

1. Pain Points, SWOT analysis, proposed plan:

a) Pain Points:

- Process Tracking Ledger Sheet is updated manually whenever an inventory item is modified or pulled out.
- Updating the Inventory Tracking Excel manually by using the PTLS updated sheet with inefficiency and has a high possibility of human mistake
- Delay in fulfilling the supply materials due to responses are not appropriately updated on time in the Reverse Auction system.
- Bidding flaws in RAS might result in vendors exiting the system.

b) Changes Proposed through recorded Elicitation:

- Processing Specialists to update the Inventory Tracking Excel directly so that rework of updating can be avoided
- Building controls to auto-close the bidding process once the time lapses.
- Correcting a bidding process error where vendors accidentally exited out of RAS.

SWOT analysis	
Strength	<p>Sourcing and receipt of quality raw resources in a timely fashion for CBR's continued success</p> <p>The automated ERP system automatically lists the order in the Reverse Auction system when the inventory is below the designated threshold</p> <p>The automated Reverse Auction system allows selecting vendors and notifying them.</p>
Weakness	<p>No Standard processes and facilities to produce high-quality coffee beans</p> <p>PTLS Manual data entry by Processing Specialist and rework of updating the same in excel by Processing Manager in ITE.</p> <p>Inventory items can be missed due to the Manual entry of PTLS to the ITE.</p> <p>Due to RAS, there were no quick responses from vendors because they had to wait for all vendors to bid.</p> <p>Vendors exit the RAS when they reject one restock, which does not allow them to view other restock contracts.</p>
Opportunities	<p>Building facilities to produce high-quality coffee beans will enable CBR to acquire raw materials directly and raise the profit by reducing vendors.</p> <p>Introducing a standard process to specify a threshold for how long a bid can be active in Reverse Auction System. It will encourage vendors to bid more promptly.</p> <p>Building a computerized workstation so the processing specialist can update directly in Inventory Tracking Excel, eventually reducing the time.</p>

	<p>Remodelling the RAS system will enable vendors to access multiple restock contracts and allow them to accept or deny offers.</p> <p>Processing Manager can reduce time wasted on selecting bids by introducing a new approach using cost, time, and quantity in RAS.</p>
Threats	<p>Vendors are not notified of stock needs if the ERP system is not updated with the manual PTLs (process tracking ledger sheet), which eventually does not update in RAS.</p> <p>Lack of support from the production manager/VP whenever issues arise.</p> <p>Data is at risk as the organization does not have the proper resources to handle the inventory in Excel.</p> <p>Organizations to lose low-cost bidding vendors to whole stock bidding vendors</p>

2. Write a one-page summary identifying the most significant weaknesses and the preliminary (point-form) plan for addressing these concerns.

a) Summary:

The current coffee production process is facing several challenges that impact the quality of the coffee beans, the efficiency of the process, and the supply chain. One of the most significant weaknesses is the manual process of updating the Process Tracking Ledger Sheet (PTLS) and the Inventory Tracking Excel, which is prone to inaccuracies and human error. The slow responses from vendors in the Reverse Auction System (RAS) due to its bidding process flaws and the practice of vendors exiting the RAS after rejecting one also restocking present significant challenges. Additionally, the lack of standard processes and facilities for producing high-quality coffee beans and the risk to data integrity due to the manual data entry process and the lack of proper resources pose significant threats to the business's success.

b) Preliminary Plans to address these issues:

- Implement a quality management system (QMS) to standardize coffee production and ensure consistent high-quality beans.
- Automate the PTLs data entry process and integrate it with the ITE to minimize manual errors and improve inventory accuracy.
- Streamline the RAS system to provide faster vendor response times and reduce vendor turnover.
- Consider alternative vendor engagement methods, such as a direct procurement process, to increase efficiency and reduce vendor turnover.
- Continuously review and improve the QMS, PTLs, and RAS systems to ensure they meet the evolving needs of the coffee production process.