
The Muesli Case

Monday 21. November 2022

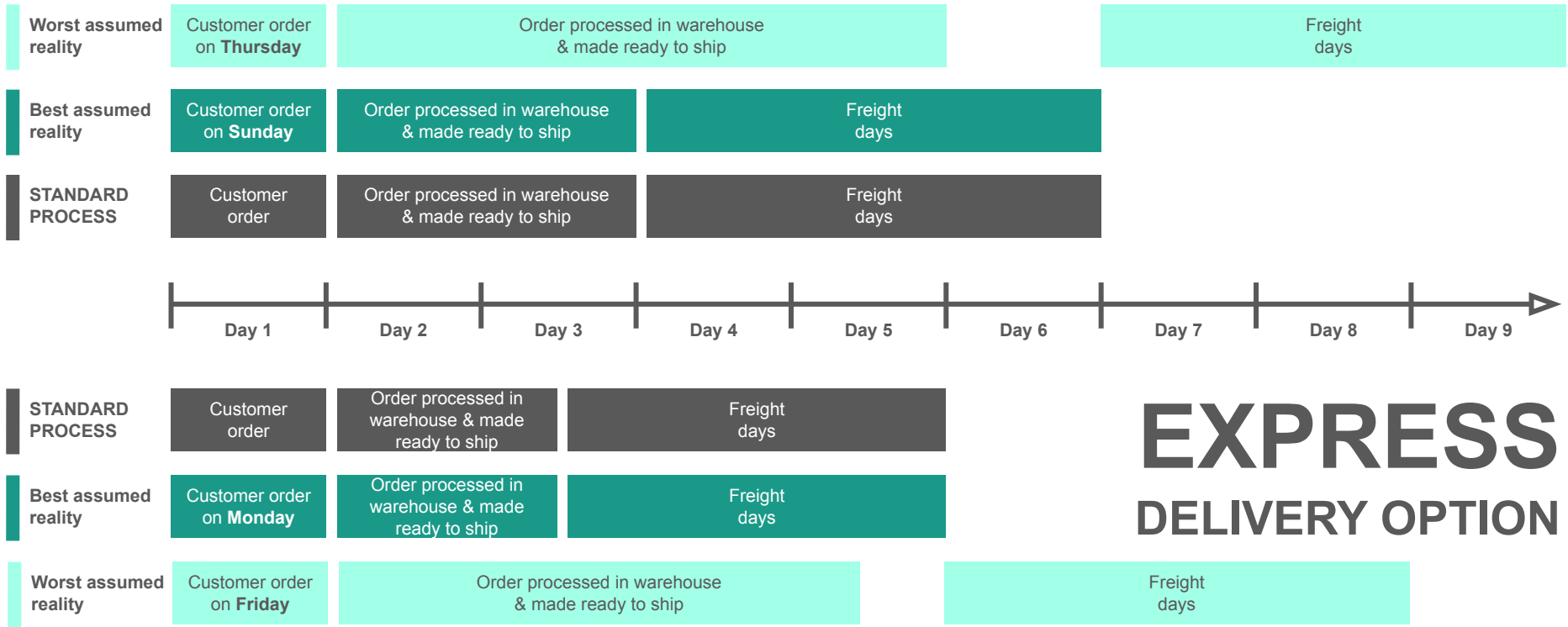
On first sight: Standard process from customer briefing



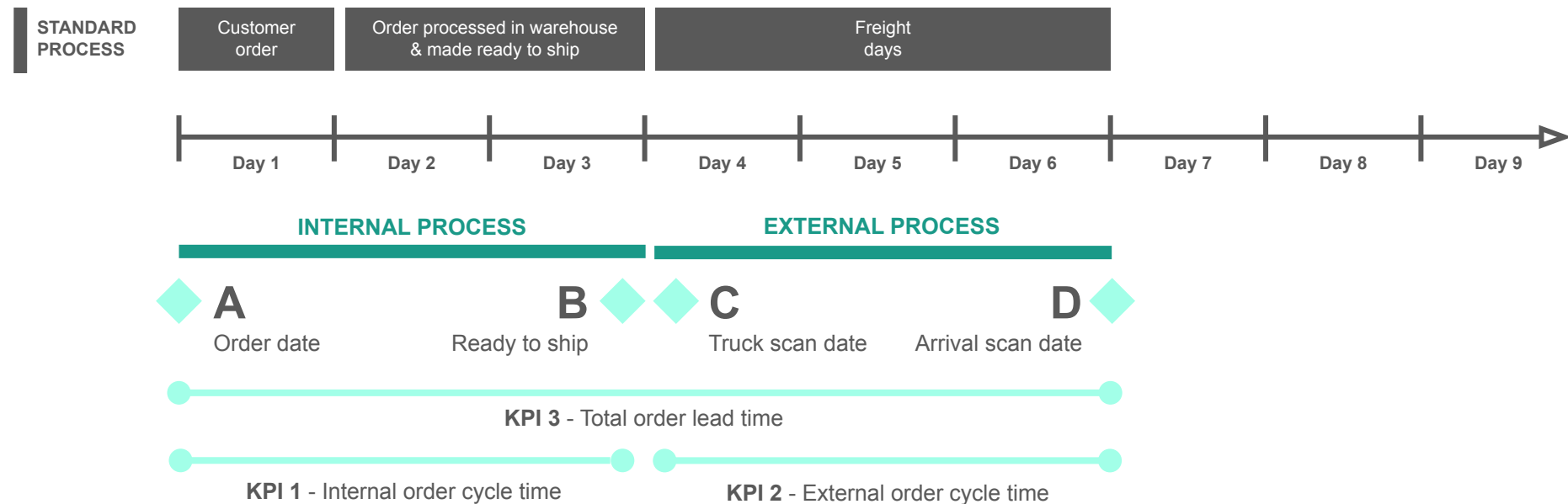
GENERAL DATA

ORDER DAYS Monday to Sunday	WAREHOUSE DAYS Monday to Friday	PROCESSING TIME +1 day	PICK UP DAYS Monday, Wednesday, Friday	FREIGHT DAYS Monday to Sunday	DELIVERY DAYS Monday to Friday
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On first sight: Standard process from customer briefing



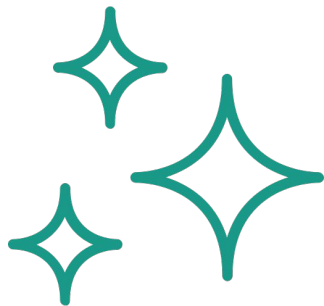
Second: We defined 3 KPIs along the process chain



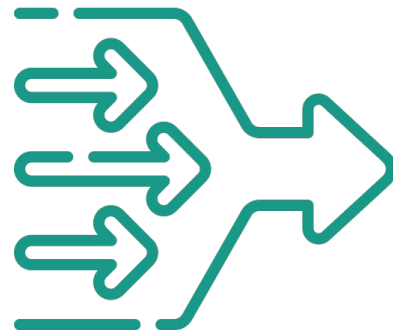
Let's start with data: What we did



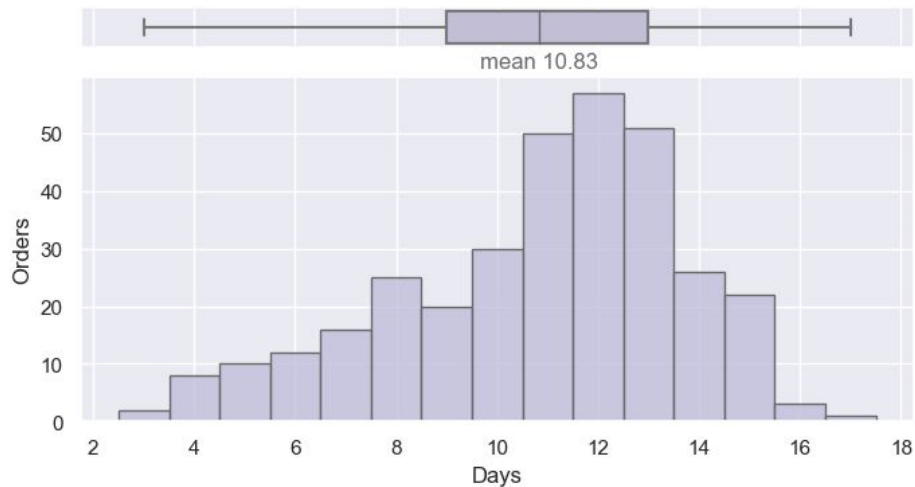
DATA
PREPARATION



DATA
CLEANING



DATA
MERGING

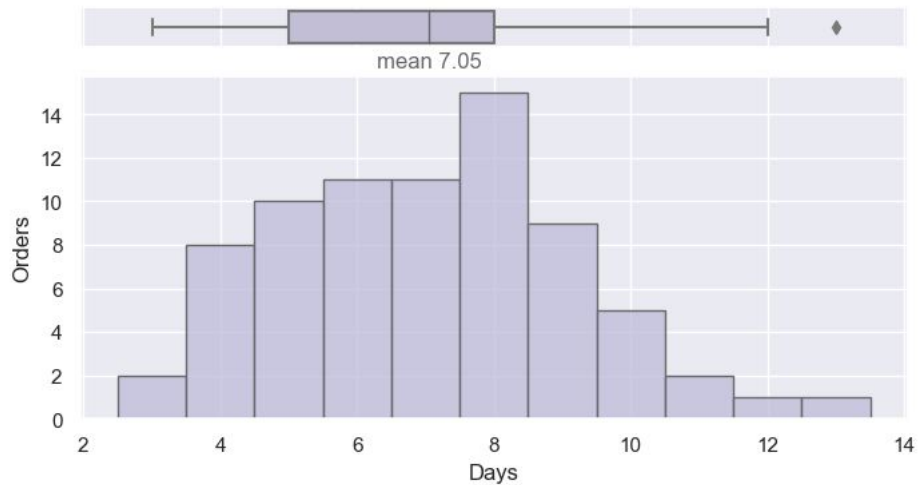


KPI 3

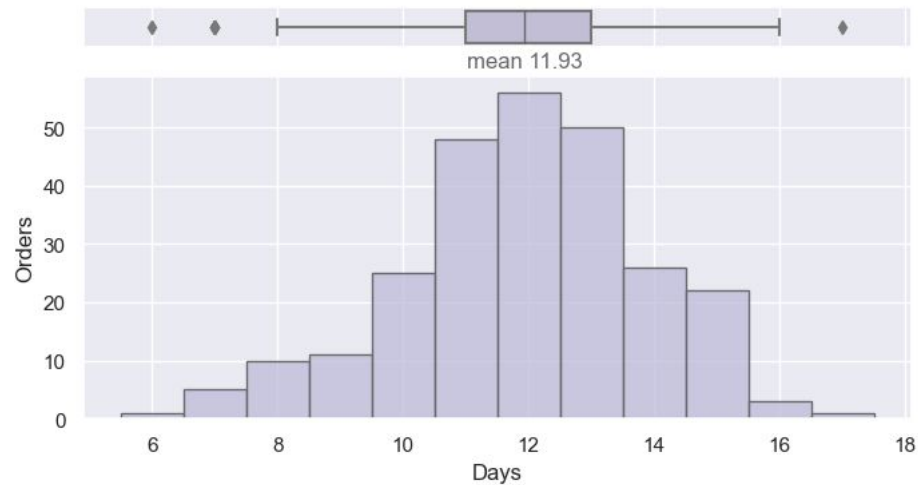
A short overview

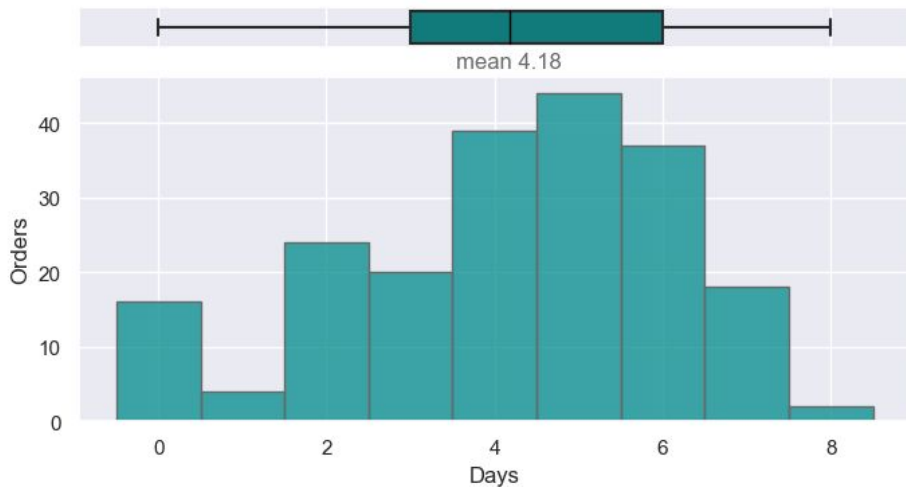
EXPRESS DELIVERY

gets near the 6 days goal



STANDARD SHIPMENT



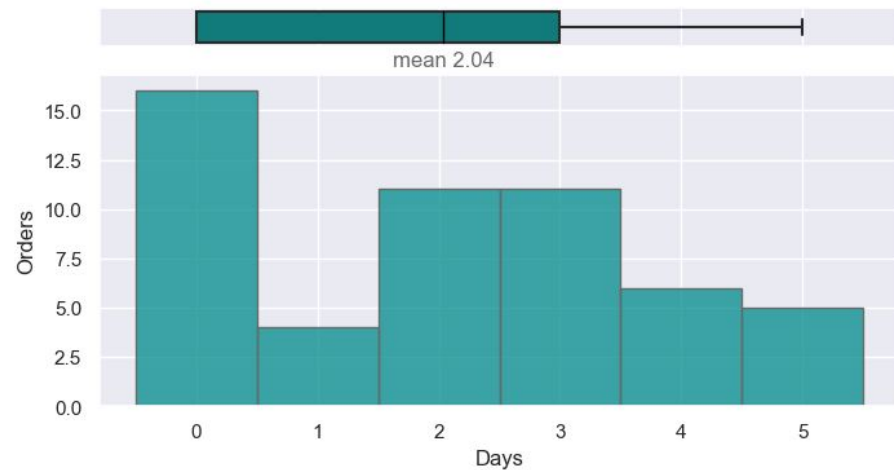


KPI 1

A short overview

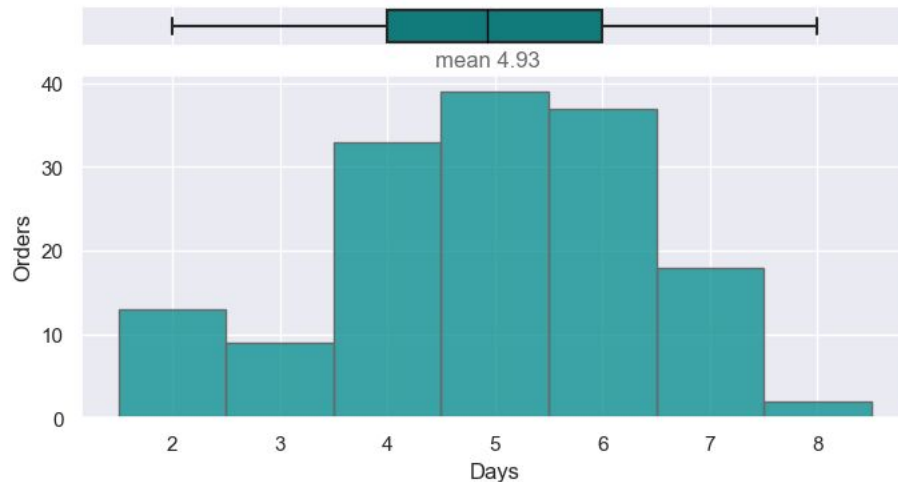
EXPRESS DELIVERY

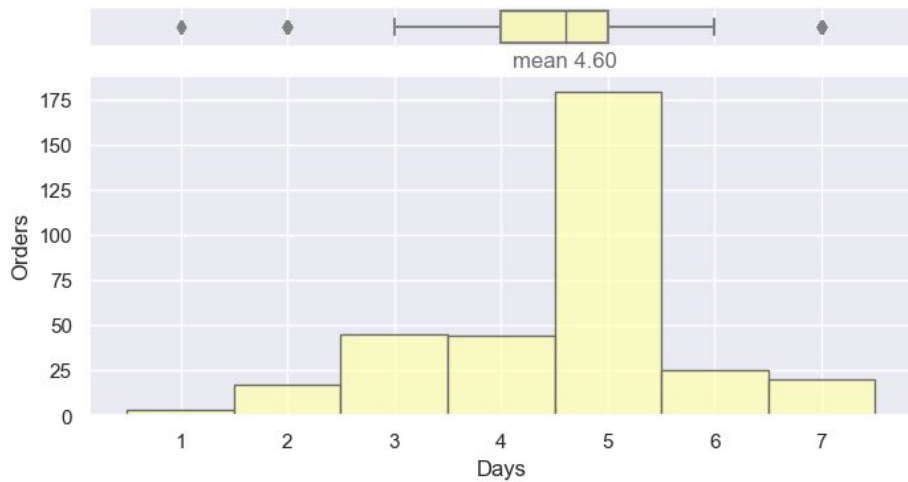
is not reliable



STANDARD SHIPMENT

is nowhere near the 3 days goal



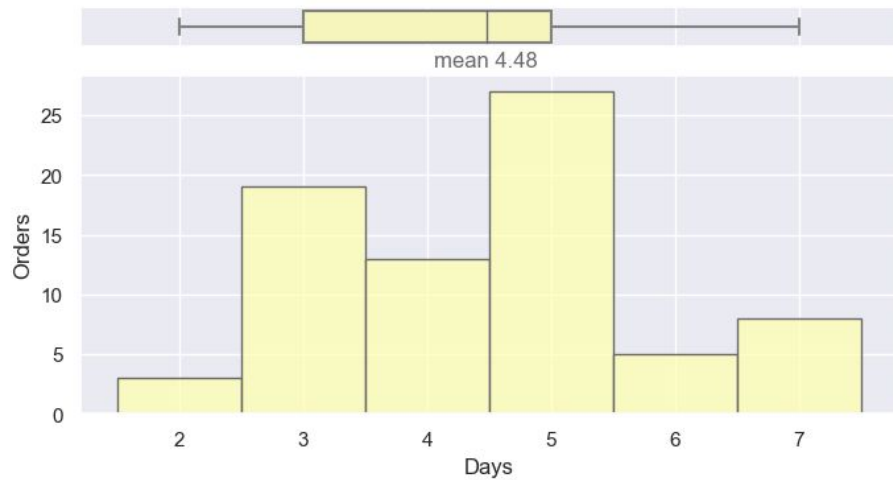


KPI 2

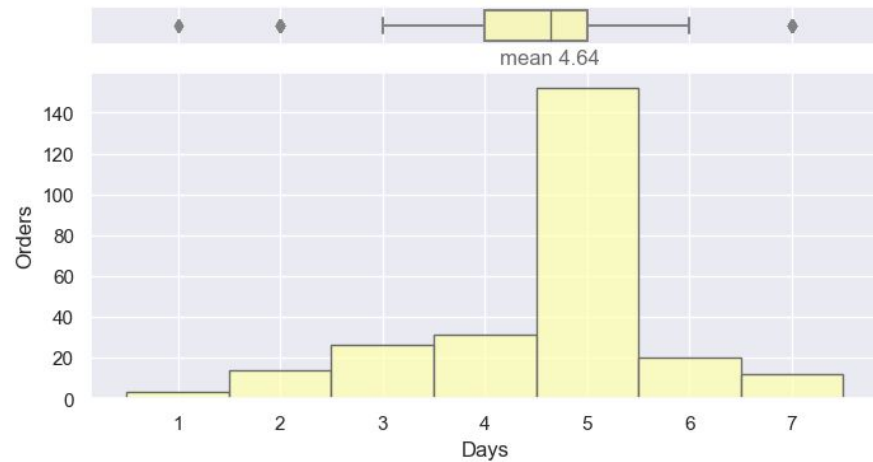
A short overview

EXPRESS DELIVERY

takes longer than promised

**STANDARD SHIPMENT**

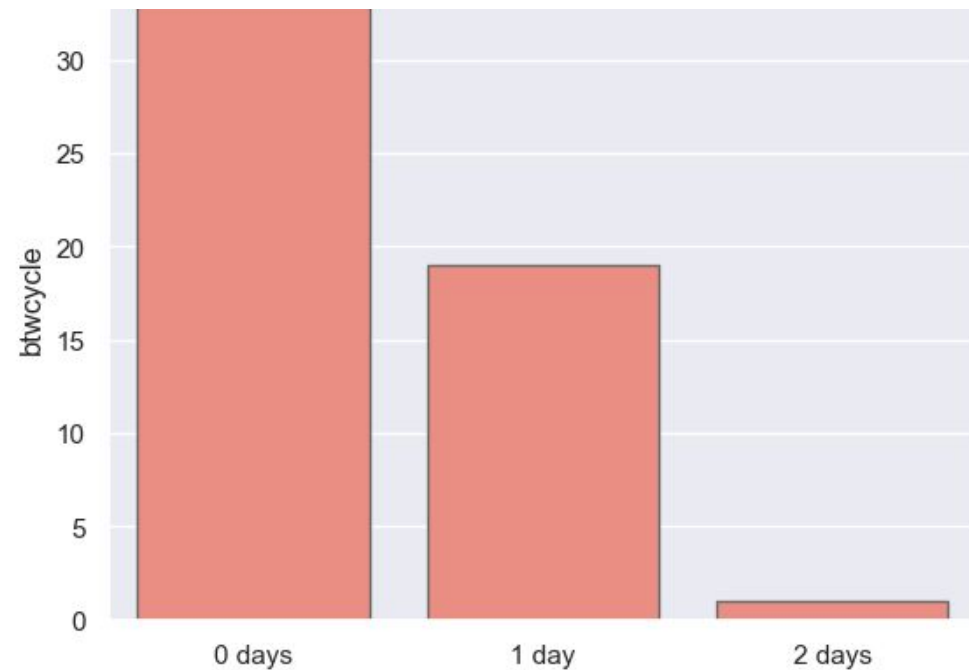
takes on average even longer



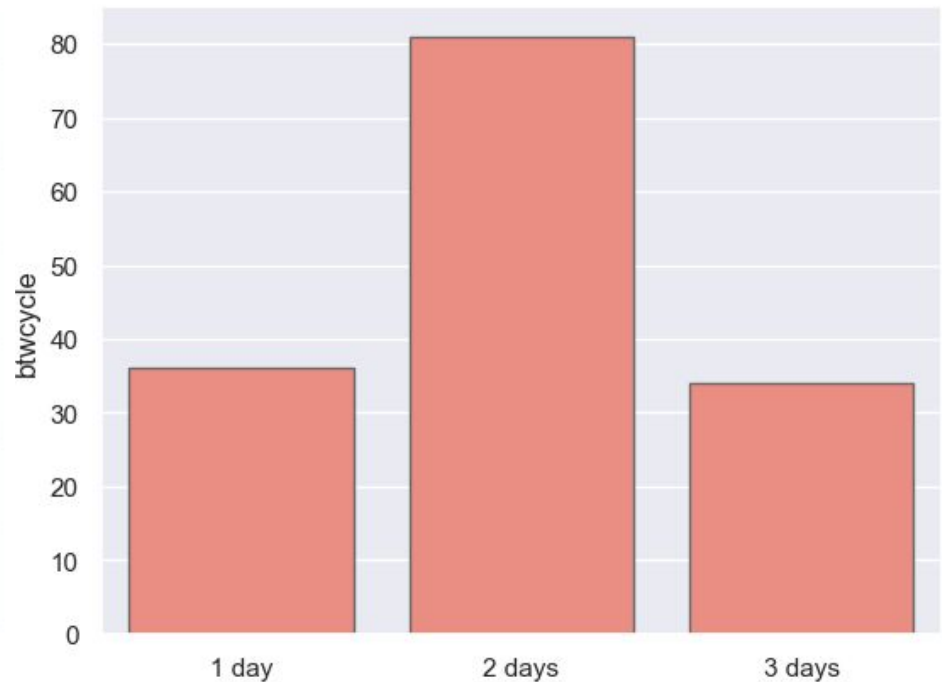
The hidden KPI: Time between ready to ship and getting on the truck



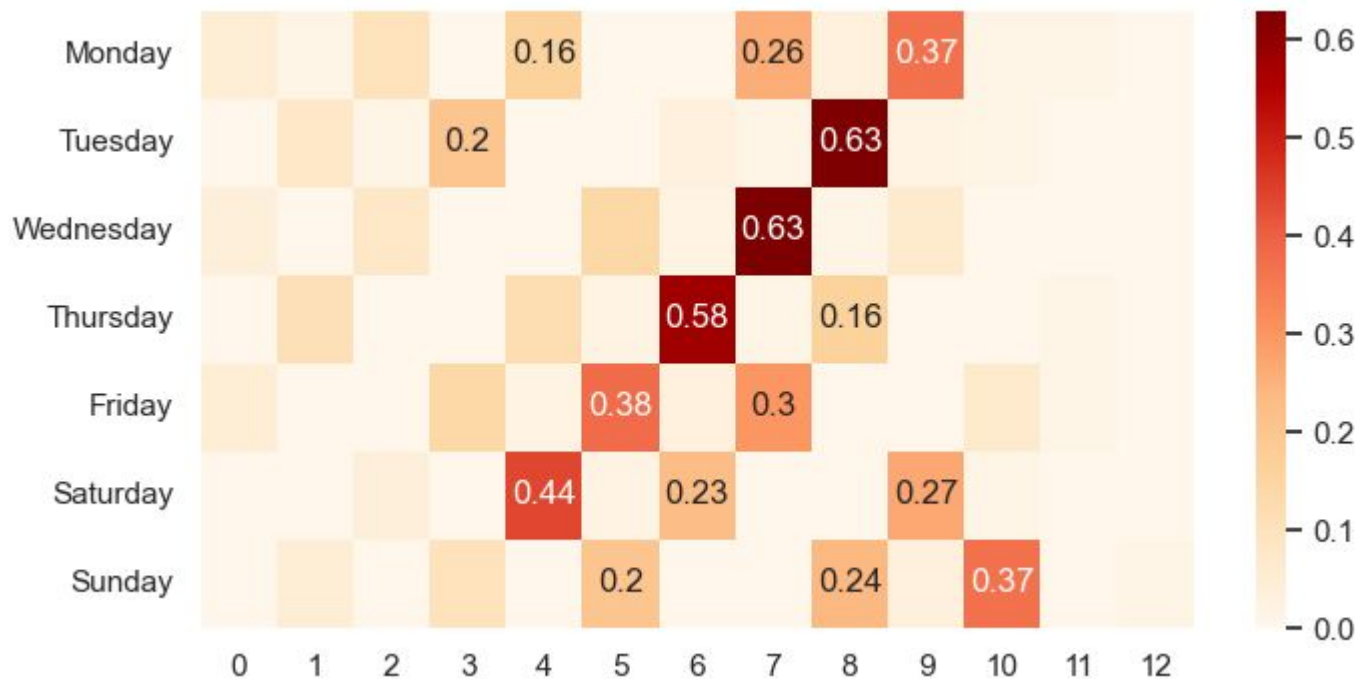
Express



Standard



It is a long way from order day to truck scan





Based on the **HEATMAP**

- More employees needed

HTMP
H I W B

Regarding the **WAREHOUSE**

- Look into processes and staff
- More data and data analysis needed
- Optimizing the warehouse

WRHS
M K H 2

Regarding the **LOGISTICS COMPANY**

- Better performance or new contractor
- Daily pick up

LGSTCS
F G 2 I C 2

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Thank you

