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

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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

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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 are 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 Gulyássy

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Agenda

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

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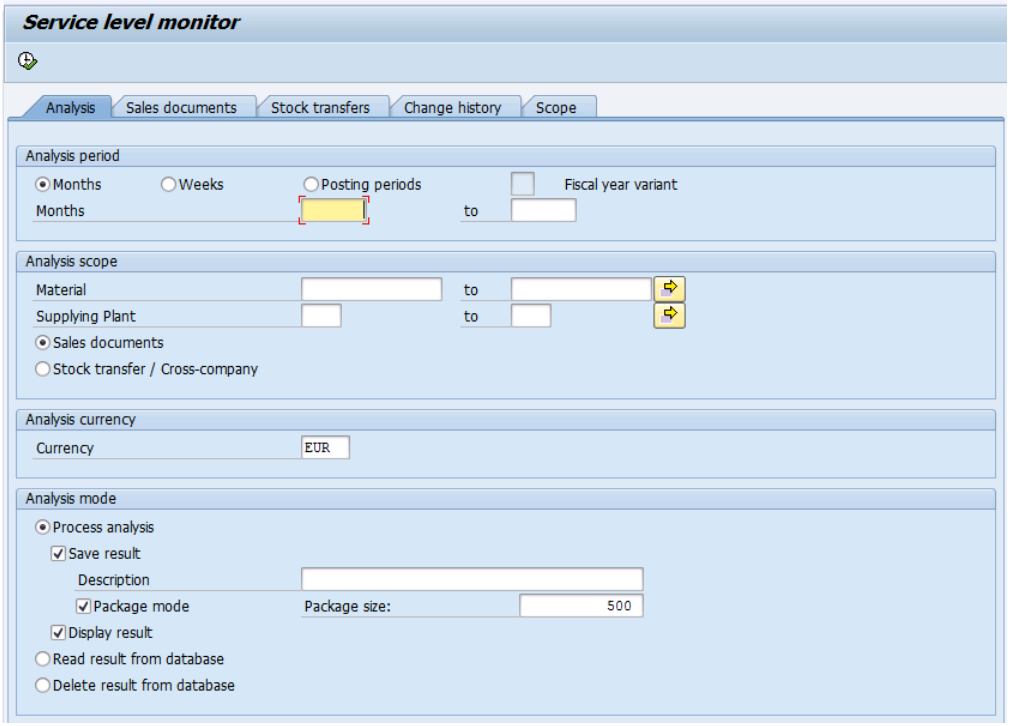
Details on service level monitor

Several options can be selected on the selection screen



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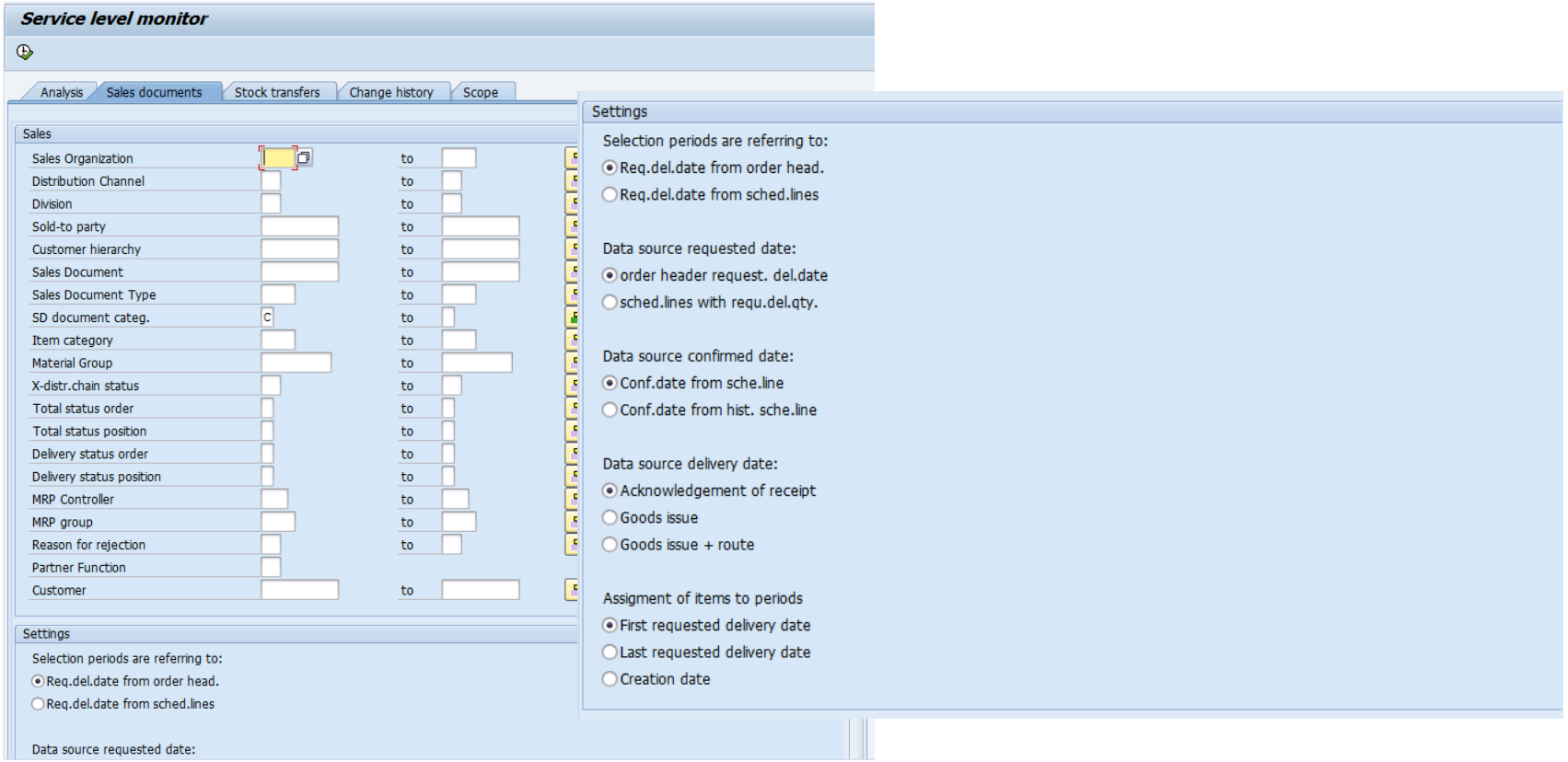

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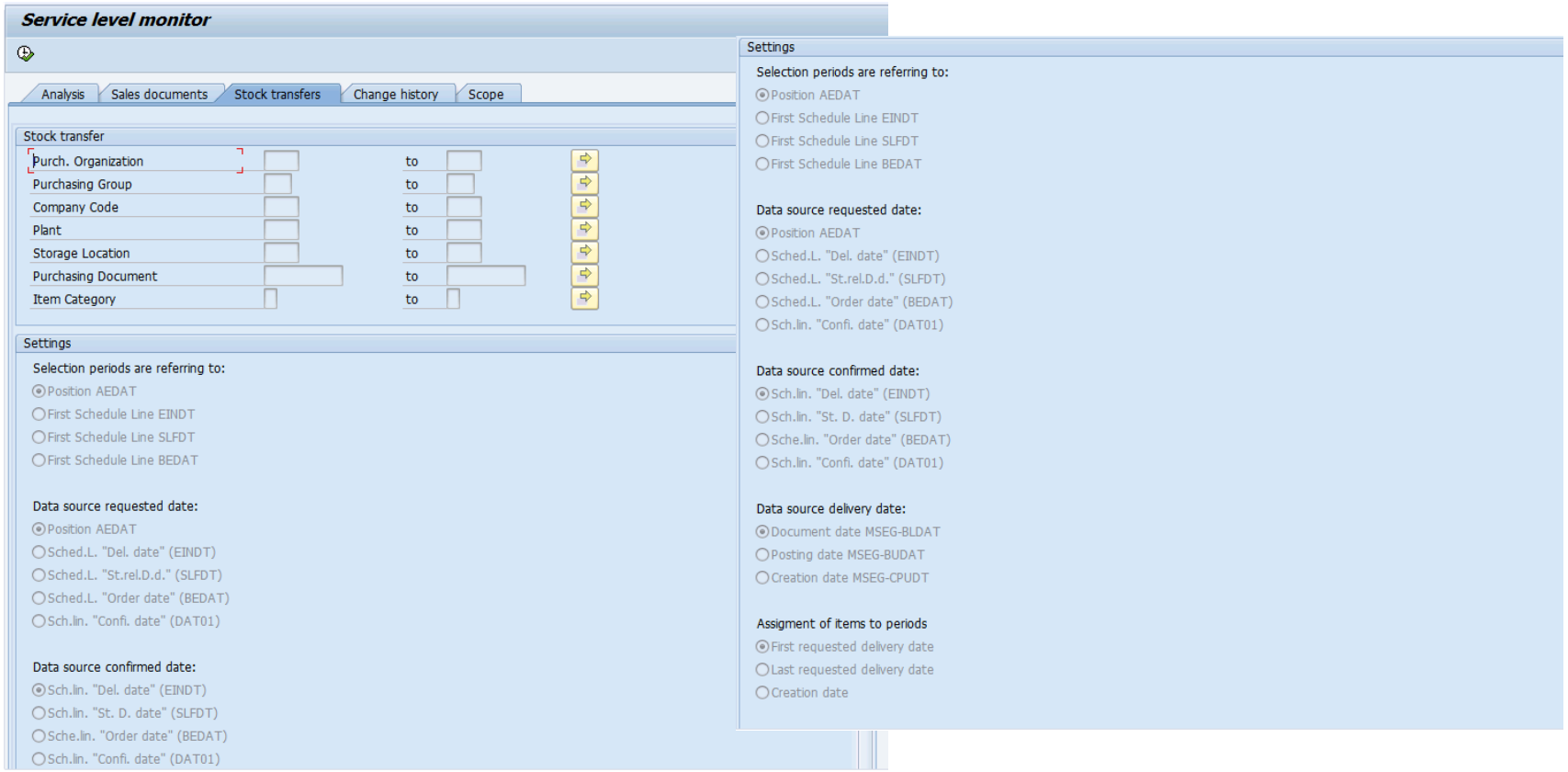

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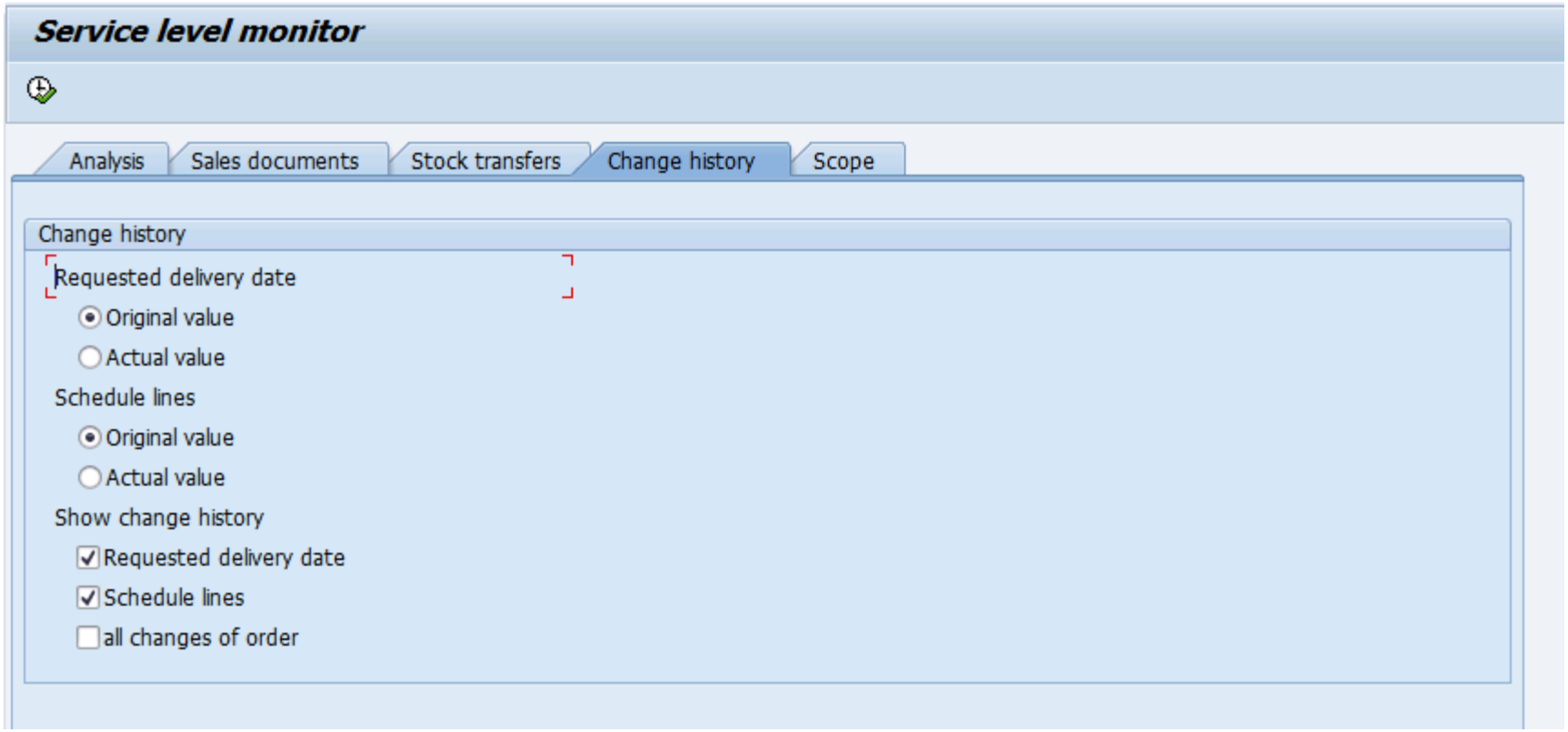

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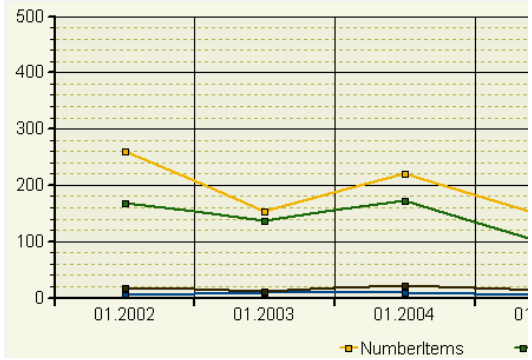
Details on service level monitor

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.

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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.(
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

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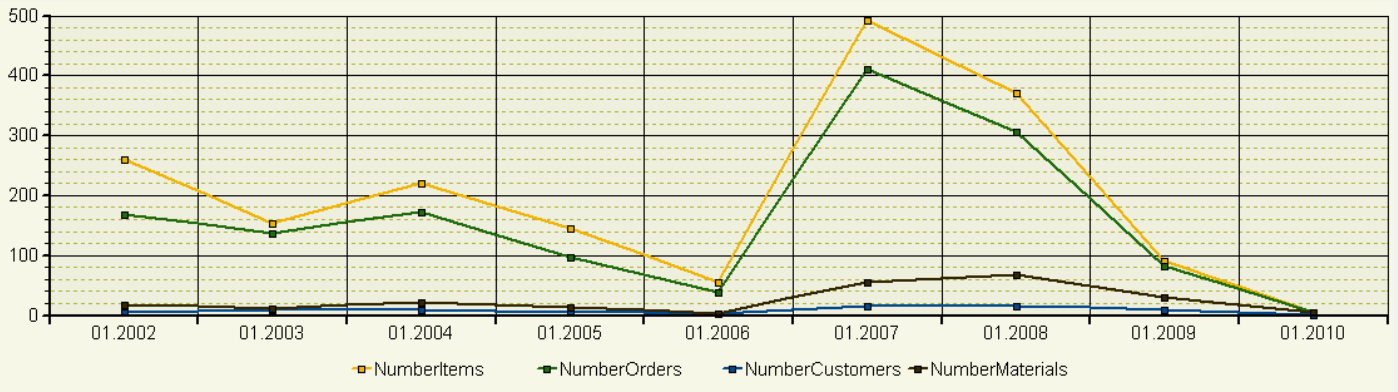
Details on service level monitor

Result of Service Level Monitor

- all
- Order type
- Customer hierarchy
- MRP planner
- Sales level/Product/Material/Article grp
- Customer hierarchy level
- Customer
- Material
- Product hierarchy
- Plant

Service level monitor

Key figure	Level	01.2002	01.2003	01.2004	01.2005	01.2006	01.2007	01.2008	01.2009
Number									
	Items	261	153	221	145	55	492	371	91
	Orders	168	138	172	97	38	412	306	82
	Customers	6	10	9	6	3	16	15	9
	Materials	17	11	22	13	4	55	69	30
Delivery status									
completely delivered	Items	33	111	85	28	0	243	82	3
	Quantity	554,000 BUn	24.094,000 BUn	956.430,000 BUn	8.201,000 BUn	0,000 BUn	45.856,337 BUn	2.792,000 BUn	15,000 BUn
	Value	7.222,23 EUR	196.538,32 EUR	93.816.009,51 EUR	991,52 EUR	0,00 EUR	394.637,04 EUR	20.195,00 EUR	75,00 EUR
	Orders	20	100	75	28	0	221	78	0
	Quantity	332,000 BUn	21.495,000 BUn	32.229,000 BUn	8.201,000 BUn	0,000 BUn	44.891,337 BUn	2.711,000 BUn	5,000 BUn
	Value	6.568,33 EUR	186.103,60 EUR	1.396.009,51 EUR	991,52 EUR	0,00 EUR	388.503,04 EUR	20.114,00 EUR	25,00 EUR
	Customers	1	1	2	3	0	2	2	0
	Quantity	7,000 BUn	773,000 BUn	1.921,000 BUn	2.002,000 BUn	0,000 BUn	231,000 BUn	23,000 BUn	0,000 BUn
	Value	8,49 EUR	2.147,42 EUR	9.028,00 EUR	910,09 EUR	0,00 EUR	3.055,00 EUR	1.320,00 EUR	0,00 EUR
	Materials	1	1	3	3	0	13	11	0
	Quantity	27,000 BUn	2.581,000 BUn	996,000 BUn	1.102,000 BUn	0,000 BUn	14.974,000 BUn	718,000 BUn	10,000 BUn
	Value	543,49 EUR	11.943,80 EUR	5.372,40 EUR	12,62 EUR	0,00 EUR	7.810,00 EUR	1.774,00 EUR	50,00 EUR
partly delivered	Items	6	5	4	0	0	17	2	2
	Quantity	21,000 BUn	220,000 BUn	3.640,000 BUn	0,000 BUn	0,000 BUn	19.935,000 BUn	432,000 BUn	6,000 BUn
	Value	7,17 EUR	3.036,00 EUR	19.412,00 EUR	0,00 EUR	0,00 EUR	240.936,00 EUR	432,00 EUR	9,00 EUR
	Orders	2	5	12	0	0	16	2	4



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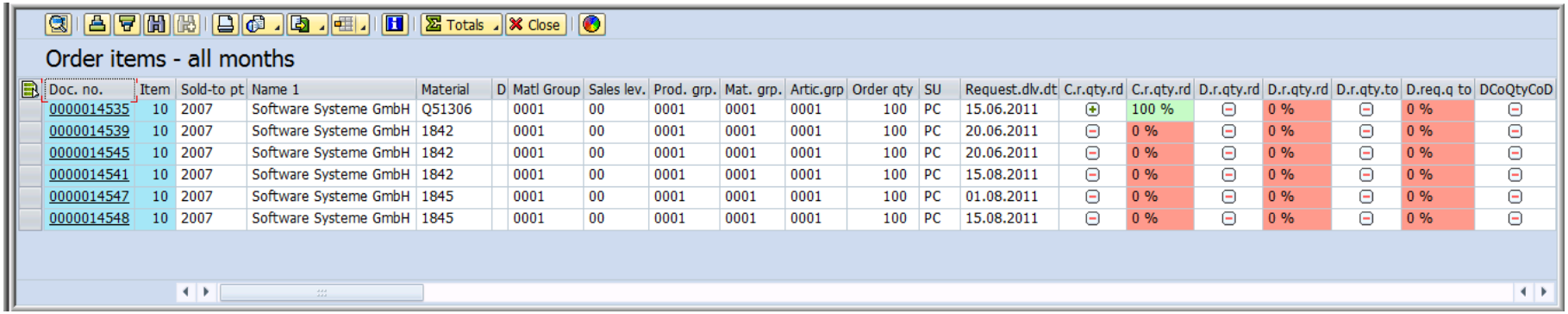
Details on service level monitor

Detailed information can be
analysed in service level monitor



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.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 %	
0000014539	10	2007	Software Systeme GmbH	1842		0001	00	0001	0001	0001	100	PC	20.06.2011		0 %		0 %		0 %	
0000014545	10	2007	Software Systeme GmbH	1842		0001	00	0001	0001	0001	100	PC	20.06.2011		0 %		0 %		0 %	
0000014541	10	2007	Software Systeme GmbH	1842		0001	00	0001	0001	0001	100	PC	15.08.2011		0 %		0 %		0 %	
0000014547	10	2007	Software Systeme GmbH	1845		0001	00	0001	0001	0001	100	PC	01.08.2011		0 %		0 %		0 %	
0000014548	10	2007	Software Systeme GmbH	1845		0001	00	0001	0001	0001	100	PC	15.08.2011		0 %		0 %		0 %	

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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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