2019, DECEMBER 12TH

BCP ACTION PLAN

PROCESS: IMPORT

KAWASAKI MOTORES DO BRASIL

INFORMATION TECHNOLOGY DEPARTMENT

Confidential document

SUMARY

ACTION PLAN

ABOUT THE PROCESS

Manager: Nilton Toita

Interviewed User: Nilton Toita

Interview Date:

Process Criticality: Critical

Dependencies: First process in the chain.

Dependent on: Purchase Order.

DETAILS

This document will deal with possible failures that are not treated on the General Action plan document or will over scribe procedures that are described there, in case this process needs a differing treatment than the default one.

PREREQUISITES

There are no prerequisites to the plans being defined here.

OUTLINE

NORMALIZATION

This process will be considered normalized when importations can run smoothly, even if the process have a small delay.

SCENARIO: PRICE CALCULATION FAILURE ID: 024

Sometimes, the user may inform that an imported item has no price of tax rule registered, or the price calculated is wrong.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team should run the price calculation script to calculate the price again and ask Autoware to run the interface concurrent. Although it's an easy issue to solve, it might cause bigger issues.

SCENARIO: ENTRY INSTRUCTION ALLOCATION FAILURE ID: 025

Sometimes, users in the deposit might report that they can't create entry instructions when items arrive for receiving.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team access the database and look for the item in the table "localestoquepecas" and delete every entry that have zero quantity on stock. Although it's an easy issue to solve, it might cause delays on billing and dispatch.

SCENARIO: FORWARDING AGENT FILE FAILURE ID: 026

Sometimes, the file received from the forwarding agent might contain an error or we might receive the wrong file.

PLAN DETAILS

Completion time: Two to Three Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team will need to review the file from the forwarding agent, the parts team will review the file and send it back to the forwarding agent for corrections.

SCENARIO: OSGT UNAVAILABILITY ID: 027

Sometimes, users might report that the OSGT is not available.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team assess whether the issue is on the application or in the environment, if the issue is in the application, it should be troubleshooted according to its procedures, if the issue is on the environment, please refer to the Oracle Cloud Scenario. If the application is offline, its step can't be done manually. The troubleshooting procedures are yet to be defined.

SCENARIO: OSGT FAILURE ID: 028

Sometimes, users might report that the OSGT is presenting wrong information, or its interfaces are not operational.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team assess whether the issue is on the application or in the environment, if the issue is in the application, it should be troubleshooted according to its procedures, if the issue is on the environment, please refer to the Oracle Cloud Scenario. If the application is offline, its step can't be done manually. The troubleshooting procedures are yet to be defined.

SCENARIO: FTP UNAVAILABILITY ID: 029

Sometimes, users might report that the files sent from KHI (P5, P6, PMA) are not being received or that files are not being sent or received to the forwarding agent.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team should debug the FTP server, if the FTP server is working as intended, the WSK application should be debugged, the process cannot continue without the importation files, it's not well defined yet how will this work because the changes are not yet completed on WSK.

SCENARIO: FAILURE IN THE FILES FROM JAPAN ID: 030

Sometimes, users might report that the files sent from KHI (P5, P6, PMA) contain wrong information.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team should contact Nilton, so he can contact KHI and ask them to resend the file. This step needs to be detected and executed quickly because it's a big part of the process, and delays at solving this issue can delay the entire flux.