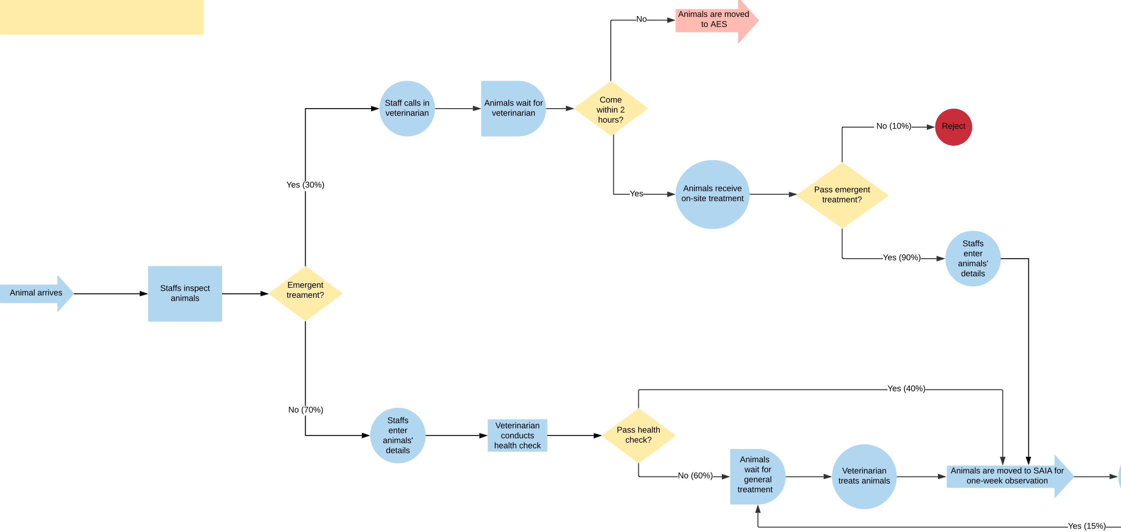
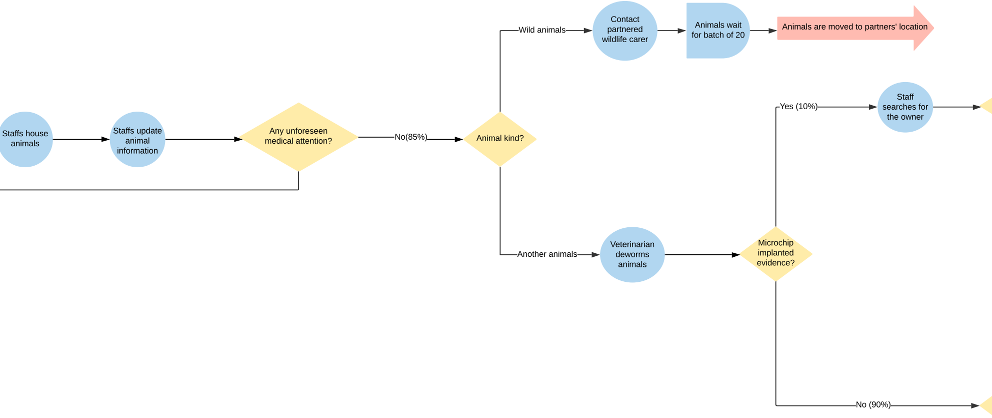
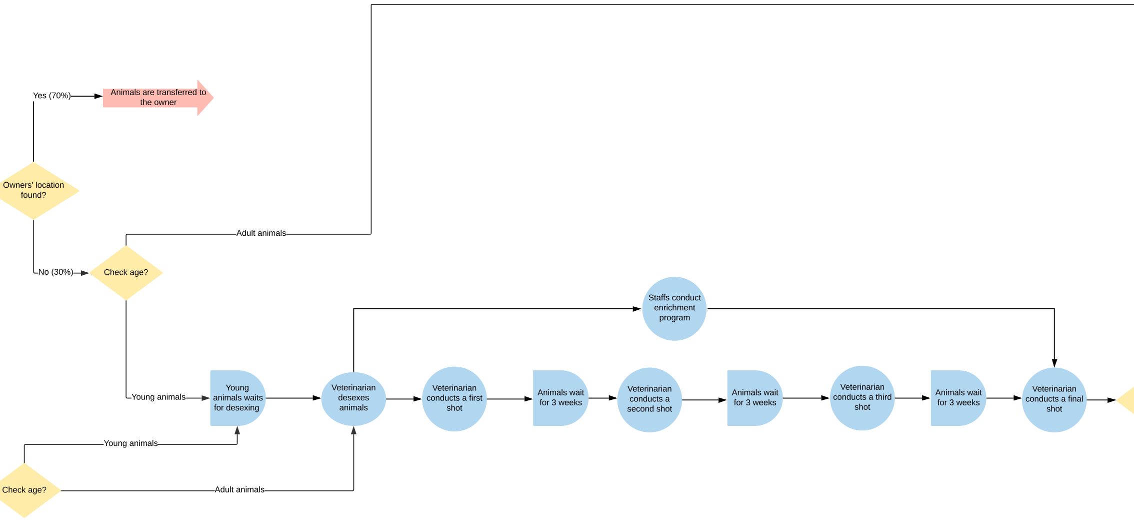
HAS IMPROVED PROCESS FLOWCHART

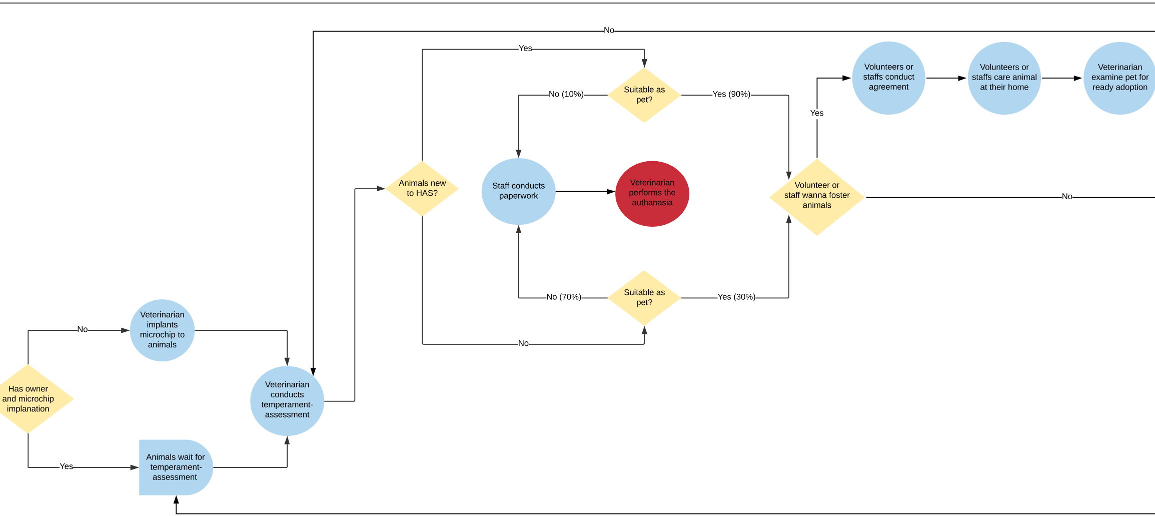

Animal arrives
Staffs inspect animals
Emergent treament?
Yes (30%)
Staff calls in veterinarian
Animals wait for veterinarian
Come within 2 hours?
No
Animals are moved to AES
Yes
Animals receive on-site treatment
Pass emergent treatment?
No (10%)
Reject
Yes (90%)
Staffs enter animals' details
No (70%)
Staffs enter animals' details
Veterinarian conducts health check
Pass health check?
Yes (40%)
No (60%)
Animals wait for general treatment
Veterinarian treats animals
Animals are moved to SAIA for one-week observation
Yes (15%)

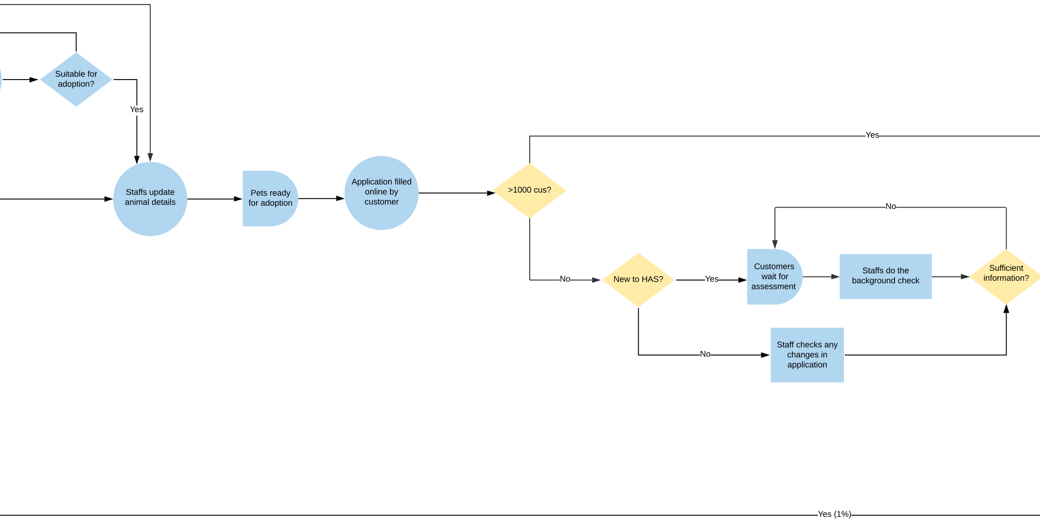
Abbreviation:

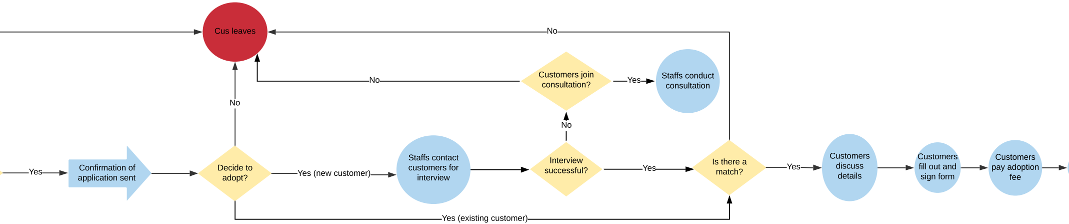
SAIA: Shelter animal intake areas
AES: Animal Emergency Shlter

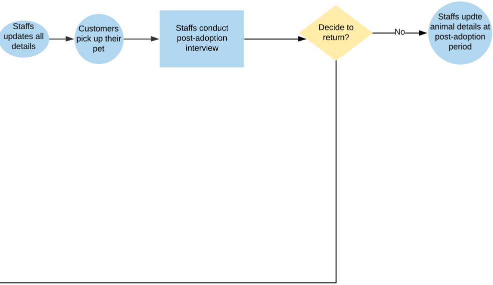

Staffs house animals
Staffs update animal information
Any unforeseen medical attention?
No(85%)
Animal kind?
Wild animals
Contact partnered wildlife carer
Animals wait for batch of 20
Animals are moved to partners' location
Another animals
Veterinarian deworms animals
Microchip implanted evidence?
Yes (10%)
Staff searches for the owner
No (90%)


Yes (70%)
Animals are transferred to the owner
Owners' location found?
No (30%)
Check age?
Adult animals
Young animals
Young animals waits for desexing
Veterinarian desexes animals
Staffs conduct enrichment program
Veterinarian conducts a first shot
Animals wait for 3 weeks
Veterinarian conducts a second shot
Animals wait for 3 weeks
Veterinarian conducts a third shot
Animals wait for 3 weeks
Veterinarian conducts a final shot
Check age?
Young animals
Adult animals


Has owner and microchip implanation
No
Veterinarian implants microchip to animals
Yes
Animals wait for temperament-assessment
Veterinarian conducts temperament-assessment
No
Animals new to HAS?
Yes
No
Suitable as pet?
No (10%)
Yes (90%)
Staff conducts paperwork
Veterinarian performs the authanasia
Suitable as pet?
No (70%)
Yes (30%)
Volunteer or staff wanna foster animals
Yes
No
Volunteers or staffs conduct agreement
Volunteers or staffs care animal at their home
Veterinarian examine pet for ready adoption


Suitable for adoption?
Yes
Staffs update animal details
Pets ready for adoption
Application filled online by customer
>1000 cus?
Yes
No
New to HAS?
Yes
Customers wait for assessment
Staffs do the background check
No
Sufficient information?
No
Staff checks any changes in application
Yes (1%)


Cus leaves
No
No
No
Customers join consultation?
Yes
Staffs conduct consultation
No
Yes
Confirmation of application sent
Decide to adopt?
Yes (new customer)
Staffs contact customers for interview
Interview successful?
Yes
Is there a match?
Yes
Customers discuss details
Customers fill out and sign form
Customers pay adoption fee
Yes (existing customer)


Staffs updates all details
Customers pick up their pet
Staffs conduct post-adoption interview
Decide to return?
No
Staffs updte animal details at post-adoption period