Tricia Toh

From:	Raquel Bassig [raquel.bassig@dbschenker.com]
Sent:	Friday, December 03, 2010 10:38 AM
To:	'Tricia Toh'
Cc:	'Eddie Khoo'; 'Peter CHeong'
Subject:	RE: Roxtec KPI Reports - Productivity

Hi Tricia,

Please advise the ASR.

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Monday, November 29, 2010 9:59 AM
To: 'Tricia Toh'
Cc: 'Eddie Khoo'; 'Peter CHeong'
Subject: RE: Roxtec KPI Reports - Productivity

Hi Tricia,

Please logout/login again to get the latest update. Please advise the actual date and time I will update at the backend.

Thanks & Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Tricia Toh [mailto:tricia.toh@dbschenker.com]
Sent: Friday, November 26, 2010 5:54 PM
To: 'Raquel Bassig'
Cc: 'Eddie Khoo'; 'Peter CHeong'
Subject: RE: Roxtec KPI Reports - Productivity

Hi Raquel,

I already select the date & save but the pick time still show nothing..

After save

Order Maintenance

Retrieve | New | Edit | ⚠ Cancel Order | 💾 Save | ⊘ Cancel | Send 945

Order Header | Bill To | Shipto

WMS Order#:	0000000011
Storer:	ROXTEC
Shipment ID:	23630
Order Type:	NORMAL
Order Date:	25/11/2010 22:31
Delivery Date:	25/11/2010 22:31
Shipment Readiness:	S/C:30/11@2PM
Incoterm:	CIP INCOTERMS 2000

Status:	**Picked**
Mode of Shipment:	LORRY
Freight Cost:	$ 241.37
Freight Weight:	431.00
Freight Volume:	0.566
Packing Cost:	$ 19.95
Shipment Type:	Lorry
WaveKey:	0000000013
Pick Time:	26/11/2010 00:00:00

Instruction:

Add Row | Search

Order Detail

Cancel ?	Line #	External Line #	Cust. Order No.	SKU	Uom	Order Qty	Allocated Qty	Picked Qty	Qty Shipped
☐	00001	2	K8107	RM00300301000	PCS	1,536	0	1,536	0
☐	00002	2	K8107	RM00300301000	PCS	3,072	0	3,072	0

Then retrieve no date

Order Maintenance

Retrieve | New | Edit | ⚠ Cancel Order | 💾 Save | ⊘ Cancel | Send 945

Order Header | Bill To | Shipto

WMS Order#:	0000000011
Storer:	ROXTEC
Shipment ID:	23630
Order Type:	NORMAL
Order Date:	25/11/2010 22:31
Delivery Date:	25/11/2010 22:31
Shipment Readiness:	S/C:30/11@2PM
Incoterm:	CIP INCOTERMS 2000

Status:	**Picked**
Mode of Shipment:	LORRY
Freight Cost:	$ 241.37
Freight Weight:	431.00
Freight Volume:	0.566
Packing Cost:	$ 19.95
Shipment Type:	Lorry
WaveKey:	0000000013
Pick Time:	

Instruction:

Add Row | Search

Order Detail

Cancel ?	Line #	External Line #	Cust. Order No.	SKU	Uom	Order Qty	Allocated Qty	Picked Qty	Qty Shipped
☐	00001	2	K8107	RM00300301000	PCS	1,536	0	1,536	0
☐	00002	2	K8107	RM00300301000	PCS	3,072	0	3,072	0

** Please be informed that my email has been changed to tricia.toh@dbschenker.com **with immediate effect ****

Best Regards,

Tricia Toh (Ms)
Customer Service Executive
Logistic Department
SCHENKER SINGAPORE (PTE) LTD
63 Alexandra Terrace
HarbourLink Warehouse
#05-01 Singapore 119937
DID : +65 6377 5831
Fax : +65 6377 5829
Mobile:+65 9838 9442
Global website www.dbschenker.com

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- Environment activities & climate protection initiatives: DB Ecoprogram @ http://www.dbecoprogram.com

From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Friday, November 26, 2010 5:30 PM
To: 'Tricia Toh'
Cc: 'Eddie Khoo'; 'Peter CHeong'
Subject: RE: Roxtec KPI Reports - Productivity

Hi Tricia,

Please ask them to verify, I have already given the access.

03/12/2010

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Tricia Toh [mailto:tricia.toh@dbschenker.com]
Sent: Friday, November 26, 2010 5:04 PM
To: 'Raquel Bassig'
Cc: 'Eddie Khoo'; 'Peter CHeong'
Subject: RE: Roxtec KPI Reports - Productivity

Hi Raquel,

Kindly give access for below users (Order maintenance)

1. Kwok Kam Heng
2. ZhengJin Ben
3. William Kee

** Please be informed that my email has been changed to tricia.toh@dbschenker.com with immediate effect **

Best Regards,

Tricia Toh (Ms)
Customer Service Executive
Logistic Department
SCHENKER SINGAPORE (PTE) LTD
63 Alexandra Terrace
HarbourLink Warehouse
#05-01 Singapore 119937
DID : +65 6377 5831
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From: Tricia Toh [mailto:tricia.toh@dbschenker.com]
Sent: Friday, November 26, 2010 3:48 PM
To: 'Raquel Bassig'
Cc: 'Eddie Khoo'; 'Peter CHeong'
Subject: RE: Roxtec KPI Reports - Productivity

Hi Raquel,

For pick time column, can just give us free keying? We don't want the date drop down…tks

03/12/2010

Best Regards,

Tricia Toh (Ms)
Customer Service Executive
Logistic Department
SCHENKER SINGAPORE (PTE) LTD
63 Alexandra Terrace
HarbourLink Warehouse
#05-01 Singapore 119937
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- Environment activities & climate protection initiatives: DB Ecoprogram @ http://www.dbecoprogram.com

From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Thursday, November 25, 2010 4:24 PM
To: 'Peter CHeong'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports - Productivity

Hi Peter,

As spoken, I have already modified the report based on below condition.
Please give me the data for "**Order Print Time**" to calculate the actual "**Process Time**".

03/12/2010

ROXTEC - PRODUCTIVITY   Page 1 of 1

Date From: 01-Nov-2010
Date To: 25-Nov-2010
Total Process Time: Hours
No. of Accurate Lines: 85.00 Lines
Productivity: Hours / Line   Printed Date: 25-Nov-2010 16:20

Date	WMS Order Key	Wavekey	Shipment ID	Order Print Time	Print Shipmark Time	Process Time	Total no. of Loc
03-Nov-2010	0000000002	0000000004	22946		03-Nov-2010 14:20:12		3
04-Nov-2010	0000000003	0000000005	22997		04-Nov-2010 17:13:12		11
09-Nov-2010	0000000004	0000000006	23059		10-Nov-2010 14:11:35		8
12-Nov-2010	0000000005	0000000007	23239		12-Nov-2010 09:51:49		3
15-Nov-2010	0000000006	0000000008	23341		16-Nov-2010 10:30:32		4
15-Nov-2010	0000000007	0000000009	23345		16-Nov-2010 17:18:48		10
18-Nov-2010	0000000008	0000000010	23380		19-Nov-2010 11:57:03		7
25-Nov-2010	0000000009	0000000011	23545				15
25-Nov-2010	0000000010	0000000012	23551				8

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Peter CHeong [mailto:peter.cheong@dbschenker.com]
Sent: Thursday, November 25, 2010 4:12 PM
To: 'Raquel Bassig'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports - Productivity

Hi Raquel,

As spoken,pls see below screen shot mail and attached file from Chuan Ling and make necessary amendment on the report

Thank you

Hi Eddie and Peter,

Next steps for Roxtec – we need to monitor the KPIs as attached.

From IT:
Need assistance to create the report on
- **2. Lead time goods arrival**
Measurement:
Measured in hours and by shipment.

Start time: Time Printing of Receiving Labels
End time: Finalize ASN (EDI from Exceed to IFS)

3. Inventory accuracy
Measurement:
Measured during Cycle Count of all Inventories
Inventory Accuracy =   (Accurate Cycle Count SKU Lines per month) /
(Total SKU lines Counted per month)

5. Productivity

Measurement:
Total man hours used for Pick and Pack activities divided by all order lines. Measured monthly.

Time Start per order: Order Printing Timing
Time End per order: Time Printing of Shipping Mark for each Order

Productivity for Outbound =   (Total time used for Pick and Pack Activities per month) /
(Total Order Lines processed per month)

For Operations (Peter)
Please create a separate spreadsheet to keep track for
1. Pick & Pack

Thank you
Best Regards
Peter Cheong (Mr)
Executive – Logistics Operations
LOGISTICS
SCHENKER SINGAPORE (PTE) LTD
63 Alexandra Terrace
Harbourlink Warehouse,#05-01 Singapore 119937
DID: +65 6377 5833   Fax: +65 6377 5829   Mobile: +65 9671 5180
Please note the change of my email address to peter.cheong@dbschenker.com
Global website www.dbschenker.com

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- Environment activities & climate protection initiatives: DB Ecoprogram @ http://www.dbecoprogram.com

---

From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Thursday, November 25, 2010 11:15 AM
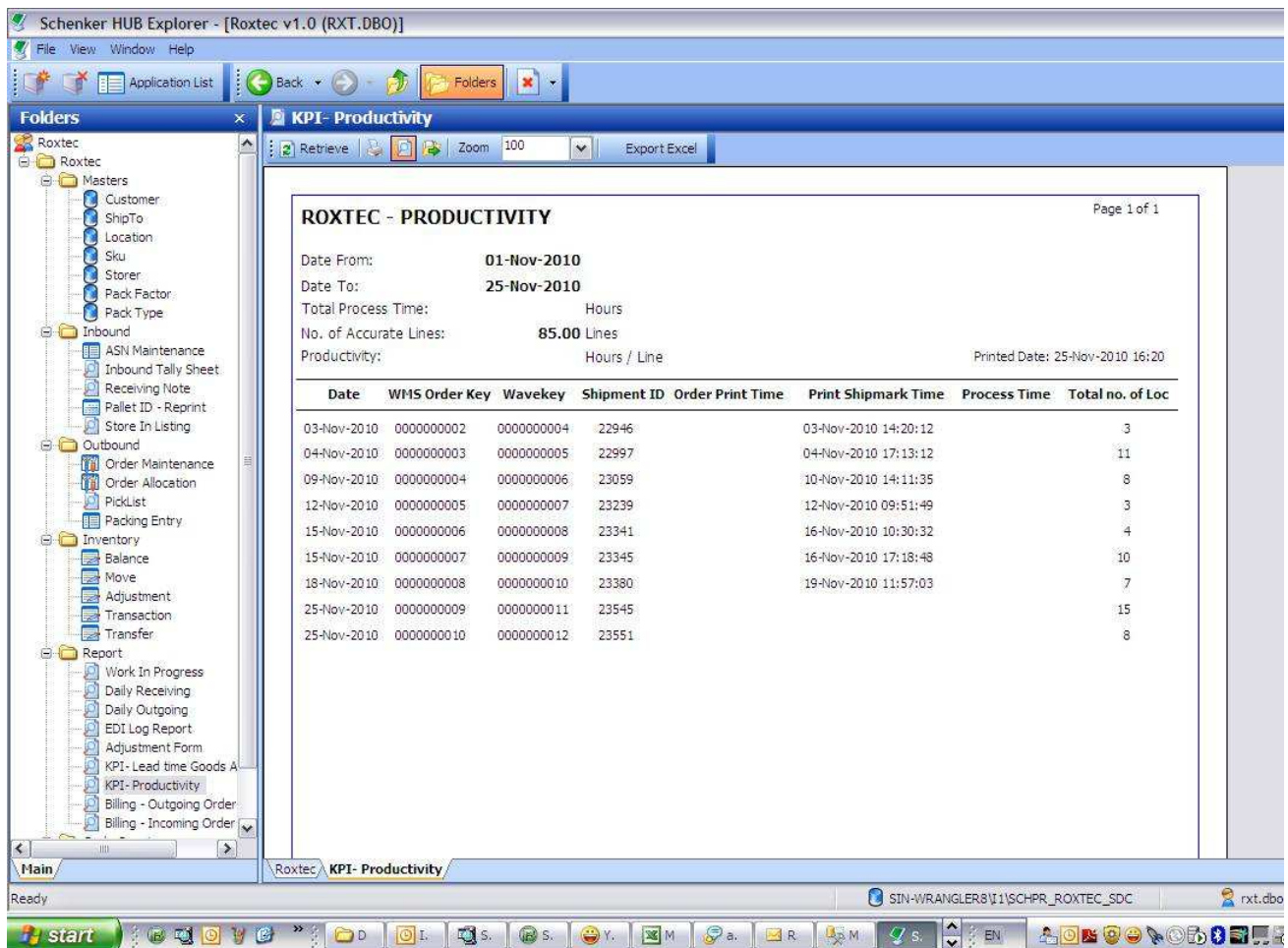**To:** 'Peter CHeong'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports - Productivity

Hi Peter,

Please verify the below report. If the order was already shipout system will not allow to modify the Pick Time.
In this case is it OK to replace Pick Time from the Actual Picked Date? I will update at the backend.

03/12/2010

Schenker HUB Explorer - [Roxtec v1.0 (RXT.DBO)]

File View Window Help

Application List | Back | Folders | Zoom 100 | Export Excel

KPI- Productivity

ROXTEC - PRODUCTIVITY

Page 1 of 1

Date From:	01-Nov-2010
Date To:	25-Nov-2010
Total Process Time:	98.83 Hours
No. of Accurate Lines:	3.00 Lines
Productivity:	32.94 Hours / Line

Printed Date: 25-Nov-2010 11:08

Date	WMS Order Key	Wavekey	Shipment ID	Order Print Time	Print Shipmark Time	Process Time	Total no. of Loc
03-Nov-2010	0000000002	0000000004	22946	03-Nov-2010 14:18:28	03-Nov-2010 14:20:12	0.03	3
04-Nov-2010	0000000003	0000000005	22997	04-Nov-2010 08:58:56	04-Nov-2010 17:13:12	8.25	11
09-Nov-2010	0000000004	0000000006	23059	09-Nov-2010 15:50:27	10-Nov-2010 14:11:35	22.35	8
12-Nov-2010	0000000005	0000000007	23239	12-Nov-2010 08:49:57	12-Nov-2010 09:51:49	1.03	3
15-Nov-2010	0000000006	0000000008	23341	15-Nov-2010 18:03:04	16-Nov-2010 10:30:32	16.45	4
15-Nov-2010	0000000007	0000000009	23345	15-Nov-2010 18:03:35	16-Nov-2010 17:18:48	23.25	10
18-Nov-2010	0000000008	0000000010	23380	18-Nov-2010 08:29:07	19-Nov-2010 11:57:03	27.47	7
25-Nov-2010	0000000009	0000000011	23545	25-Nov-2010 09:21:32			15

Folders:
Roxtec
Roxtec
 Masters
  Customer
  ShipTo
  Location
  Sku
  Storer
  Pack Factor
  Pack Type
 Inbound
  ASN Maintenance
  Inbound Tally Sheet
  Receiving Note
  Pallet ID - Reprint
  Store In Listing
 Outbound
  Order Maintenance
  Order Allocation
  PickList
  Packing Entry
 Inventory
  Balance
  Move
  Adjustment
  Transaction
  Transfer
 Report
  Work In Progress
  Daily Receiving
  Daily Outgoing
  EDI Log Report
  Adjustment Form
  KPI- Lead time Goods A
  KPI- Productivity
  Billing - Outgoing Order
 Cycle Count

Main | Roxtec \ KPI- Lead time Goods Arrival \ **KPI- Productivity**

Ready | SIN-WRANGLER8\I1\SCHPR_ROXTEC_SDC | rxt.dbo

start | EN

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Peter CHeong [mailto:peter.cheong@dbschenker.com]
Sent: Wednesday, November 24, 2010 9:01 PM
To: 'Raquel Bassig'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Raquel,
Thank you
Best Regards
Peter Cheong (Mr)
Executive – Logistics Operations
LOGISTICS
SCHENKER SINGAPORE (PTE) LTD
63 Alexandra Terrace
Harbourlink Warehouse,#05-01 Singapore 119937
DID: +65 6377 5833 Fax: +65 6377 5829 Mobile: +65 9671 5180
Please note the change of my email address to peter.cheong@dbschenker.com
Global website www.dbschenker.com

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- Environment activities & climate protection initiatives: DB Ecoprogram @ http://www.dbecoprogram.com

---

From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Wednesday, November 24, 2010 6:03 PM
To: 'Peter CHeong'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Peter,

As requested, I have already add column "**Pick Time**" on below module.
Please logout/login again to get the latest update.

03/12/2010

Order Maintenance

Retrieve | New | Edit | Cancel Order | Save | Cancel | Send 945

Order Header | Bill To | Shipto

WMS Order#:	0000000001
Storer:	Roxtec
Shipment ID:	22812
Order Type:	0
Order Date:	28/10/2010 00:00
Delivery Date:	29/10/2010 15:00
Shipment Readiness:	28/10@3pm
Incoterm:	

Status:	Shipped
Mode of Shipment:	
Freight Cost:	$ 0.00
Freight Weight:	992.50
Freight Volume:	1.304
Packing Cost:	$ 0.00
Shipment Type:	Lorry
WaveKey:	0000000001
Pick Time:	

Instruction:

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Tuesday, November 23, 2010 5:47 PM
To: 'Peter CHeong'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Eddie,

For your approval.

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Peter CHeong [mailto:peter.cheong@dbschenker.com]
Sent: Tuesday, November 23, 2010 5:40 PM
To: 'Raquel Bassig'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Raquel,

Would you be able to have a field name as "Picking Time" for WH to in put " **1000 – 1130** "caused order print time is CS print out pick list timing,
WH may start picking after few hrs

Thank you
Best Regards
Peter Cheong (Mr)
Executive – Logistics Operations
LOGISTICS
SCHENKER SINGAPORE (PTE) LTD
63 Alexandra Terrace
Harbourlink Warehouse,#05-01 Singapore 119937
DID: +65 6377 5833   Fax: +65 6377 5829   Mobile: +65 9671 5180
Please note the change of my email address to peter.cheong@dbschenker.com
Global website www.dbschenker.com

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- Environment activities & climate protection initiatives: DB Ecoprogram @ http://www.dbecoprogram.com

From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Tuesday, November 23, 2010 5:21 PM
To: 'Peter CHeong'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Peter,

As per advised, the cycle count processing is not yet finalize from Roxtec.

How about Productivity Report? Is it OK?

Please raise an ASR for the below reports.

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)

DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Peter CHeong [mailto:peter.cheong@dbschenker.com]
Sent: Tuesday, November 23, 2010 5:11 PM
To: 'Raquel Bassig'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Raquel,

Thank for the Lead time goods arrival .

As for the Inventory accuracy, when will the function be activated caused operation target to completed quarterly count at Dec-2010 to comply with BN

Thank you
Best Regards
Peter Cheong (Mr)
Executive – Logistics Operations
LOGISTICS
SCHENKER SINGAPORE (PTE) LTD
63 Alexandra Terrace
Harbourlink Warehouse,#05-01 Singapore 119937
DID: +65 6377 5833   Fax: +65 6377 5829   Mobile: +65 9671 5180
Please note the change of my email address to peter.cheong@dbschenker.com
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- Environment activities & climate protection initiatives: DB Ecoprogram @ http://www.dbecoprogram.com

From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Tuesday, November 23, 2010 4:21 PM
To: 'Peter CHeong'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Peter/Tricia,

Please logout/login again to get the latest update.

1. Lead Time goods Arrival new column added – "**No of Lines"** and **"No of LP".**

KPI- Lead time Goods Arrival

Retrieve | Zoom 100 | Export Excel

ROXTEC - Lead Time Goods Arrival   Page 1 of 1

Date From:	01-Nov-2010
Date To:	23-Nov-2010
Total Shipments:	6
No of OK Shipments:	2
% Meet Inbound TAT:	33.33

Printed Date: 23-Nov-2010 16:05

Date	ASN Number	Shipment ID	Print Receiving Labels	Finalize ASN	Process Time	Status	No of Lines	No of LP
01-Nov-2010	0000000008	21741.	11/1/2010 11:59:54	11/1/2010 19:21:31	8	> 6 HRS	1	1
02-Nov-2010	0000000009	22834					122	
02-Nov-2010	0000000010	22838	11/8/2010 16:27:01	11/8/2010 17:35:46	1	OK	1	3
03-Nov-2010	0000000011	22989	11/8/2010 16:47:59	11/8/2010 17:32:36	1	OK	3	3
09-Nov-2010	0000000012	23034					85	
16-Nov-2010	0000000013	23162					5	

2. Hold for a while due to Cycle count not yet finalized from Roxtec.

3. **Productivity**
   a. Order Print Time - Add Date when the order was picked.
   b. Print Shipmark Time - Add Date when the Packing Entry created.
   c. Total no of Loc – total no of location picked.

03/12/2010

KPI- Productivity

Retrieve | Zoom 100 | Export Excel

ROXTEC - PRODUCTIVITY

Page 1 of 1

Date From:	01-Nov-2010
Date To:	23-Nov-2010
Total Process Time:	98.83 Hours
No. of Accurate Lines:	3.00 Lines
Productivity:	32.94 Hours / Line

Printed Date: 23-Nov-2010 16:10

Date	WMS Order Key	Wavekey	Shipment ID	Order Print Time	Print Shipmark Time	Process Time	Total no. of Loc
03-Nov-2010	0000000002	0000000004	22946	03-Nov-2010 14:18:28	03-Nov-2010 14:20:12	0.03	3
04-Nov-2010	0000000003	0000000005	22997	04-Nov-2010 08:58:56	04-Nov-2010 17:13:12	8.25	11
09-Nov-2010	0000000004	0000000006	23059	09-Nov-2010 15:50:27	10-Nov-2010 14:11:35	22.35	8
12-Nov-2010	0000000005	0000000007	23239	12-Nov-2010 08:49:57	12-Nov-2010 09:51:49	1.03	3
15-Nov-2010	0000000006	0000000008	23341	15-Nov-2010 18:03:04	16-Nov-2010 10:30:32	16.45	4
15-Nov-2010	0000000007	0000000009	23345	15-Nov-2010 18:03:35	16-Nov-2010 17:18:48	23.25	10
18-Nov-2010	0000000008	0000000010	23380	18-Nov-2010 08:29:07	19-Nov-2010 11:57:03	27.47	7

Please advise the ASR for this KPI Report.

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD
2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Peter CHEong [mailto:peter.cheong@dbschenker.com]
Sent: Tuesday, November 23, 2010 10:27 AM
To: 'Raquel Bassig'; 'Tricia Toh'
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Raquel,

In my early mail attached files,I have requested for below additional highlight in red info display in the KPI report

Report 1: Lead time goods arrival

Date From:	Filter Start Date
Date To:	Filter End Date
Total Shipments	2
No of OK Shipments	1
% Meet Inbound TAT	50%

[Add in total lines] [Add in total LP Labels]

	Date	ASN Number	Shipment ID	Print Receiving Labels	Finalize ASN	Process Time	Status
e.g.	01/11/2010	1	Shipment ID 1	14:00	18:00	4:00	OK
e.g.2	02/11/2010	2	Shipment ID 2	10:00	18:00	8:00	>6 hours

Report 2: Inventory accuracy

Date From:	Filter Start Date
Date To:	Filter End Date
Total Lines Counted	2
No of Accurate Lines	1
Inventory Accuracy	50%

[Add in ABC class of SKU] [Frequency counted] [Time started,time end and total hour counted] [Counted By and verify By]

	Date	Count ID	SKU	Location	System Qty	Count Qty	Status
e.g.	01/11/2010	1	SKU 1`	Location 1	100	100	OK
e.g.2	01/11/2010	1	SKU 123	Location 111	100	50	Mismatch

Report 3: Productivity

Date From:	Filter Start Date	
Date To:	Filter End Date	
Total Process Time	7:45 hours	(sum of total time used)
No of Accurate Lines	33 Lines	(sum of total line items)
Productivity	0:14 Hours/ Line	divide total time by total lines

[Add in total no. of location picked] [To have order pick start and end time and total process time] [will there have a pack start time and end time capture]

	Date	WaveKey	Shipment ID	Order Print Time	Print Shipping Mark	Process Time	No of Line Items
e.g.	01/11/2010	1	Shipment ID 1	15:23	18:20	2:57	10
e.g.2	02/11/2010	2	Shipment ID 2	11:00	15:48	4:48	23

Thank you
Best Regards
Peter Cheong (Mr)
Executive – Logistics Operations
LOGISTICS
SCHENKER SINGAPORE (PTE) LTD
63 Alexandra Terrace
Harbourlink Warehouse,#05-01 Singapore 119937
DID: +65 6377 5833   Fax: +65 6377 5829   Mobile: +65 9671 5180
Please note the change of my email address to peter.cheong@dbschenker.com
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From: Raquel Bassig [mailto:raquel.bassig@dbschenker.com]
Sent: Tuesday, November 23, 2010 10:05 AM
To: 'Tricia Toh'; peter.cheong@dbschenker.com
Cc: 'Eddie Khoo'
Subject: RE: Roxtec KPI Reports

Hi Tricia,

Kindly verify on below KPI reports. Please logout/login again to get the latest update.

Thanks.

KPI- Lead time Goods Arrival

Retrieve | Zoom 100 | Export Excel

Report Criteria

Date From: 11/1/2010
Date To: 11/23/2010

ROXTEC - Lead Time Goods Arrival

Page 1 of 1

Date From:	01-Nov-2010
Date To:	23-Nov-2010
Total Shipments:	6
No of OK Shipments:	2
% Meet Inbound TAT:	33.33

Printed Date: 23-Nov-2010 10:01

Date	ASN Number	Shipment ID	Print Receiving Labels	Finalize ASN	Process Time	Status
01-Nov-2010	0000000008	21741.	11/1/2010 11:59:54	11/1/2010 19:21:31	8	> 6 HRS
02-Nov-2010	0000000009	22834				
02-Nov-2010	0000000010	22838	11/8/2010 16:27:01	11/8/2010 17:35:46	1	OK
03-Nov-2010	0000000011	22989	11/8/2010 16:47:59	11/8/2010 17:32:36	1	OK
09-Nov-2010	0000000012	23034				
16-Nov-2010	0000000013	23162				

KPI- Productivity

Retrieve | Zoom 100 | Export Excel

Report Criteria

Date From: 11/1/2010
Date To: 11/23/2010

ROXTEC - PRODUCTIVITY

Page 1 of 1

Date From:	01-Nov-2010
Date To:	23-Nov-2010
Total Process Time:	98.83 Hours
No. of Accurate Lines:	3.00 Lines
Productivity:	32.94 Hours / Line

Printed Date: 23-Nov-2010 10:03

Date	WMS Order Key	Wavekey	Shipment ID	Order Print Time	Print Shipmark Time	Process Time
03-Nov-2010	0000000002	0000000004	22946	03-Nov-2010 14:18:28	03-Nov-2010 14:20:12	0.03
04-Nov-2010	0000000003	0000000005	22997	04-Nov-2010 08:58:56	04-Nov-2010 17:13:12	8.25
09-Nov-2010	0000000004	0000000006	23059	09-Nov-2010 15:50:27	10-Nov-2010 14:11:35	22.35
12-Nov-2010	0000000005	0000000007	23239	12-Nov-2010 08:49:57	12-Nov-2010 09:51:49	1.03
15-Nov-2010	0000000006	0000000008	23341	15-Nov-2010 18:03:04	16-Nov-2010 10:30:32	16.45
15-Nov-2010	0000000007	0000000009	23345	15-Nov-2010 18:03:35	16-Nov-2010 17:18:48	23.25
18-Nov-2010	0000000008	0000000010	23380	18-Nov-2010 08:29:07	19-Nov-2010 11:57:03	27.47

Regards,

Raquel Bagay Bassig (Ms)
Information Analyst
IT Solutioning
SCHENKER SINGAPORE (PTE) LTD

2 Changi South Street 2 S(486149)
DID +65 6549 1489 Mobile +65 81864527
Email Address: raquel.bassig@dbschenker.com
Global website www.dbschenker.com

From: Eddie Khoo [mailto:eddie.khoo@dbschenker.com]
Sent: Tuesday, November 09, 2010 6:53 PM
To: 'Raquel Bassig'
Subject: FW: Roxtec KPI Reports

Regards
Eddie Khoo (Mr)
Senior Manager IT - Solutioning, Singapore
SCHENKER SINGAPORE (PTE) LTD
17 Changi South Street 2 S(486129)
DID: +65 6549-1485   Mobile: (65) 9105-6498
Please note the change of my email address to eddie.khoo@dbschenker.com

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From: Foo Chuan Ling [mailto:chuan-ling.foo@dbschenker.com]
Sent: Tuesday, November 09, 2010 6:50 PM
To: 'Eddie Khoo'; peter.cheong@dbschenker.com
Subject: RE: Roxtec KPI Reports

Hi Eddie,

This was some sample templates I have in mind.

Formatting portion, I trust you can help fit it into A4 size?

Hi Peter – any feedback?

Regards,
Foo Chuanling (Mr)
Manager – Tender Management & Solutions Design
LOGISTICS Management
SCHENKER SINGAPORE (PTE) LTD
17 Changi South Street 2 Singapore 486129
DID: +65 6549 1227 Fax: +65 6245 5300   Mobile: +65 9170 4547

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Global website www.dbschenker.com

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From: Eddie Khoo [mailto:eddie.khoo@dbschenker.com]
Sent: Tuesday, November 09, 2010 4:44 PM
To: 'Foo Chuan Ling '; peter.cheong@dbschenker.com
Subject: RE: Roxtec KPI Reports

Hi ChuanLing,

Sure, just provide us the sample of the report what you required to be reflected, we will develop it accordingly.

Regards
Eddie Khoo (Mr)
Senior Manager IT - Solutioning, Singapore
SCHENKER SINGAPORE (PTE) LTD
17 Changi South Street 2 S(486129)
DID: +65 6549-1485   Mobile: (65) 9105-6498
Please note the change of my email address to eddie.khoo@dbschenker.com

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From: Foo Chuan Ling [mailto:chuan-ling.foo@dbschenker.com]
Sent: Tuesday, November 09, 2010 4:36 PM
To: eddie.khoo@dbschenker.com; peter.cheong@dbschenker.com
Subject: Roxtec KPI Reports

Hi Eddie and Peter,

Next steps for Roxtec – we need to monitor the KPIs as attached.

From IT:
Need assistance to create the report on
 – **2. Lead time goods arrival**
Measurement:
Measured in hours and by shipment.

      Start time: Time Printing of Receiving Labels
      End time: Finalize ASN (EDI from Exceed to IFS)

3. Inventory accuracy
Measurement:
Measured during Cycle Count of all Inventories
      Inventory Accuracy =   (Accurate Cycle Count SKU Lines per month) /
                               (Total SKU lines Counted per month)

5. Productivity

Measurement:
Total man hours used for Pick and Pack activities divided by all order lines. Measured monthly.

Time Start per order: Order Printing Timing
Time End per order: Time Printing of Shipping Mark for each Order

Productivity for Outbound =   (Total time used for Pick and Pack Activities per month) /
                                    (Total Order Lines processed per month)

03/12/2010

For Operations (Peter)
Please create a separate spreadsheet to keep track for
1. Pick & Pack

Measurement:
Measured on a per order line and on a continuous basis (reports to be presented monthly)
Pick and Pack Accuracy =   (Total Accurate Order Lines Shipped per month) /
                              (Total Order Lines Shipped per month)

4. On Time Shipment Pick Ups
Measurement:
Percentage of On Time Pick Ups = 1 – $\frac{\text{(no of missed shipments per month)}}{\text{(total shipments per month)}}$

6. Continuous Improvement
Measurement:
Improvement Projects which have been endorsed by Schenker Operations Excellence Team.

Sample attached.

Regards,
Foo Chuanling (Mr)
Manager – Tender Management & Solutions Design
LOGISTICS Management
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03/12/2010