GAP ANALYSIS REPORT

Current State (AS-IS):

- **Process:** The supply chain is currently managed through manual tracking methods using spreadsheets and emails, leading to inefficiencies, errors, and delays in communication.
- **Technology:** There is no centralized system to track shipments and inventory. Various supply chain partners (suppliers, carriers, etc.) use different systems, making data consolidation challenging.
- **Data Management:** Data is updated manually and in disparate formats, leading to inconsistent inventory records and shipment statuses.
- **Communication:** Communication between internal teams and external partners (suppliers, carriers) is reactive, often after delays or issues have already occurred.
- **Performance Metrics:** High operational costs, low customer satisfaction, and delays in shipments due to lack of visibility and proactive planning.

Future State (TO-BE):

- **Process:** The supply chain will be managed through an automated, real-time visibility platform that tracks all shipments and inventory levels. Notifications and alerts will trigger proactive action.
- **Technology:** A centralized platform will integrate with internal systems (ERP, WMS) and external partners' systems (suppliers and carriers), providing a single source of truth for supply chain data.
- **Data Management:** Data will be updated automatically in real-time, providing accurate, timely information on shipment statuses, inventory levels, and estimated delivery times.
- **Communication:** Communication with external partners will be proactive, with the system providing real-time notifications for delays, stockouts, and other issues. Collaborative workflows will improve coordination.

- **Performance Metrics:** Reduced operational costs, improved customer satisfaction, on-time delivery, and more efficient inventory management with fewer stockouts or overstocks.

Gap Identified:

1. **Manual Processes vs. Automation:**
    a. **Gap:** The current manual processes for shipment tracking and inventory updates result in errors and delays.
    b. **Impact:** Inefficiency, increased operational costs, and reactive issue resolution.
2. **Disparate Systems vs. Centralized Platform:**
    a. **Gap:** There is no unified platform to consolidate data from multiple systems used by various supply chain partners.
    b. **Impact:** Lack of transparency across the supply chain, making decision-making slow and inaccurate.
3. **Inconsistent Data Formats vs. Standardized Real-Time Data:**

a. **Gap:** Data from different partners is inconsistent and updated manually, causing errors in inventory and shipment records.
b. **Impact:** Inventory inaccuracies and shipment delays lead to customer dissatisfaction.

4. **Reactive Communication vs. Proactive Alerts:**
   a. **Gap:** Current communication with suppliers and carriers is reactive, addressing issues only after they occur.
   b. **Impact:** Delayed issue resolution and missed opportunities to mitigate supply chain disruptions proactively.
5. **Limited Visibility vs. End-to-End Real-Time Visibility:**
   a. **Gap:** Lack of end-to-end visibility prevents the company from accurately tracking shipment status and inventory levels.
   b. **Impact:** Inability to optimize inventory, increased stockouts or overstocking, and missed customer delivery deadlines.

Steps to Cover the Gap:

1. **Automate Shipment and Inventory Management:**
    a. **Action:** Implement the real-time visibility platform to automate shipment tracking and inventory updates.
    b. **Benefit:** Reduce manual errors, improve efficiency, and enable proactive supply chain management.
2. **Implement Centralized Platform for Integration:**
    a. **Action:** Develop a centralized platform that integrates with internal systems (ERP, WMS) and external partners' systems (suppliers, carriers) via APIs or EDI.
    b. **Benefit:** Achieve seamless data consolidation, improve transparency, and facilitate accurate decision-making.
3. **Standardize Data Formats and Ensure Real-Time Updates:**
    a. **Action:** Define and enforce standard data formats (e.g., JSON or EDI standards) and set

up real-time data exchange through APIs with all partners.

b. **Benefit:** Ensure data consistency and accuracy, improving shipment tracking and inventory management.

4. **Set Up Proactive Communication through Alerts and Notifications:**
    a. **Action:** Configure the platform to generate automated alerts for shipment delays, inventory stockouts, and other exceptions.
    b. **Benefit:** Enable proactive issue resolution, reducing operational disruptions and improving customer satisfaction.
5. **Enhance Supply Chain Visibility with Real-Time Dashboards:**
    a. **Action:** Develop real-time dashboards and analytics to provide end-to-end visibility into shipments, inventory, and supply chain performance.
    b. **Benefit:** Improve operational efficiency by allowing better forecasting, planning, and inventory management.