Key Stakeholders

# Chris Corder

* Order Manager
* Duplicate customer records (cannot be searched)
* Cannot see stock in real time (separate systems)
* Printed order transfers (potential for paper loss)
* Dispatch requests are also sent by paper
* Dispatch uses a paper stamp to confirm delivery
* Paper goes to accounts who collect payment
* Accounts send over who has paid and who is late
* Call center updated weekly with this info (as contact note)
* Cannot suspend orders from in-debt customers
* Cannot edit orders if unfulfillable currently (can cancel)
* Lack of call center integration is a problem
* Problem also in order visibility (current state)
* Average time metric

# Ben Back

* Warehouse
* Paper means walking backwards and forwards from door often
* Dispatch then have to call the courier’s when there’s enough to warrant sending
* When couriers pick up, they tell dispatch
* Some items need priming before dispatch which takes 36 hours
* When unfulfilled, a stamp is sent and things found go back to shelves
* PO’s come in on the PO in tray, cant accept partial deliveries
* Only look at that days PO’s
* Shelf stock numbers are hard to read

# Al Stock

* Marketing have to verbally say which stock to end or add
* Create a stock recode with at least 1 supplier
* Don’t reorder obsolete
* Current lines, POs are raised 1 line and supplier at a time (would be better 1 per supplier
* Chase up if
  + Don’t respond in 3 days
  + Don’t deliver on agreed date
  + PO rejected by goods in
* When first reply, a delivery date is agreed (can be amended if needed)
* PO is sent to warehouse to check against goods in
* Goods in inform of late delivery
* Goods in also inform when order is delivered for stock to be adjusted
* Partial deliveries are rejected
* IMS knows how many need to be reordered
* Cannot create PO’s