

2019, DECEMBER 12TH



BCP ACTION PLAN

PROCESS: RECEIVING

KAWASAKI MOTORES DO BRASIL
INFORMATION TECHNOLOGY DEPARTMENT

Confidential document

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ACTION PLAN

ABOUT THE PROCESS

Manager: Osvaldo, Adriana, Adilson.

Interviewed User: Alexandre, Adriana, Adilson

Interview Date: 12-11-2019 & 13-11-2019

Process Criticality: Critical.

Dependencies: Packing.

Dependent on: Sales.

DETAILS

Most of the failures that can happen on this process are treated on the general action plan document, this process is critical and integrates the Fiscal receiving and material receiving.

PREREQUISITES

Not needed

OUTLINE

NORMALIZATION

This process will be considered normalized when items can be properly received and allocated physically, and are properly accounted on the accounting inventory.

SCENARIO: EI ALLOCATION FAILURE ID: 036

Sometimes, the user may report that they cannot allocate items by the Entry Instruction.

PLAN DETAILS

Completion time: One to Three Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team should verify if the location have no “Empty items” at the table “localestoquepecas” on the database, and clean them properly, if they aren’t the team should review the information being inserted by the deposit team, if it’s correct, the next step is to debug WSK accordingly. This failure can stop the process and should be treated at earliest convenience.

SCENARIO: EBS TO WSK INVOICE FAILURE ID: 037

Sometimes, the user may inform that entrance invoices are not being sent from EBS to WSK.

PLAN DETAILS

Completion time: Two to Three Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the IT team should verify the interface between EBS and WSK, if the invoice can't be found in EBS, the team should troubleshoot the OSGT to EBS interface. This scenario should be treated as early as possible.

SCENARIO: COLLECTORS FAILURE ID: 034

Sometimes, the user may inform that the collectors are not operational.

PLAN DETAILS

Completion time: Varying, some issues can be solved in a few hours, but hardware issues might need some days.

Monitoring time: None.

Additional tools needed: Possible Spare parts, pen and paper.

EXECUTION

When this scenario arises, the deposit team stated that they could keep the control by hand without significant delay in the process, the IT team should assess if the issue is on the collector operation, system, hardware or network and treat the ticket accordingly. Hardware issues might need repairs or spare parts that can generate extra cost.

SCENARIO: PRINTER FAILURE ID: 035

Sometimes, the user may inform that the printers aren't operational.

PLAN DETAILS

Completion time: Varying, some issues can be solved in a few hours, but hardware issues might need some days.

Monitoring time: None.

Additional tools needed: Possible Spare parts, pen and paper.

EXECUTION

When this scenario arises, the deposit team stated that they could keep the control by hand without significant delay in the process, but it can severely delay the picking procedure, the IT team should assess if the issue is on the printer operation, system, hardware or network and treat the ticket accordingly. Hardware issues might need repairs or spare parts that can generate extra cost.