

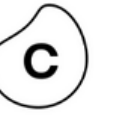


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ON-TIME DELIVERY IMPROVEMENT

16.06.2025

Our Agenda



01 Overview

02 Challenge and Goal

03 Team

04 Current Process Analysis

05 Happy Path and Conformance Check

06 In-Depth Analysis

07 Identified Opportunities

08 How Celonis can Help!

WoodCorp Overview



Discovered WoodCorp's order-to-cash process using ERP data from January 2018 to November 2019, across 6 factories, and 43 countries reached.

Leveraging Celonis, we identified inefficiencies, deviations, and areas for improvement across the operations—focusing especially on increasing On-Time Delivery.

Celonis Overview

We help companies find and capture business value in their processes, enabling them to perform at levels they never thought possible.

..... **1,350+ customers**

..... **250+ partners**



Analysing Orders-To-Cash Process



Challenge

Many orders are delivered too early or too late compared to the promised date.

This creates unnecessary complexity, hidden costs, and impacts customer satisfaction—especially given your multi-factory setup and hybrid push-pull production model.

Objective

Our goal is to show you how process mining can help WoodCorp improve —

on-time delivery, reduce costs, and unlock operational value—backed by clear insights, root cause analysis, and actionable recommendations. **The target is an 80% On-Time-Delivery Rate.**

Meet Our Team



Arpit Kothari

Process Mining Lead



Guillermina Abella

Business Strategist



Antonia Saenz

Data Analyst

Our Basic Analysis Tells Us



Current Process has...

8.19k

Variants

20k

cases

51.8%

On-Time Delivery Rate

WoodCorp is losing...

€11.8M

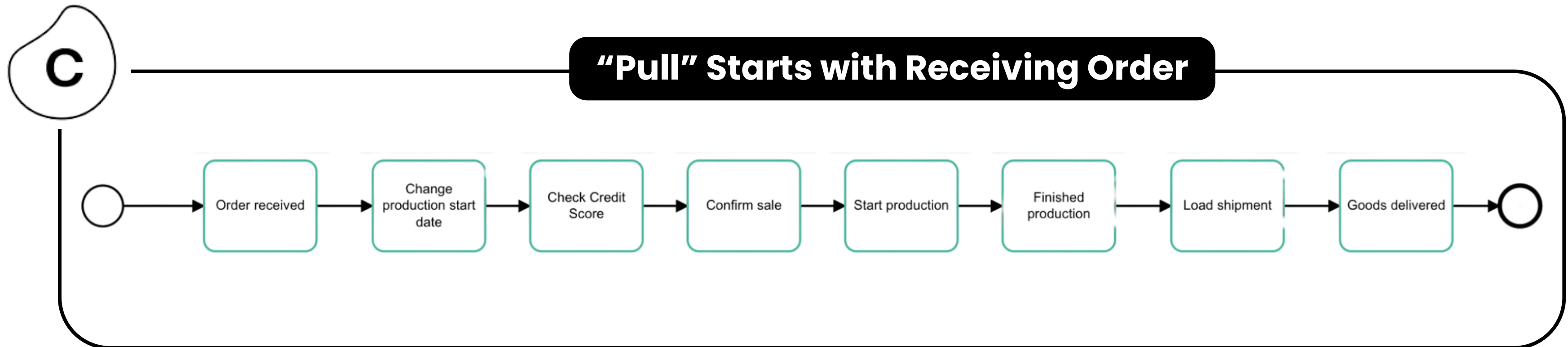
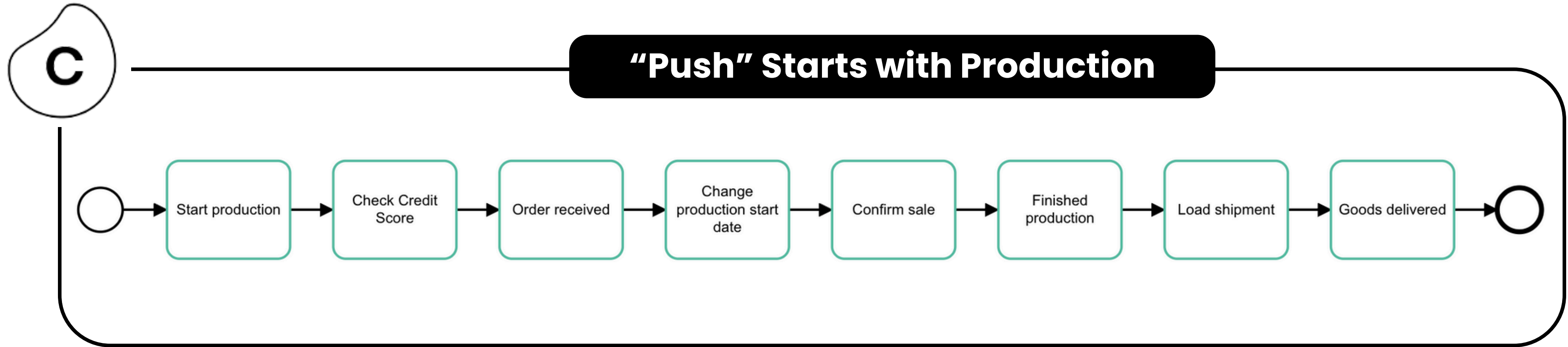
As Cost of Delay in Orders

15.7M

Kilograms of Timely Delivery

Your Happy Path

C



The Conformance Check Tells Us



Statistics about conformance

Conforming cases (%)

5%

Conformin... Non-confo...

934 vs 16.7k

Filter on
Cases

Filter on
Cases

Violations

44

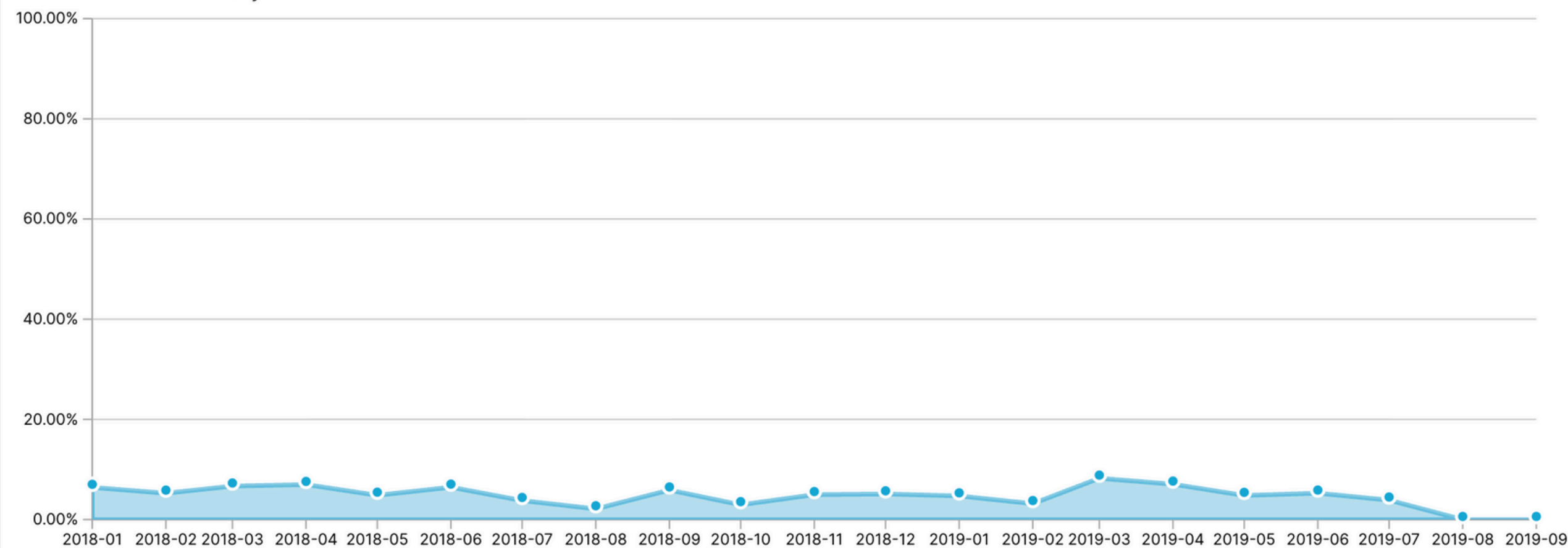
Go To Violations

Allowlisted violations

0

Go To Allowlisted Violations

Conformance history



01

5%

Cases under Happy Path

02

58%

Or 10,181 Cases are delayed due to – 'Change quantity'

03

4 Days

Of average late delivery between Promised and Delivered dates

Interesting deviation

REWORK: Change delivery date

5.9 K

Orders with Change delivery date

3.3 K

Orders with rework (+2)

- Increase process complexity.
- Create uncertainty in production and logistics planning.
- Key reasons why on-time delivery performance is suffering.
- Over 56% of all orders that had a delivery date change ended up having more than one.



Going In-Depth



There are 12,862 orders currently being delivered early, or on time.

Woodcorp delivered 16,404 orders with the promised amount or more.

There are currently 32,110,540 KGs being delivered early or on-time.

The current costs of late deliveries is €11,824,769

WoodCorp has to deliver 6.33M KGs to meet the 80% target.

Improving On-time Delivery



Potential savings on delayed orders is €11,824,769

Wuppertal is the factory that performs best with 62% delivered specifically on-time.

Delivery Distinction	Number of Cases
Very Early	1,575
Early	952
On-Time	10,335
Late	5,535
Very Late	1,556

Becker, Brand AG, Pietsch AG, Gotz are the 4 customers with higher volume of late orders.

Pallets perform better than crates with a 54.2% of on-time delivery.

DB Schenker is the best performing service provider considering on-time deliveries.

Essen is the factory with highest count of rework.

Change Quantity and Change Price contribute the most toward late deliveries

Regarding volume conformance, Crefeld performs best with a 97% volume conformance rate

Drive Quick Wins Within your Processes



Focus on the Worst Delay Contributors

- Over €11.8M in cost is tied to late deliveries.
- Change order Quantity leads to the most delays (58%)

Factory-Level Coaching & Best Practice Transfer

- Wuppertal leads in on-time performance (~75%), Aachen and Essen lag behind.
- Standardize Wuppertal's practices across lower-performing factories like Aachen.

Strengthen Logistic Partnerships

- DB Schenker performs best on delivery reliability.
- Consider shifting more volume to them or negotiating performance targets with underperforming providers.

Track & Act on OTD Gap Weekly

- Monitor the remaining 6.33M KG gap to the 80% on-time delivery target by factory, product type, and customer segment
- Trigger alerts and corrective actions when weekly on-time performance drops below recovery pace needed to hit target

**Improvement
Opportunities**

Diving into Celonis

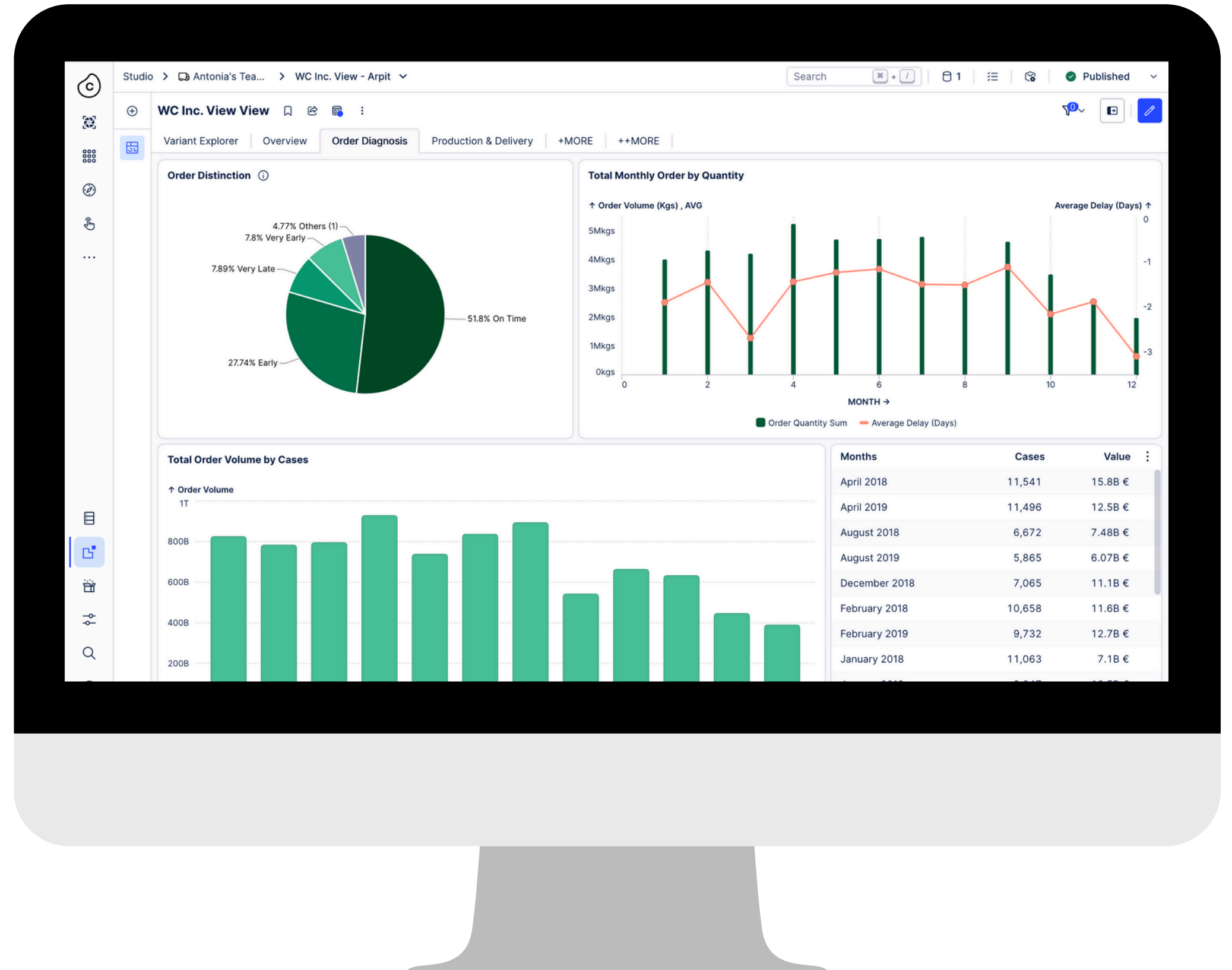


● We go deep into :

- Order Analysis
- Order Distribution Ratio
- Monthly Orders & Delay

● We also identify

- On-Time Delivery per Factory
- Delivery Remaining to reach target
- Conformance Check by Factory



Celonis Dashboard



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THANK YOU!

16.06.2025