**Value Chain Template**

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| **Suppliers** | **Firm Infrastructure** (General management; accounting and finance; legal department; health and safety; etc.) |  | **Customers** |
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| **Human Resource Management** (Recruiting; training and developing; appraising; career planning; etc.) |
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| **Technology Development** (Research and development, relating to both products and processes) |
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| **Procurement** (Acquiring the goods and services that the firm needs in order to operate effectively; applicable to both primary and support activities) |
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| **Inbound Logistics**(Receiving raw materials and/or partly finished goods; storing them; and transferring them to the manufacturing section) | **Operations**(Producing finished goods from raw materials and/or partly finished goods) | **Outbound Logistics**(Storing finished goods and then distributing them to customers) | **Marketing and Sales**(Promoting the firm’s products; soliciting orders from prospective customers) | **After Sales Service**(Maintaining the value of the product to the customer after it has been delivered) |  |
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