Q1

How big is your company? nr\_employees/ nr\_orders?

A1

The company has a total of 100 trucks and 120 trailers.

The company has four different departments, namely, Finance & Orders, Planning, CEO / management, Drivers.

Q2

How does the workflow look like? Can we get an example?

A2

ANSWER 1:

Mr. Monsieur from the departpartment which is responsible for the orders and invoices described the work process very detailed to us and told us that all orders are done by the telephone or fax.

His first step is to note down all information he gets from the customer on a sheet of paper.

Step 1:

Note all information about the customer (name, adress, sales tax ID number).

Step 2:

Note the date on which the customer made an order.

Step 3:

Giving the order an ivoice number.

Step 4:

Note how many tons.

Every order gets it´s own order / assignment number (PLANING DEPARTMENT TASK)

Where it has to be load and when.

Every loading gets it´s own internal document number and a date (PLANING DEPARTMENT TASK)

Note how much of the fluid has to be delivered to which destination and when (more then one destination possible => 10 of 30 tons to destination A and the rest to destination B).

Every unloading gets it´s own internal document number and a date (PLANING DEPARTMENT TASK)

Note or determine the date it has to be delivered.

Determine the price for each ton and calculate the total price without and with the taxes. (FINANCE DEPARTMENT TASK)

Note the product (name?).

Determine the date of payment (normally 14 days, also FINANCE DEPARTMENT TASK) .

Step 5:

Typing it into a computer and printing it out twice (once for the customer and once for the finance department.

Step 6: (PLANING DEPARTMENT TASK)

Typing a way bill for the driver including the needed information like:

Order number.

Name of the customer.

Name of the product.

The total weight.

The price for each ton. (needless?)

The drivers tasks ( What to do. When and where).

Q3

What are the real problems? –> What can be improved? How can we contribute to the current system?

A3

The system that is currently in place is paper based. Planning is done weekly. If there are any issues, the CEO will only be notified once a week.

CEO can only be notified once a week in case of issues  
Mistakes are made due to use of paper based system (for example, illegible writing)  
Information not detailed enough  
Information supplied too late (only once a week)  
Only possible to update / change schedule / adjust strategies weekly.

Q4

How well are your employees educated?(In regards to technology) Will they need lessons for the new system?

A4

There is a need for employees to be trained how to use the system. We have to organize this ourselves. Only a guide on how to the use the system will not suffice.