

# AS-IS PROCESS ANALYSIS (INEFFICIENCY, DEALYS, BOTTLENECKS)

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## 1. Inefficiencies (Things that waste time and efforts)

Here are areas in the process where time and effort are being wasted:

### 1. Manual inventory tracking (Notebook & Excel):

- **Problem:** The inventory is recorded manually using notebooks, and then later updated in Excel. This means employees are spending time writing things down twice, which could have been done digitally and automatically.
- **Time wasted:** It's a slow process and can lead to errors in stock levels.

### 2. Delayed Excel update:

- **Problem:** There's a delay in updating the Excel file after goods are received. By the time the inventory is updated, the stock may already be outdated, leading to inaccuracies.
- **Time wasted:** This delay can lead to confusion and mistakes, as stock levels are not up-to-date when needed.

### 3. Manual sales recording (Sales notebook or POS):

- **Problem:** Sales are recorded manually in a notebook or POS system. While this is not as inefficient as other steps, it still adds time to the process, especially when the data is not synchronized in real-time with the inventory system.
- **Time wasted:** This results in additional time spent on manual entry and updates later.

### 4. Lack of centralized records:

- **Problem:** Different departments (sales, procurement, warehouse) keep separate records that are not synced with each other. This requires additional time for someone to manually cross-check information.
- **Time wasted:** Staff members spend time looking through multiple records to get the full picture, which could have been easily avoided with a centralized system.

## 2. Bottlenecks (Where the process gets slowed down or blocked)

Now let's look at where the process gets slowed down or blocked entirely:

### 1. Procurement unaware of low stock levels:

- **Problem:** Procurement is not informed in time about low stock levels because there's no real-time tracking system. This leads to delays in reordering products when they are running low.
- **Slowdown/block:** When stock levels go low, it creates a bottleneck where procurement cannot take immediate action.

### 2. Order fulfillment delays due to manual checks:

- **Problem:** When customers place orders, if the item isn't available, the manager has to manually check the stock and inform procurement. This slows down the process of fulfilling customer orders.
- **Slowdown/block:** The sales process gets delayed because there's a gap between identifying stock unavailability and placing orders to restock.

### 3. Separate departments not syncing:

- **Problem:** Because the departments are not working with synchronized records, there is a disconnect. For example, the sales department doesn't know exactly what's available, and procurement isn't informed until it's too late.
- **Slowdown/block:** Without real-time communication or centralized records, the flow of information between departments is delayed, causing the process to slow down.

### 4. Unavailability of fast-selling products:

- **Problem:** Fast-selling products are not tracked properly, and there's no system in place to alert the sales or procurement teams when these products run low.
- **Slowdown/block:** Because procurement doesn't know when to reorder fast-selling items, customers experience stockouts and orders are delayed.

### 3. Pain Points (Areas where the business or customer suffers)

Here's where the business and customers are suffering due to inefficiencies and bottlenecks:

#### 1. Stockouts (Low stock availability):

- **Problem:** Due to manual tracking and delayed reordering, products that sell quickly run out of stock, and customers are unable to purchase them when they need them.
- **Suffering:** Customers experience frustration because the product they want is unavailable, leading to negative feedback and lost sales.

#### 2. Overstocking:

- **Problem:** When the inventory isn't tracked properly, there can be over-ordering of products that don't sell quickly. This results in excess stock that takes up space and ties up cash.
- **Suffering:** The business suffers financially by investing in excess stock that won't sell and taking up valuable storage space.

#### 3. Unfulfilled customer orders:

- **Problem:** Due to stockouts, orders are not fulfilled on time. Customers place orders expecting their products to be available, but are told the product is out of stock.
- **Suffering:** Customers leave unhappy, sometimes never returning. This hurts the brand reputation and leads to revenue loss.

#### 4. Frustration from slow order processing:

- **Problem:** Orders aren't processed quickly due to manual checks and updates, which causes delays in the system.
- **Suffering:** Customers may feel dissatisfied with the slow service and are less likely to make repeat purchases.

#### 5. No clear visibility into product performance (e.g., slow-selling products):

- **Problem:** Slow-selling products aren't tracked or flagged in the current system, meaning they stay on shelves longer than needed.

- **Suffering:** The business continues to hold on to products that aren't selling, reducing potential profits and making the inventory harder to manage.

#### **Summary of the Problems in Simple Terms:**

1. **Time Wasting:** Too much time is spent on manual processes like updating records in Excel, writing in notebooks, and checking inventory manually.
2. **Slowing Down:** The process is slow because departments are not working with synced records and procurement doesn't get stock updates in time.
3. **Suffering:** Customers face stockouts, which results in lost sales, frustration, and bad reviews. The business also struggles with overstocking and missed sales opportunities due to not having real-time data on stock levels