

Glossary

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Introduction

This glossary provides definitions for key terms, acronyms, and concepts used throughout the Root-Cause Analysis & Process Optimization project documentation. It serves as a reference to ensure consistent understanding of terminology across all project stakeholders.

Terms & Definitions

Term	Definition
API	Application Programming Interface - A set of rules and protocols that allows different software applications to communicate with each other.
ASN	Advanced Shipping Notice - An electronic notification sent to a recipient in advance of a delivery, providing detailed information about the shipment.
Backorder	An order for a product that is temporarily out of stock but will be fulfilled when inventory becomes available.
Batch Processing	A method of processing data or transactions in groups rather than individually in real-time.
BPMN	Business Process Model and Notation - A graphical representation standard for specifying business processes in a workflow.
Cycle Count	

	An inventory auditing method where a small subset of inventory is counted on a specified day, rather than counting all inventory at once.
ERP	Enterprise Resource Planning - Business process management software that integrates applications to manage and automate many back-office functions related to technology, services, and human resources.
FIFO	First In, First Out - An inventory management method where the oldest stock is used or shipped first.
Fishbone Diagram	Also known as Ishikawa diagram, a visualization tool for categorizing the potential causes of a problem to identify its root causes.
Five Whys	An iterative interrogative technique used to explore the cause-and-effect relationships underlying a particular problem by repeatedly asking "why?"
KPI	Key Performance Indicator - A measurable value that demonstrates how effectively a company is achieving key business objectives.
OMS	Order Management System - Software that tracks customer orders from inception to fulfillment and manages the people, processes, and data connected to the order as it moves through its lifecycle.
Pick Path	The route that a warehouse worker follows to collect items for an order, ideally optimized to minimize travel distance and time.
RACI	Responsible, Accountable, Consulted, Informed - A matrix that describes the participation of various roles in completing tasks or deliverables for a project.
RCA	Root-Cause Analysis - A method of problem-solving used for identifying the root causes of faults or problems.
RMA	Return Merchandise Authorization - A process for handling product returns, including the documentation and tracking of returned items.
SKU	Stock Keeping Unit - A distinct item for inventory management and identification purposes, typically represented by an alphanumeric code.
SLA	

	Service Level Agreement - A commitment between a service provider and a client, defining the level of service expected from the provider.
SMART	Specific, Measurable, Achievable, Relevant, Time-bound - A framework for setting effective objectives.
SME	Subject Matter Expert - An individual with specialized knowledge or expertise in a particular area or topic.
WMS	Warehouse Management System - Software that helps manage and control daily warehouse operations, including inventory tracking, picking, receiving, and shipping.

Project-Specific Terminology

Term	Definition
Address Validation	The process of verifying that a shipping address exists, is deliverable, and is formatted correctly according to postal standards.
Fulfillment Delay	Any situation where an order takes longer than the promised delivery timeframe to reach the customer.
Inventory Synchronization	The process of ensuring that inventory levels are consistent and accurate across all systems (e-commerce platform, WMS, OMS).
Order-to-Cash	The complete process flow from when a customer places an order to when payment is received and reconciled.
Pick Path Optimization	The use of algorithms to determine the most efficient route for collecting items in a warehouse to fulfill orders.
Process Exception	Any deviation from the standard fulfillment process that requires special handling or intervention.
Real-time Processing	The handling of transactions or data as they occur, without batch delays.
Stock-Out Event	An occurrence when a product is completely depleted from inventory and unavailable for sale.

