Payroll Cost Cycle Cost Department Activity Level Process Map



APPENDIX 12

SUMMARY OF THE COST REENGINEERING PROJECT ALEXANDRIA ELECTRIC DISTRIBUTION COMPANY (AEDC/WDPC) WEST DELTA PRODUCTION COMPANY (WDPC)

Project Period: 26 June 2001 through 30 June 2002

I. COST REENGINEERING METHODOLOGY EMPLOYED.

The AEDC/WDPC cost reengineering work plan was designed to produce substantive results within a ten month period (the period September 2001 through June 2002).

Since a reengineering project of this scope normally requires between twelve and eighteen months to accomplish, and in order to accomplish project objectives within the time made available, the cost work plan has been customized to meet the needs of the AEDC/WDPC reengineering project. The project has rearranged or recombined tasks to meet AEDC/WDPC needs and, while not sacrificing attention to quality control, gives greater or lesser emphasis to some tasks. In addition, while it would appear that each task is performed sequentially, the task ordering is only partial. Some tasks have been moved ahead and other tasks are being performed concurrently.

To illustrate the time constraints faced by this project, the **Business Process Improvements** phase of the project would normally, as a result of completed process maps, identify and recommend where and when process activities should be automated. Due to the lead time required to acquire required software and adequately train enterprise staff, a decision was taken early in the project, prior to completion of the project's process map phase, to automate the general ledger of both companies, including the implementation of an automated cost accounting module, utilizing the ORACLE application software program. This is one example of where project tasks are performed concurrently rather than sequentially.

It is not anticipated that all of the identified improvement opportunities from the cost reengineering project can be attained within this ten month period and that the AEDC/WDPC will have to provide the resources necessary to sustain reengineering process improvement activities that are planned after the project scheduled end date of 30 June 2002 for the period of July 2002 through June 2004 and beyond.

The cost reengineering project (summarized on the following page) consists of **Seven (7) Phases**: (1) **Process Mapping**, (2) **Walkthrough**, (3) **Measurements**, (4) **Standardization**, (5) **Benchmarking**, (6) **Business Process Improvements**, and (7) **Best Practices**. The phases have been designed to be performed consecutively. The end of each phase represents a major milestone in the AEDC/WDPC Cost Reengineering Project.

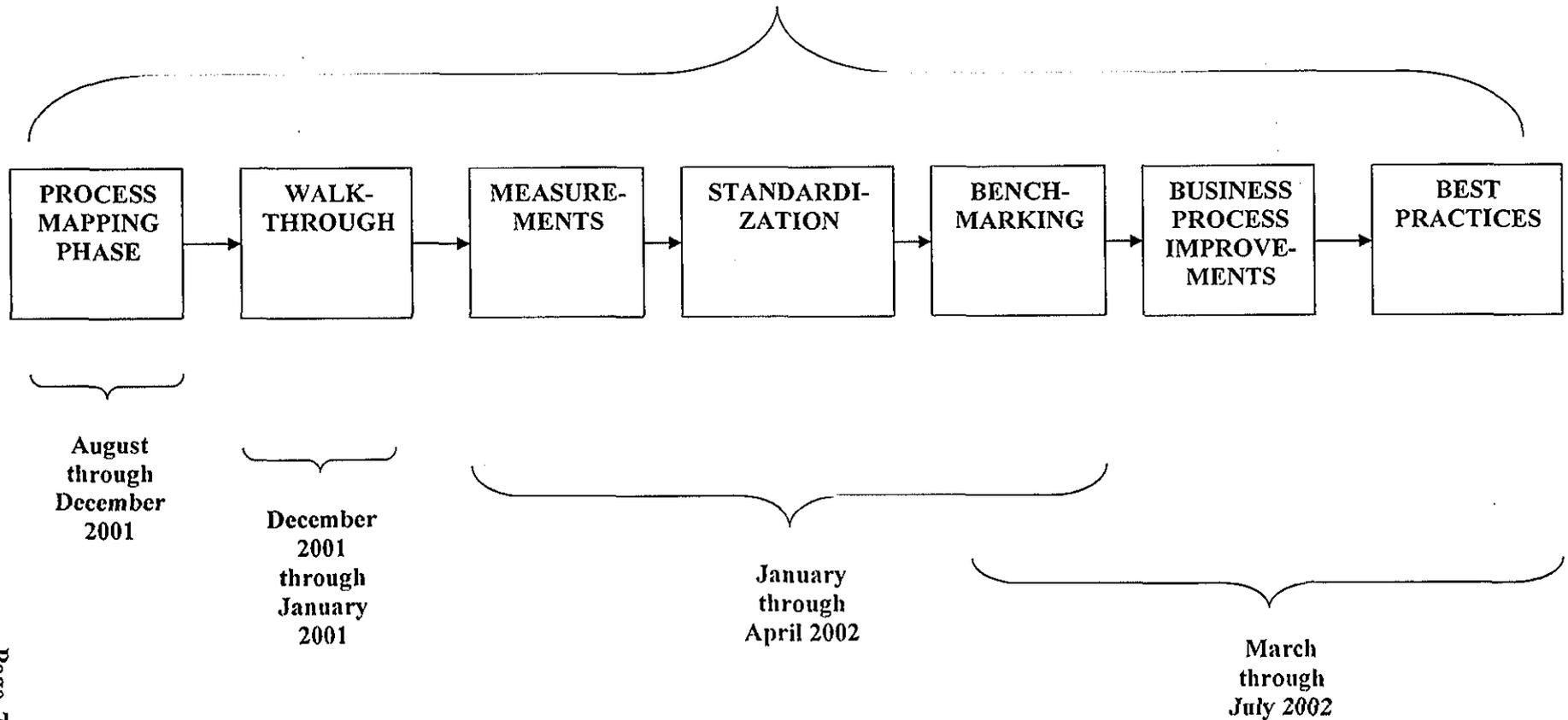
To accomplish activities planned within the scope of this project, the AEDC/WDPC Executive Work Groups formed Process Mapping Work Teams (WTs) during August 2001. Since AEDC/WDPC cost processes are cross-functional and interorganizational, the chosen WT's represent all functional disciplines involved.

- A total of 35 persons were selected for participation on the AEDC WT. The WT was organized into two sub-WTs (based on geographical considerations) consisting of 17 persons each. Each sub-WT further designated one WT member to function as the WT's Librarian. One sub-WT was charged with mapping cost flows originating from outside the AEDC Headquarters. The second sub-WT maps costs flows once they reach the AEDC Headquarters. Both sub-WTs report to a single WT Leader.
- A total of 17 persons were selected for participation on the WDPC WT under a single WT Leader. The WT further designated one WT member to function as the WT's Librarian. Also participating under this WT is the Abu Kier Cost WT.

APPENDIX 12

ALEXANDRIA ELECTRIC DISTRIBUTION COMPANY (AEDC)
WEST DELTA PRODUCTION COMPANY (WDPC)
COST REENGINEERING PROJECT PHASES

AUGUST 2001 THROUGH JULY 2002



APPENDIX 12

Full-time assignment for all WT members to the reengineering project is not desirable since NEXANT wants the WT members to stay involved in the cost processes that the WT will reengineer. Something on the order of half-time over the life of the project will be necessary for meaningful contribution and progress.

Since the AEDC/WDPC follow six-day, six-hour per day work schedules, effective WT member participation is limited to no more than four hours per day, or, a maximum of approximately twenty hours per week per WT member. Provided the commitment of this amount of WT member time is achieved, identified project objectives should be attainable.

Actual reengineering of cost processes has to be accomplished by the AEDC/WDPC's own staff in order to be entrenched within the AEDC/WDPC. Outside consultants provide the WT with specific reengineering tools, training, methods and experience that is lacking among the WT. It is envisioned that the cost reengineering WT will then become the resource through which the AEDC/WDPC can reengineer those business processes not covered under the scope of this project (i.e. financial accounting, etc.).

To complete the scope of the cost reengineering project, the AEDC/WDPC WTs are provided reengineering training by outside consultants through three separate reengineering courses. The outside consultants also facilitate the work of the WTs during each phase of the reengineering project. The timing, duration and content of each training course have been planned for introduction at key points during the project. The project's outside consultants also provide the WT with necessary software training, as required, in order to maximize their utilization in this project. For example, at the request of the AEDC, a two-day training course on the Microsoft Visio software application program was provided to 25 AEDC staff during the period 4 through 8 October 2001.

II. CURRENT STATUS OF AEDC/WDPC COST REENGINEERING AT 30 NOVEMBER 2001

PROCESS MAPPING PHASE (August – December 2001). Process maps will be used to describe, in workflow diagrams and supporting text, every vital step of AEDC/WDPC business processes that relate to cost. Even though AEDC/WDPC staff may believe that they know their business processes, in reality, most AEDC/WDPC managers do not really understand what the underlying processes are composed of or how they can be improved, simplified or eliminated.

The object of the Process Map is to develop an "As-Is" of an AEDC/WDPC cost process. The WT will trace the process of converting the input through all the intervening steps until the final required output. The process map will show how all functions are involved. This process mapping structure will allow the WT to identify all the critical interfaces, overlay the time to complete various sub-processes on the process map, start to define opportunities for improvement and identify "disconnects" (illogical, missing or extraneous steps) in the process.

Completed process maps, as an analytical and communication tool, are intended to help the AEDC/WDPC improve their existing cost processes and implement a new process-driven structure.

Prior to entering the project's Process Mapping Phase, the AEDC/WDPC WT members attended a four-day course process mapping course entitled, PROCESS MAPPING (TRAINING COURSE NUMBER ONE), August 2001 (Revised September 2001).

- WPC WT members attended the four-day course during the period 21 through 25 August 2001;
- The AEDC WT received this training during the period 25 through 30 September 2001; and,
- The AEDC Inventory and Purchasing/WPC Maintenance Management WTs received this initial reengineering training from 8 through 11 October 2001.

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Subsequent to finishing this initial training course, but prior to entering the data-gathering phase of Process Mapping, the WTs developed a formal plan to complete the mapping of AEDC/WDPC processes. The AEDC/WDPC process map plan covered the following key points:

- Identifying the cost flows (payroll, inventory, maintenance, etc.) by looking at the organization chart to see which departments/sections/etc. are involved;
- Contacting key persons in the department/section/etc. to ask which persons under their control were involved in the process and requesting permission to schedule an interview; and,
- Establishing the initial "persons-to-interview" list.

The WT leader consolidated the above information and created a table that listed the 27 AEDC/WDPC cost flows to be mapped; AEDC/WDPC staff involved and assigned WT member responsibility.

MAP DOCUMENTATION/FEEDBACK INTERACTION. The development of the AEDC/WDPC's process maps is a dynamic process that requires the participation of more than one person. Throughout the project draft iterations of the process map will be created by process analysis author(s) and distributed among other team members (process improvement team members, experts in the subject matter, management, etc.) for review and comment. These draft portions of a process map are called "kits" and may contain process diagrams, text, glossary, or any other information the process analysis author feels is pertinent to the development of the process map.

DATA GATHERING. During the period 10 October through 20 November, the WT actively interviewed the process experts about the process under analysis.

PROCESS MAP STRUCTURING. From 10 November through 30 November and based on data collected previously, the WT has been actively involved in structuring process activity diagrams for each cost flow. This encompasses the actual creative process of drawing the process map diagram and includes the listing of data elements, making sketches, and so on, which precede drawing boxes and arrows. During the month of December 2001, draft process maps will be redrawn corresponding to editing and rework of verbal text. This activity will be concerned with graphical editing and rearranging the description of the process activity for clarity.

III. COST REENGINEERING ACTIVITIES SCHEDULED FOR THE PERIOD DECEMBER 2001 THROUGH 30 JUNE 2002

WALK-THROUGH PHASE (December 2001 through January 2002). As each cost cycle process map is completed, a "Walk-Through" will be utilized to ensure that ACTUAL processes have been examined by the WT. "Walk-Throughs" will have the Work Team (WT) follow the exact course of a particular process on a step-by-step basis (physically) to confirm that this really happens. This will require talking to the relevant staff involved in each particular task of the process and assessing what they actually do to complete that task.

Prior to entering the project's Walk-Through Phase, the AEDC/WDPC WT members will attend a four-day course. This second of three scheduled reengineering courses is entitled, BUSINESS PROCESS IMPROVEMENT/BENCHMARKING (TRAINING COURSE NUMBER TWO), October 2001 (Revised November 2001).

- WDPC WT members attended the four-day course during the period 30 October through 4 November 2001;
- The AEDC WT received this training during the period 5 through 8 November 2001; and,
- The AEDC Inventory and Purchasing/WDPC Maintenance Management WTs are schedule to receive this additional reengineering training from 7 through 11 January 2002.

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The timing, duration and content of this second course was planned so as to introduce the WT to key points that would facilitate not only the Walk-Through but the MEASUREMENTS, STANDARDIZATION AND BENCHMARKING PROJECT PHASES scheduled for January through July 2002.

Measurements are the starting point for improvements. Without measurements, needed change and improvement in the process are severely hindered. The WT will need to develop critical effectiveness, efficiency and adaptability measurements and targets for the total process.

ORACLE IMPLEMENTATION TRAINING (January 2002). Initial training on the ORACLE general ledger is planned to commence in January 2002 and continue through the scheduled project end date in June 2002.

In order to better facilitate implementation of ORACLE's cost accounting module and, in addition to training to be delivered by ORACLE on their base application software program, beginning in February 2002 the project will develop and deliver a series of training courses on Activity Based Costing to AEDC/WDPC accounting staff.

BENCHMARKING PHASE (March through 30 June 2002 and beyond). The key element in the benchmarking phase of reengineering of the AEDC/WDPC cost processes will be the adaptation of a best practice and tailoring it to the AEDC/WDPC's needs and culture.

COMBINED INTERNAL AND EXTERNAL BENCHMARKING. The project's benchmarking approach within the AEDC/WDPC will be a combination of internal and external benchmarking.

COMPARISON OF DIFFERENT BENCHMARKING TYPES

BENCHMARKING TYPE	CYCLE TIME FOR Future State Solution	BENCHMARKING PARTNERS
Internal	3-4 Months (February through May 2002)	Within the AEDC/WDPC/EEHC (Cairo, Canal and Behara)
External Industry	6-12 Months (April through August 2002)	Same Industry (Duke Power, PP&L and a 3 rd company (to be determined))
Combined internal and external	12-24 Months (July 2002 through June 2004)	Within EEHC, same industry and all industries worldwide

INTERNAL BENCHMARKING (February through May 2002). Upon completion of the Walk-Through (scheduled for February 2002), the WT will undertake the Benchmarking Phase by analyzing the best of the AEDC/WDPC's internal operations. Within the EEHC there are several other organizations that have parallel operations performed at different locations throughout Egypt.

The AEDC/WDPC internal benchmarking process will begin by assembling and sharing information about parallel activities. These parallel EEHC operations (Cairo, Canal and Behara) will be encouraged to form teams to develop, implement and share the knowledge and cost of the benchmarking process.

Nexant will also encourage the formation of an **Internal Benchmarking Committee (IBC)** consisting of one person from each benchmarking site plus additional technical experts, as required. The IBC members will work together and share information so that each organization can benefit from the benchmarking process. The IBC will be used to maximize the benefits from external contacts.

EXTERNAL BENCHMARKING (April through August 2002). Through site visits and the exchange of data with external benchmark partners, the AEDC/WDPC will determine how the process "should be."

Determining the "should be" is where the WT begins to focus on examining the process from an external perspective, conducting secondary research to supplement internal exploratory efforts and discovering which criteria are important.

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Unlike most other business tools, benchmarking can help accurately identify and source performance gaps and lead to risk avoidance and process improvement.

BUSINESS PROCESS IMPROVEMENTS PHASE (March through 30 June 2002 and beyond). Prior to entering the project's Business Process Improvements and Best Practices Phase of the project, AEDC/WDPC WT members will attend the third and final four-day reengineering course. This course is tentatively scheduled to be delivered sometime during the period 25 January through 15 February 2002 (depending on the status of the AEDC/WDPC process map Walk-Throughs). This third reengineering course is entitled, IMPROVED BENCHMARKING, BEST PRACTICES AND TOTAL QUALITY MANAGEMENT (TQM) (TRAINING COURSE NUMBER THREE).

Once the AEDC/WDPC Benchmarking Teams (BTs) establish a measurement database and understand why gaps exist between the AEDC/WDPC and its benchmarking partners, the BTs can evaluate different alternatives to identify best-value Future-State-Solutions (FSS). In this activity the BTs will identify the appropriate corrective actions defined during the benchmarking process. Part of the activity will include a benefit/cost/risk analysis.

Through the use of cost process maps and as a result of internal and external benchmarking activities, the AEDC/WDPC will be in a position to identify ways that processes can be re-designed and improved to:

- Eliminate duplicate activities;
- Combine related activities;
- Eliminate multiple reviews and approvals;
- Eliminate inspections;
- Minimize hand-off and re-do's;
- Simply processes;
- Process in parallel; and,
- Eliminate movement of work.

During the period March through June 2002, the AEDC/WDPC WTs will have to develop detailed action plans to plot the improvement course after the project ends on 1 July 2002. This action plan (covering the period 1 July 2002 through 30 June 2004) will need to include a description of the overall action plan detailing each specific action step and each problem the actions are targeted to solve. The action plan will also describe the chronological steps to implementation, defining requirements and specifications, and allotting an appropriate time frame for the implementation.

IV. COST REENGINEERING ACTIVITIES TO BE COMPLETED AFTER 1 JULY 2002 AND BEYOND. To achieve long-term success, the AEDC/WDPC will need to keep business processes effective and efficient through continuous monitoring and measuring.

BEST PRACTICES (March through 30 June 2002 and beyond). Once the Future State Solution (FSS) is implemented and operating effectively, it will be important to ensure that a benchmark item's overall performance is not degraded. At this point, the AEDC/WDPC will have reached a stage where **Total Quality Management (TQM)** will be the next natural progression in their "Best Practices" evolution.

After the current project ends on 1 July 2002, the AEDC/WDPC must **CONTINUE** to benchmark AEDC/WDPC customer-critical [key] business processes to ensure that AEDC/WDPC can react to and maintain parity with state-of-the-art technology. At the same time the AEDC/WDPC will need to keep challenging its own best practice to see if it can be improved upon through ideas generated from within.

MAINTAIN THE BENCHMARKING DATABASE. The AEDC/WDPC will have made a major investment in developing an extensive database on benchmark items. Since it is easier to keep a database current rather than go back at a later date and try and update the database, it will be necessary to permanently assign AEDC/WDPC personnel to research and update the database on a continuous basis. In addition, at least once each year the BT should meet to review the status of an item.

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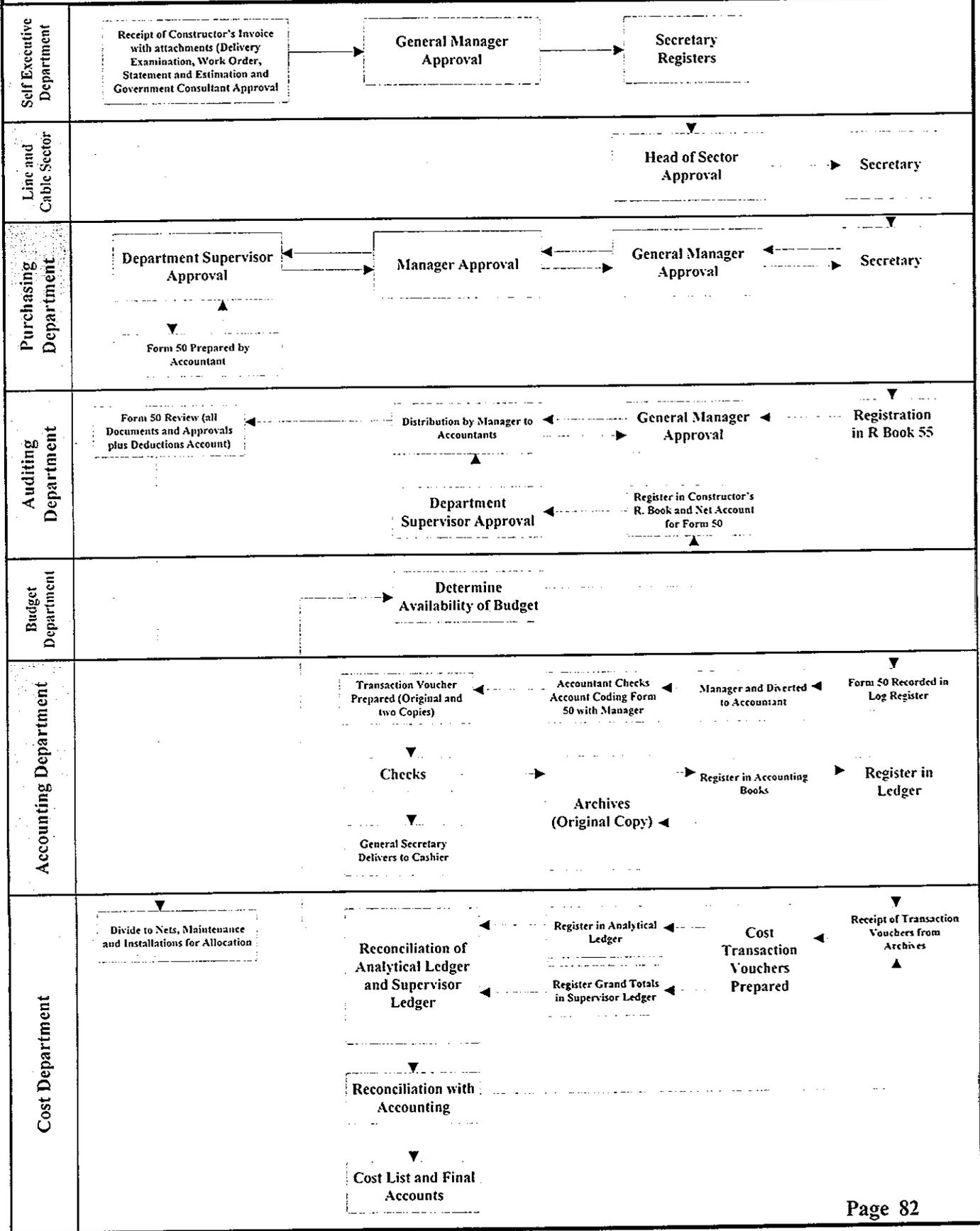
**ALEXANDRIA ELECTRIC DISTRIBUTION COMPANY
COST PROCESSES AND PROCESS MAP AUTHORS**

	COST PROCESS	PROCESS MAP AUTHOR	PROCESS MAP WORK TEAM REVIEWER	PROCESS MAP WORK TEAM REVIEWER
1	Allocation of Overhead	Unassigned		
2	Assembling and Maintaining Capacitors	Mohamed Aly Bekhet	Mohamoud Mahamed Abd Elal	Noha Mahmoud Fadel
3	Bonuses	Mohamed Aly Sharara	Hala Amin Hassan	Mohamed Hessen Mohamed
4	Bonuses to External Suppliers	Ahmed Mohamed Abd El Moaty	Mohamed Ahmed Souliman	Amel Zakerea
5	Cable Repair	Amira Gaber Nouby	Fafaa Affefy	Said Sayed Ahmed
6	Depreciation	Ahmed Mohamed Ibrahim	Soad Mohamed Issa	Amel Zakerea
7	Determine and Collect Consumption for VIPs	Mohamed El Taer	Mohamed Aly Bekhet	Hala Amin Hassan
8	Electric Transfer Room Compensation	Hala Amin Hassan	Mohamed Aly Bekhet	Mohamed El Taer
9	Extensions and Rehabilitations	Ahmed Samy	Baher Gaber Aly	Mohamed Ahmed Gaber
10	Furniture Maintenance	Waled Abd Elkader	Mohamed Aly Sharra	Ahmed Mohamed Ibrahim
11	Guardian Allowance	Safaa Affefy	Mohamed Ahmed Abdai	Gehan Said Abd El Wahed
12	Hertz Rental	Amel Zakerea	Mohamed Ahmed Souliman	Ahmed Mohamed Abd El Moaty
13	Impress and Fixed Advances	Mohamed Ahmed Abdai	Safaa Affefy	Gehan Said Abd El Wahed
14	Installation of Meters for VIP Clients	Mohamed Ahmed Houssen	Safaa Affefy	Mohamed Ahmed Gaber
15	Installation of Regular Meters Cost Estimation	Mohamed Ahmed Gaber	Baher Gaber Aly	Ahmed Samy
16	Internal and External Interest	Soad Mohamed Issa	Ahmed Mohamed Ibrahim	Amel Zakerea
17	Local Fabrication/Manufacture (Central Workshop)	Said Sayed Ahmed	Fafaa Affefy	Amira Gaber Nouby
18	Maintenance of Distribution Points	Mohamoud Mahamed Abd Elal	Mohamed Aly Bekhet	Noha Mahmoud Fadel
19	Monthly Payroll	Mohamed Hessen Mohamed	Mohamed Aly Sharara	Hala Amin Hassan
20	Prepare Kiosks (Components)	Ahmed Mohamed Ibrahim	Mohamed Aly Sharra	Waled Abd Elkader
21	Project Cost Estimation (Branches)	Amel El Bendary	Seada Ahmed Sarhan	Ahmed Gareb
22	Projects Cost Estimation (Middle Voltage)	Baher Gaber Aly	Ahmed Samy	Mohamed Ahmed Gaber
23	Public Lighting Cost Estimation	Ahmed Gareb	Seada Ahmed Sarhan	Amel El Bendary
24	Publicity Expenses	Mohamed Aly Bekhet	Mohamed El Taer	Hala Amin Hassan
25	Reclamation, Restoration and Reestablishing	Hala Amin Hassan	Mohamed Hessen Mohamed	Mohamed Aly Sharara
26	Renovation/Rehabilitation of Fixed Assets	Unassigned		
27	Rent Expense – Equipment	Unassigned		
28	Rent Expense – Facilities	Sherin Saad Abd El Manem	Mohamed Maher Abd El Menam	Mohamed Said Zayed

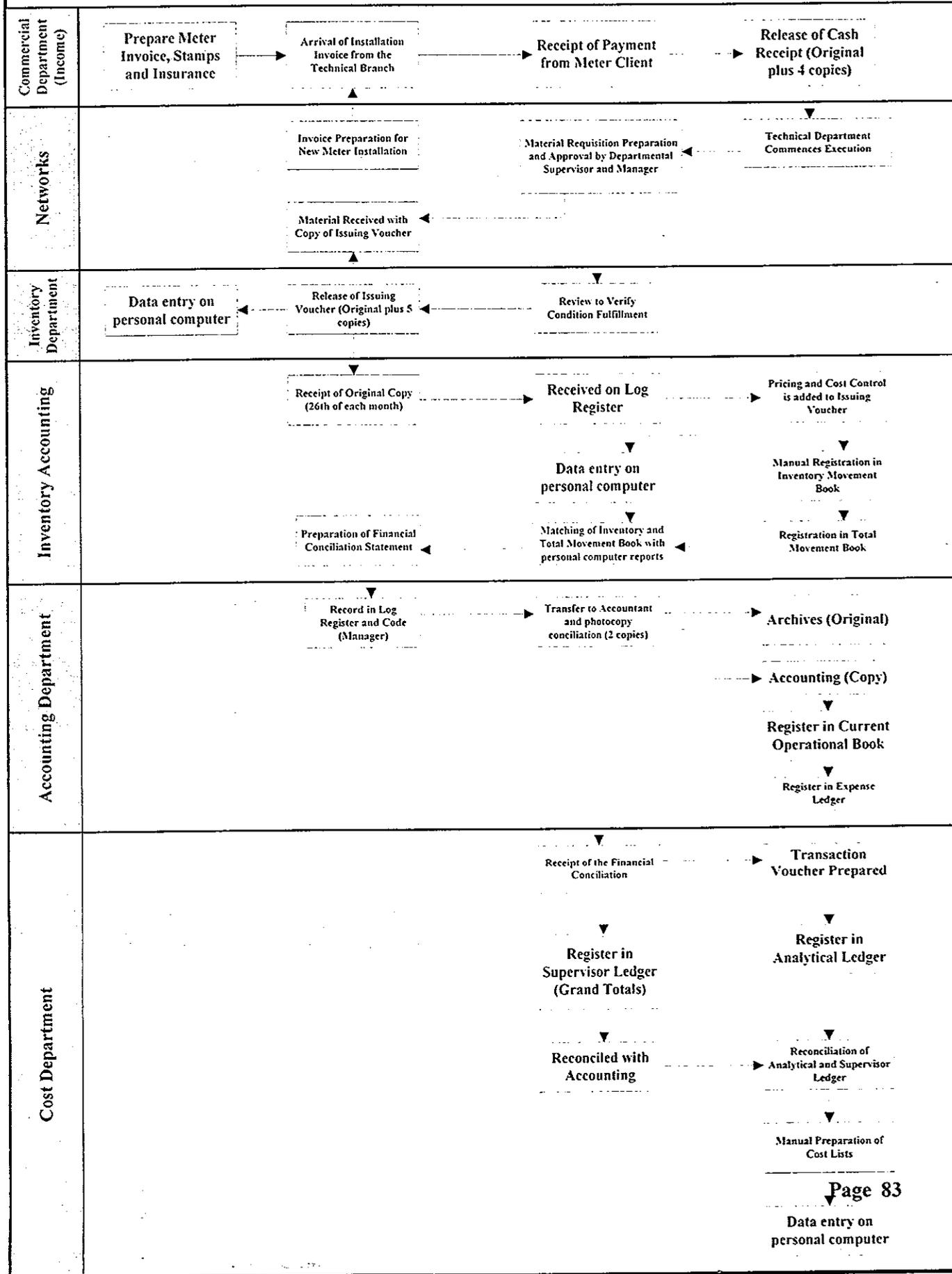
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29	Repair and General Maintenance of Facilities	Unassigned		
30	Repairing Meters	Mohamed Maher Abd El Menam	Sherin Saad Abd El Manem	Mohamed Said Zayed
31	Rotating Changes for Middle Voltage Cables	Gehan Said Abd El Wahed	Safaa Affefy	Mohamed Ahmed Abdai
32	Routine Cycle Maintenance for Electric Rooms and Boxes	Fafaa Affefy	Amira Gaber Nouby	Said Sayed Ahmed
33	Stock Movement	Seada Ahmed Sarhan	Ahmed Gareb	Amel El Bendary
34	Telephones	Amel Zakerea	Ahmed Mohamed Ibrahim	Soad Mohamed Issa
35	Training Expenses	Mohamed Said Zayed	Mohamed Maher Abd El Menam	Sherin Saad Abd El Manem
36	Travel Allowance	Mohamed Ahmed Souliman	Amel Zakerea	Ahmed Mohamed Abd El Moaty
37	Vehicle Insurance	Noha Mahmoud Fadel	Mohamoud Mahamed Abd Elal	Mohamed Aly Bekhet
38	Vehicle Maintenance	Mohamed Aly Sharra	Waled Abd Elkader	Ahmed Mohamed Ibrahim

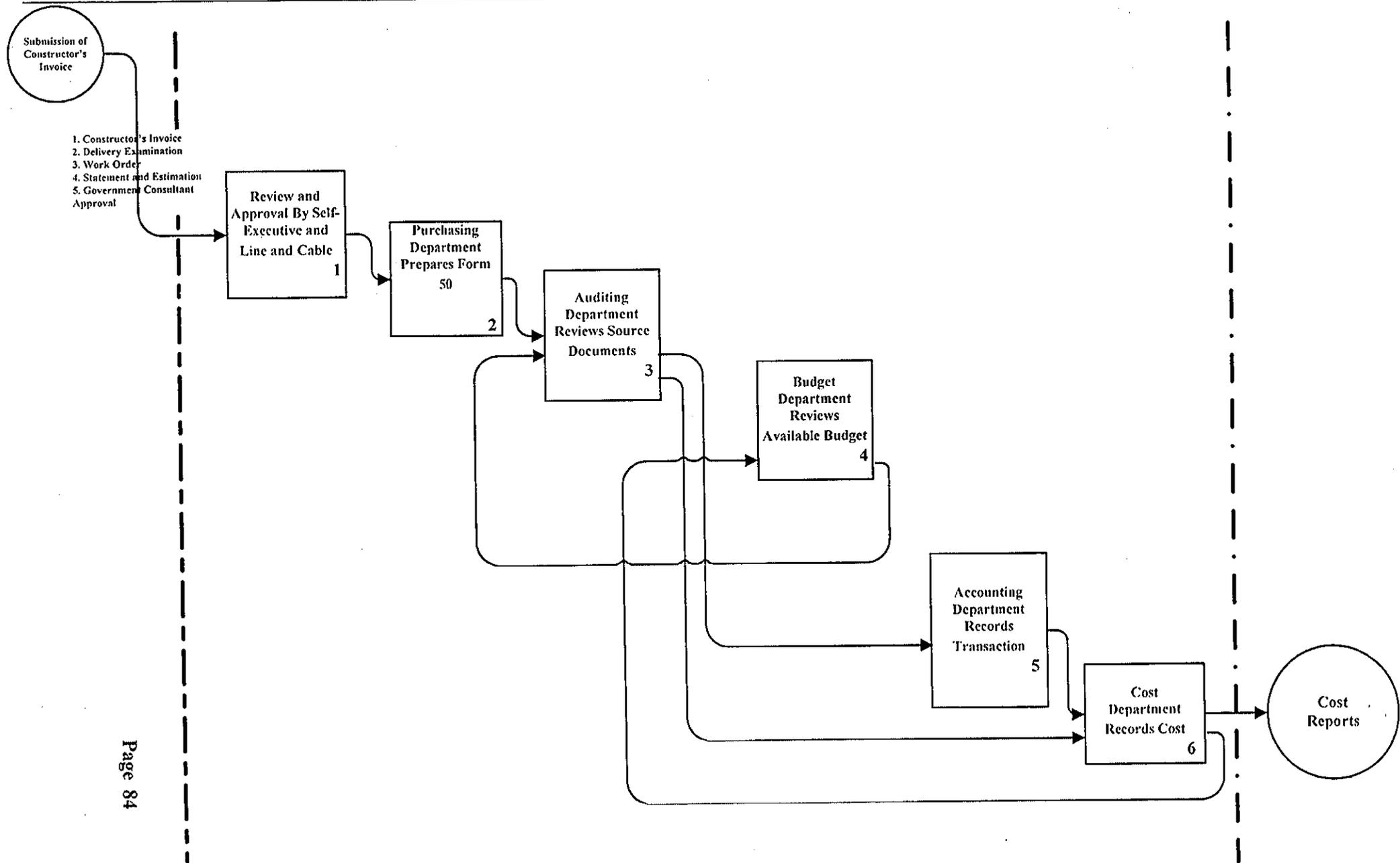
APPENDIX 14 - AEDC Back to Original Cost Estimation



APPENDIX 14 - AEDC Installation of Regular Meter Cost Estimation



APPENDIX 15 - AEDC Back to Original Cost Estimation - High Level Activity Map



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NODE: To Be Determined

- COST DEPARTMENT PREPARATION OF COST LIST REPORTS
ACTIVITY LEVEL MAP

