

SCM Consulting Solutions

Service Level Monitor 2011.1

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Released
for
customer



Agenda

- 1. The challenge: Service level key figures**
2. The solution: SCM Consulting Solution service level monitor
3. Details on service level monitor

The challenge: Service level key figures

Following problems can occur in the determination and analysis of key figures in service levels

- Precise key figures in service levels are very important KPIs for business control
- There is no standard application which can analyze the key figures
- The evaluation of key figures is complex and complicated
- A navigation to document level is not possible

Agenda

1. The challenge: Service level key figures
- 2. The solution: SCM Consulting Solution service level monitor**
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The solution: SCM Consulting Solution service level monitor

Questions and Answer to the monitor of deliveries

Which prerequisites must be required?

- SAP R/3 sales and distribution and/or material management must be used

Which advantages offers the monitor?

- Reporting of the most important key figures in service levels which are integrated in the SAP ERP System based on sales orders in SD and stock transfer orders in MM
- Development of your service level on customer or material level is visible immediately by the month
- You can navigate to document level to analyze your service level

Is the monitor a modification?

- No. It is an Add-on, no modification

Has the used system to be customized before the assignment?

- No, customizing is not necessary

How time-consuming is the adoption?

- The solution will be installed and ready to use within one day

What's the whole amount of costs for SAP's monitor of deliveries?

- Please send an inquiry to Marc Hoppe or Ferenc Gulyácssy

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1. The challenge: Service level key figures
2. The solution: SCM Consulting Solution service level monitor
- 3. Details on service level monitor**

Details on service level monitor

Several options can be selected on the selection screen

The screenshot displays the 'Service level monitor' selection screen in SAP. The interface features a top navigation bar with tabs for 'Analysis', 'Sales documents', 'Stock transfers', 'Change history', and 'Scope'. The 'Analysis' tab is currently active. Below the tabs, the screen is organized into several sections:

- Analysis period:** Includes radio buttons for 'Months' (selected), 'Weeks', and 'Posting periods'. There are input fields for 'Months' and 'to', with a yellow highlight on the 'Months' field. A 'Fiscal year variant' checkbox is also present.
- Analysis scope:** Contains input fields for 'Material' and 'Supplying Plant', each followed by a 'to' field and a selection icon. Radio buttons for 'Sales documents' (selected) and 'Stock transfer / Cross-company' are also shown.
- Analysis currency:** Features a 'Currency' dropdown menu set to 'EUR'.
- Analysis mode:** Includes radio buttons for 'Process analysis' (selected), 'Read result from database', and 'Delete result from database'. It also has checkboxes for 'Save result' and 'Display result'. A 'Description' field and a 'Package mode' checkbox are also visible, along with a 'Package size' input field set to '500'.

Details on service level monitor

Several options can be selected on the selection screen

Service level monitor

Analysis Sales documents Stock transfers Change history Scope

Sales

Sales Organization		to	
Distribution Channel		to	
Division		to	
Sold-to party		to	
Customer hierarchy		to	
Sales Document		to	
Sales Document Type		to	
SD document categ.	C	to	
Item category		to	
Material Group		to	
X-distr. chain status		to	
Total status order		to	
Total status position		to	
Delivery status order		to	
Delivery status position		to	
MRP Controller		to	
MRP group		to	
Reason for rejection		to	
Partner Function		to	
Customer		to	

Settings

Selection periods are referring to:

- ☒ Req.del.date from order head.
- ☐ Req.del.date from sched.lines

Data source requested date:

- ☒ order header request. del.date
- ☐ sched.lines with requ.del.qty.

Data source confirmed date:

- ☒ Conf.date from sche.line
- ☐ Conf.date from hist. sche.line

Data source delivery date:

- ☒ Acknowledgement of receipt
- ☐ Goods issue
- ☐ Goods issue + route

Assignment of items to periods

- ☒ First requested delivery date
- ☐ Last requested delivery date
- ☐ Creation date

Data source requested date:

Details on service level monitor

Several options can be selected on the selection screen

Service level monitor

Analysis Sales documents **Stock transfers** Change history Scope

Stock transfer

Purch. Organization		to		
Purchasing Group		to		
Company Code		to		
Plant		to		
Storage Location		to		
Purchasing Document		to		
Item Category		to		

Settings

Selection periods are referring to:

- ☒ Position AEDAT
- ☐ First Schedule Line EINDT
- ☐ First Schedule Line SLFDT
- ☐ First Schedule Line BEDAT

Data source requested date:

- ☒ Position AEDAT
- ☐ Sched.L. "Del. date" (EINDT)
- ☐ Sched.L. "St.rel.D.d." (SLFDT)
- ☐ Sched.L. "Order date" (BEDAT)
- ☐ Sch.lin. "Confi. date" (DAT01)

Data source confirmed date:

- ☒ Sch.lin. "Del. date" (EINDT)
- ☐ Sch.lin. "St. D. date" (SLFDT)
- ☐ Sche.lin. "Order date" (BEDAT)
- ☐ Sch.lin. "Confi. date" (DAT01)

Data source delivery date:

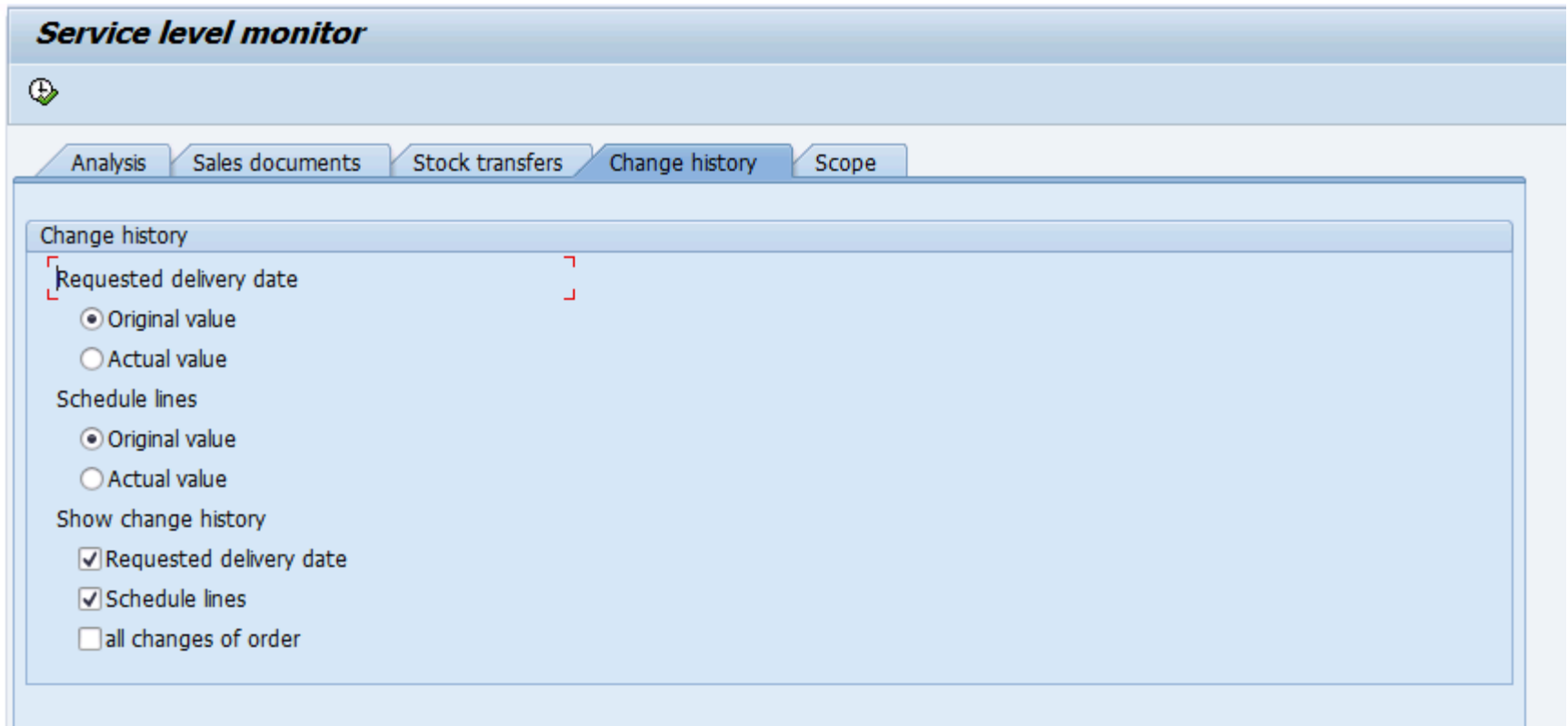
- ☒ Document date MSEG-BLDAT
- ☐ Posting date MSEG-BUDAT
- ☐ Creation date MSEG-CPUDT

Assignment of items to periods

- ☒ First requested delivery date
- ☐ Last requested delivery date
- ☐ Creation date

Details on service level monitor

Several options can be selected on the selection screen

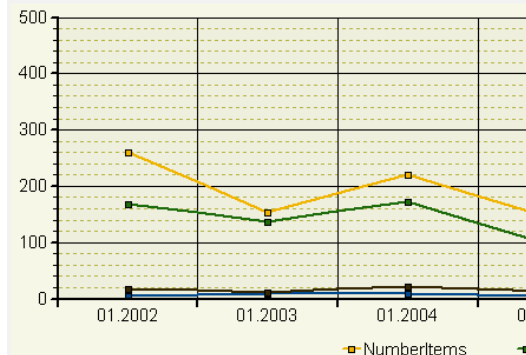


The screenshot displays the 'Service level monitor' selection screen. At the top, the title 'Service level monitor' is shown in a blue header bar. Below the title is a small icon of a green arrow pointing up. The screen features a tabbed interface with five tabs: 'Analysis', 'Sales documents', 'Stock transfers', 'Change history', and 'Scope'. The 'Change history' tab is currently selected. Below the tabs, the 'Change history' section is visible, containing the following options:

- Requested delivery date**: A red bracket highlights this section, which includes two radio buttons: ☒ Original value and ☐ Actual value.
- Schedule lines**: Includes two radio buttons: ☒ Original value and ☐ Actual value.
- Show change history**: Includes three checkboxes: ☒ Requested delivery date, ☒ Schedule lines, and ☐ all changes of order.

Details on service level monitor

Service level monitor			
Key figure	Level	01.2002	01.2003
Delivery service			
%	Items	10 %	73 %
%	Orders	9 %	72 %
%	Customers	17 %	10 %
%	Materials	6 %	9 %
Quantity	Items	10 %	73 %
Quantity	Orders	9 %	73 %
Quantity	Customers	26 %	53 %
Quantity	Materials	24 %	56 %
Ability to deliver			
%	Items	66 %	73 %
%	Orders	73 %	73 %
%	Customers	0 %	50 %
%	Materials	18 %	36 %
Quantity	Items	66 %	73 %
Quantity	Orders	73 %	73 %
Quantity	Customers	58 %	81 %
Quantity	Materials	29 %	65 %
Delivery reliability			
%	Items	12 %	75 %
%	Orders	11 %	74 %



Evaluation

- Display of key figures for all orders, positions, customers and materials in every period and total
- Display of the key figures: delivery service, ability to deliver, delivery reliability, requested delivery time and actual delivery time
- The results are calculated as:
 - Percentage (per order, position, customer and material)
 - Quantitative (per order, position, customer and material)
- The results of the evaluation can be directly presented as SAP graphic.

Details on service level monitor

Order items - month 09.2008																	
	Doc. no.	Item	Sold-to party	Name 1	Material	Descriptn.	Matl Group	Matl Group	Matl Group	Matl Group	Matl Group	Order qty	SU	Req.dlv.dt	Month	C.d.qty.dd	C.d.c
	0000010346	10	1000	Becker Berlin	R-F130	Pump	001	00	001	001	001	50	PC	11.09.2008		⊖	0 %
	0000010353	10	3000	Thomas Bush Inc.	100-100	Casing	001	00	001	001	001	10	PC	16.09.2008		⊖	0 %
	0000010355	10	3000	Thomas Bush Inc.	100-100	Casing	001	00	001	001	001	180	PC	16.09.2008		⊖	0 %
	0000010356	10	3000	Thomas Bush Inc.	100-100	Casing	001	00	001	001	001	140	PC	05.09.2008		⊖	0 %
	0000010357	10	DEB-RV-01	RV Kunden GmbH	RV-MOTORRAD-01							1.000	PC	15.09.2008		⊖	0 %

Detailed report of distribution key figures per customer, material, order and position

Detailed display of all orders and deliveries

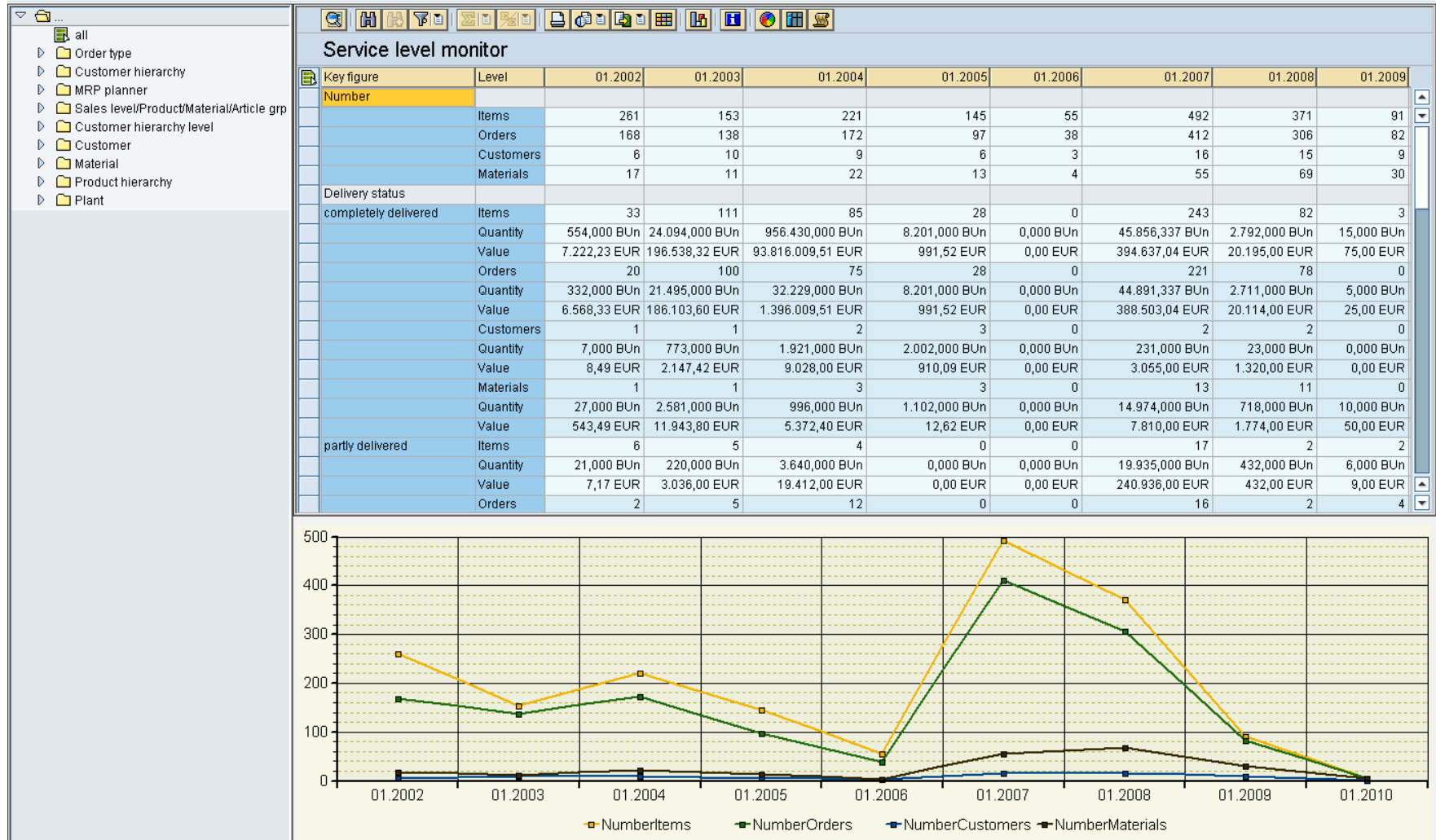
Colored visualization of optimal and critical parameters

Forward navigation to display sales order

Separate display of all schedule lines and deliveries per order

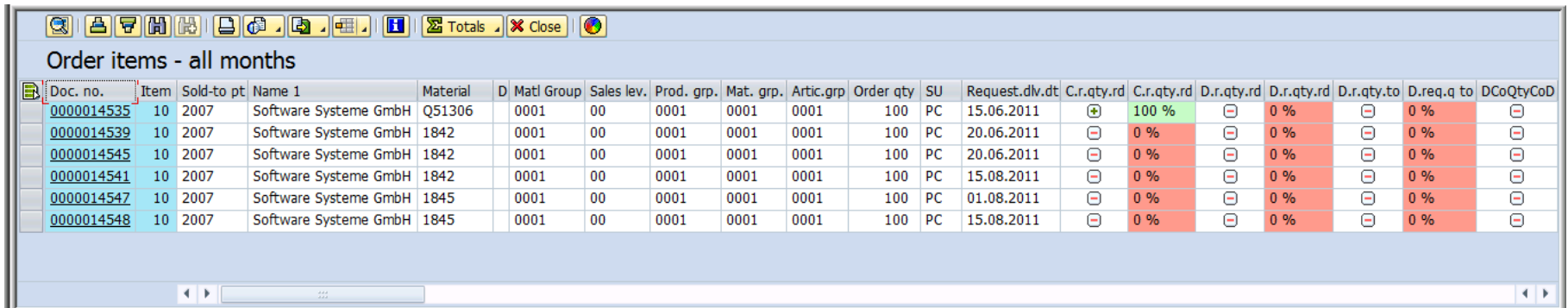
Details on service level monitor

Result of Service Level Monitor



Details on service level monitor

Detailed information can be analysed in service level monitor



The screenshot displays the SAP Service Level Monitor interface. At the top, there is a toolbar with icons for search, print, and other functions, along with buttons for 'Totals', 'Close', and a color selection icon. Below the toolbar, the title 'Order items - all months' is visible. The main area contains a table with 18 columns: Doc. no., Item, Sold-to pt, Name 1, Material, D, Matl Group, Sales lev., Prod. grp., Mat. grp., Artic.grp, Order qty, SU, Request.dlv.dt, C.r.qty.rd, C.r.qty.rd, D.r.qty.rd, D.r.qty.to, D.req.q to, and DCoQtyCoD. The table lists five order items, all from 'Software Systeme GmbH' in 2007. The first item (0000014535) has a quantity of 100 and a delivery date of 15.06.2011, with a 100% completion status. The other four items (0000014539, 0000014545, 0000014541, 0000014547, 0000014548) have a quantity of 100 and delivery dates of 20.06.2011, 20.06.2011, 15.08.2011, 01.08.2011, and 15.08.2011, respectively, all with 0% completion status. The table is scrollable, as indicated by the scrollbar at the bottom.

Doc. no.	Item	Sold-to pt	Name 1	Material	D	Matl Group	Sales lev.	Prod. grp.	Mat. grp.	Artic.grp	Order qty	SU	Request.dlv.dt	C.r.qty.rd	C.r.qty.rd	D.r.qty.rd	D.r.qty.to	D.req.q to	DCoQtyCoD
0000014535	10	2007	Software Systeme GmbH	Q51306		0001	00	0001	0001	0001	100	PC	15.06.2011	+	100 %	0 %	0 %	0 %	0 %
0000014539	10	2007	Software Systeme GmbH	1842		0001	00	0001	0001	0001	100	PC	20.06.2011	-	0 %	0 %	0 %	0 %	0 %
0000014545	10	2007	Software Systeme GmbH	1842		0001	00	0001	0001	0001	100	PC	20.06.2011	-	0 %	0 %	0 %	0 %	0 %
0000014541	10	2007	Software Systeme GmbH	1842		0001	00	0001	0001	0001	100	PC	15.08.2011	-	0 %	0 %	0 %	0 %	0 %
0000014547	10	2007	Software Systeme GmbH	1845		0001	00	0001	0001	0001	100	PC	01.08.2011	-	0 %	0 %	0 %	0 %	0 %
0000014548	10	2007	Software Systeme GmbH	1845		0001	00	0001	0001	0001	100	PC	15.08.2011	-	0 %	0 %	0 %	0 %	0 %

Where can I get more information on SCM CS?

Go to SAP service marketplace and search for note 1493943!

Or ask for more information:

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