

2019, DECEMBER 12TH



BCP ACTION PLAN

PROCESS: PACKING

KAWASAKI MOTORES DO BRASIL
INFORMATION TECHNOLOGY DEPARTMENT

Confidential document

SUMMARY

About the process	2
Details	2
Prerequisites	2
Outline	2
Normalization	2
Scenario: WSK to EBS Failure ID: 032	2
Plan Details	2
Execution	2
Scenario: Collectors Failure ID: 033	3
Plan Details	3
Execution	3
Scenario: Printer Failure ID: 034	3
Plan Details	3
Execution	3

ACTION PLAN

ABOUT THE PROCESS

Manager: Osvaldo

Interviewed User: Alexandre, Nilton

Interview Date: 12-11-2019

Process Criticality: High

Dependencies: Shipping.

Dependent on: Receiving.

DETAILS

Most of the failures that can happen on this process are treated on the general action plan document, but overall, it's a very technologically neutral process.

PREREQUISITES

Not needed

OUTLINE

NORMALIZATION

This process will be considered normalized when the ordered objects can be packed appropriately.

SCENARIO: WSK TO EBS FAILURE ID: 033

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

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team should verify whether the packing confirmation is being done properly or not, if it is, then the team should debug the interface procedure, if it's being executed correctly, the issue should be escalated to an EBS consultant.

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: None.

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: None.

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.