BARAZA FUNERAL DIRECTORS FUNERAL OPERATIONS MODEL BY DAY

DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6 OR DAY 7	LEGEND
PHASE 1: FAMILY INTAKE PROCESS		**PHASE 2: FUNERAL PREPARATION**		**PHASE 3: FINAL PREP**	**PHASE 4: FUNERAL**	
Receive phone call from family regarding death of loved one; discuss funeral package options (costs), set next day apt, and identify location of body	Baraza team meets with deceased's family, **confirm package** and costs and issue Burial Planning Form (due in 1-2 days)	Visit cemetery to submit Burial Order (may fax) and Family Affidavit, if stacked burial; issue proposed date for burial	Visit cemetery to submit Burial Order (may fax) and Family Affidavit, if stacked burial; issue proposed date for burial	**Review and confirm all items on Funeral Planning Sheet have been completed**	Pick up body from location of wake to funeral location	Process Flow
Note: If accident = State Morgue (family identification needed); otherwise home, hospice, hospital etc.	Have family sign documents including Body Collection Form and Burial Order	Meet with family at coffin showroom to confirm selections and finalize customization options i.e. engraving	**Receive Funeral Planning Sheet; if not received, deadline = next morning by 10am**	Confirm service delivery times/dates with all outsourced support teams	Drive to cemetery to confirm grave has been dug by outsourced support team	Alternative Process
Go to location to pick up the body; obtain Property Collection Form and Burial Order from morgue or hospital	**Make copies and store all documents for records**	**Receive Funeral Planning Sheet; if not received, deadline = next morning by 10am**	Confirm burial date with cemetery and put in request for tent and provide # of chairs	Inspect body for quality control	Transport body from mortuary to funeral location/cemetery	Bottleneck
Note: Make sure to have copy of Permit to Transport the Body. If death due to accident, family may need to give permission for transport.	Transport family to South Africa Home Affairs to submit Body Collection Form and Burial Order in exchange for official Death Certificate	Take family to finalize floral arrangements	Dress the body	Body is released to family upon final payment	Drive back to location of funeral and prepare body for transport to cemetery for burial	Checkpoint
Transport body to mortuary for cleaning and embalming	*Note: If accident = Obtain Police Report from Police Department; Report necessary for insurance claim.*	*Note: Family may choose selections from catalog and Baraza orders*	*Note: Family may choose to dress body (same or next day) and deliver home for overnight wake*	Transport body to location of wake	**Burial of the deceased**	Xoliswa Action
Contact cemetery to fax or set appointment to drop off signed Burial Order and Family Affidavit, if stacked burial	Transport to or help family call insurance provider to file death claim; visit mortuary for initial viewing	Have discussion with family about tombstone options	**Verify receipt of payment**	*Note: Wakes are to be determined by the family. Additional travel time will need to be allocated for burial if transported to Eastern Cape*	FOLLOW-UP: The Baraza Funeral Director team will follow-up with clients exactly two-weeks after service delivery with a handwritten card to be mailed to the family of the deceased.	Goal
		Note: Tombstone selection is optional	*Note: Confirm balance of zero or set documented payment arrangement with client with non-negotiable due date*			
		Contact outsourced support team with proposed funeral date				