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BCP ACTION PLAN

PROCESS: SHIPPING

KAWASAKI MOTORES DO BRASIL
INFORMATION TECHNOLOGY DEPARTMENT

Confidential document

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ACTION PLAN

ABOUT THE PROCESS

Manager: Osvaldo

Interviewed User: Alexandre, Nilton

Interview Date: 12-11-2019

Process Criticality: High

Dependencies: Sales.

Dependent on: Packing.

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

They might need a content information form from the Postal Service, they are available for printing on the Postal Service Website.

OUTLINE

NORMALIZATION

This process will be considered normalized when packages are being sent, even if the process have a small delay.

SCENARIO: EBS TO WSK FAILURE ID: 031

Sometimes, the user may inform that Shipping information is not being transferred properly from EBS to WSK.

PLAN DETAILS

Completion time: One to Two Hours

Monitoring time: None.

Additional tools needed: None.

EXECUTION

When this scenario arises, the team should verify if the shipping information (dealer, transporter, collect date) on EBS are correct, if they are, the next step is to troubleshoot the interface, the end goal is for the invoice be returned correctly to WSK, warranty items can be sent without the invoice (with a content declaration) but parts being sent for sale need to be sent with the invoice.