

SCE Dashboard - OTIF-C

OTIF-C (On Time In Full – Customer) measures our capacity to deliver our customers at destination at the right time, with the right quantity. It evaluates Customer satisfaction.

The result of this KPI can be both related to internal and external factors.

			OTIF-C	
			BI4 PPS QV_CORPORATE_OTIF_ANALYSIS_ SCE_CWWPPS_RO001	BW OBAS QVSCE_BW_QRY_MVSDSO10_0001
Global Filters	Period	Month Year	Delivery Actual Goods Issue Date	[C_ACT_GI] Actual GI date (Year/Month)
	Geography	Zone	Plant geographical zone	[C_PLANT] PlantAttributes[C_GZONE] Geographie/Zone
		Country	Plant country	[C_PLANT__0COUNTRY] Plant Country
	Organization	GBU	BFC GBU	[C_TECHBA__CPFCTR1_2] BFC GBU
		BU	BFC BU	[C_TECHBA__CPFCTR2_2] BFC Group of activities
		Legal Entity	Legal Company	[C_COMPCDE] Company code
		Plant	Plant & Transcoding table	[C_PLANT] Plant
Specific Filters	Transportation	Transport Mode	Transportation mode	[C_SHIPCD2__C_TR_MODE] Transportation mode
	Destination	Ship To Point	Ship to town & Ship to	[C_SHIPID__0CITY] ShipTo City & [C_SHIPID] ShipTo
		Ship To Country	Ship to country	[C_SHIPID__0COUNTRY] ShipTo Country
		Ship To Zone	Ship to Zone	[C_SHIPID__C_GZONE] ShipTo Zone
		Partner	Ship To KA	
	Product	Material Division	Material Division (SA)	[C_MATNR2__0DIVISION] Material Division
		Commercial Product	Product	[C_MATNR2__C_MAT_GRP] Material group
		Product Hierarchy	<i>Not available</i>	[C_MATNR2__0PROD_HIER] Prod.hierarchy

Perimeter

Included in calculation	Excluded from calculation
- Outbound deliveries to Customers. This includes : - Deliveries to final customer - Customer Pick-up - Deliveries to warehouses / storages as long as the inventory belongs to the customer - Inter-GBU flows - Swap - Intra-GBU flows	- Advanced Storage - Samples - Return flows - Toll - Pipe delive

Reference date:

Actual Good Issue date

KPI:

OTIF-C Requested & OTIF-C 1st Confirmed & OTIF-C Last Confirmed

Granularity:

Order Lines

Classification:

- OTIF / NOT ON TIME /NOT IN FULL / NOT ON TIME & NOT IN FULL
- NOT ON TIME by 4 classes of delay

Formula:

Solvay performance	Reference	Comments
Respect of Customer requirements	Last Requested (by customer) Delivery Date & Quantity	OTIF 'Requested' (Gross OTIF-C)
Respect of our first commitments	1st Confirmed (by Solvay) Delivery Date & Quantity	OTIF '1st Confirmed' (Net OTIF-C)
Respect of our last commitments	Last Confirmed (by Solvay) Delivery date & Quantity	OTIF-C 'Last Confirmed'



3 OTIF-C

1. OTIF-C Requested: we compare the Achieved delivery date ^(a) and the Requested Delivery date + we compare the requested quantity and the delivered quantity
2. OTIF-C 1st confirmed: we compare the Achieved delivery date ^(a) and the 1st confirmed Delivery date + we compare the confirmed quantity and the delivered quantity
3. OTIF-C Last confirmed: we compare the Achieved delivery date ^(a) and the Last confirmed Delivery date + we compare the confirmed quantity and the delivered quantity

^(a) Achieved delivery date:

For "PICK UP" transportation mode : Last transfer order confirmation date for the order line if it is a date and Last Good Issue date for the order line if there is no transfer order (should normally never be in RCS).

For other transportation mode: The last "Actual Shipment end" if it exists, else the last "Planned shipment end" (automatically filled in at planning step of shipment, using planned shipment completion + transit time from the SAP ROUTE or updated manually at shipment completion) if it exists and else the last "Actual Good Issue" date (normally should not happen).

Tolerances:

For In Full tolerances, if there is a tolerance defined in the order then we consider it else it's +/- 0%.

On Time - Criteria	Tolerance SCE
Road	+/- 1 days
Rail	+/- 3 days
Sea	+/- 7 days
Barge	+/- 3 days
Multimodal	+/- 2 days
Air	+/- 0 days

Data quality:

% order lines with a real arrival date

Reprocessing root causes:

reason codes *OTIF* and *Pick-up date non-respected by customer* – when used it forces the order line status to On Time.