# **SUPPLIER COLLABORATION SYSTEM**

The following proposal was compiled by.

* Robert Shaban
* Ian Mutai
* Jeremy Mordecai

**Introduction**

The ServiceDesk is a system that allows administrators and users to raise incidents, request assistance and share information within an organization. It streamlines the query resolution and timely coordination of business processes in an organization. Administrators have more access to the system and are equipped with tools like Any Desk that allows remote access to users’ devices to solve issues even with geographical disparity.

**Problem statement**

The existing system relies on ticket system to raise incidents and await approval for purchase of items. After approval, a technician makes orders through calls, asks for availability of the item and manages receipts independently. This, however, slows down the resolution of the issue and procurement process altogether.

The existing system lacks real-time communication with suppliers which slows business processes in terms of communication of inventory availability and quotation.

The existing system does not notify the ServiceDesk technicians on delivery of orders.

The current system also depends entirely on ServiceDesk technicians to request approvals of purchase which slows down the resolution of the tickets.

**Proposed solutions**

This system proposes the following;

A coordination between ServiceDesk and supplier collaboration for purchases via mail or WhatsApp to ease order management, inventory availability, documentation and communication between the organization and suppliers.

Real-time communication on order fulfillment to speed up ticket closure/resolution.

Enable suppliers to receive, confirm, and update order statuses.

Automation of submission for approvals in the ServiceDesk.

**Objectives**

1. To develop a dashboard for making orders, tracking order fulfillment, inventory availability and communication tools with suppliers.
2. To automate the purchase process and direct communication of product specifications to suppliers from the ServiceDesk.
3. To automate the performance metrics of suppliers through SLA contracts, accuracy in product delivery, quotations and quality assurance.

**Research Questions**

1. How does the organization vet the suppliers’ performance and check quality assurance?
2. What key features can be required to improve the current system in order fulfillment and purchase process?
3. How does the supplier collaboration system impact the overall performance of the ServiceDesk?

**Justification**

The proposed system streamlines the purchase process by reducing the time and cost associated with order placement. The system provides a platform to send the product specifications asking for its availability via the communication tools provided. It also analyses the suppliers according to their performance and response time. The system automates the submission for approval and notifications to ease the purchase process.

**Scope**

The system will interact mainly with the following;

* Suppliers
* Administrators
* Technicians
* Procurement officer (finance department)

**Workflow:**

PURCHASE REQUEST PURCHASE ORDER

**RECEIVED**

**ORDERED**

**APPROVED**

**REJECTED**

v

**SUBMIT FOR APPROVAL**

**INVOICE RECEIVED**

**SUBMIT FOR APPROVAL**

**PAYMENT DONE**

**APPROVED**

**REJECTED**

**CLOSE PR**

**CLOSE PO**