

# RCS OTC KPI

Below are the definitions for the OTC (Order to Cash) Key Performance Indicators from the BW "RCS OTC KPI" workbook.

- Use of option 'Fixed date and Qty'
- Mode of deliveries creation
- Mode of Shipments creation

## Use of option 'Fixed date and Qty'

<b>Indicator</b>	Use of option 'Fixed date and Qty'
<b>Stream</b>	OTC
<b>Process / Sub-process</b>	Sales
<b>Target</b>	
<b>Expected Evolution</b>	for Priority 1, for other priorities

### Definition

Allow to check whether this functionality is used or not, and to measure evolution (progress or degradation) compared to previous months

### Good practice

To be used according the rules defined by each enterprise.

'Diphénols' example: to be fixed for 'strategic customer' (delivery priority = 1) : once the delivery date confirmed

- Either when the confirmed delivery date is align to the requested delivery date
- Or when confirmed delivery date doesn't fit with the requested date, but there's a customer commitment to be delivered at such a date.

Purposes :

- Respect our business commitment ;avoid that the confirmed date be postponed via the 'backorder processing'.
- Give visibility to the production on the customer need.

### Calculation

Calculate per Sales Office, then per Sales organisation :

- . total number of sales order items
- . % = weight vs total number at sales office level
- . total number of sales order items for customer with 'delivery priority' = 1
  - ... number of items with this option flagged.
  - ... % = corresponding number of items with this option flagged

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 total number of Item orders with 'delivery priority' = 1
- . total number of sales order items for customer with 'delivery priority' 'not equal to 1'
  - ... number of items with this option flagged.
  - ... % = corresponding number of items with this option flagged

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 total number of Item orders with 'delivery priority' 'not equal to 1'

### Analysis axis

- Sales Office --> Sales organisation
- Month + 11 previous months
- Graphic : trend

### Mode of deliveries creation

<b>Indicator</b>	Mode of deliveries creation
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<b>Stream</b>	OTC
<b>Process / Sub-process</b>	Logistics
<b>Target</b>	95-98%
<b>Expected Evolution</b>	

## Definition

Allow to check whether this functionality is well used to give to people time to manage the 'delivery troubles'.

## Good practice

Created by an overnight batch : # 95-98%

... By user : # 2 to 5 %

Purposes is to be created on time according to the due date : either 'Material avail. Date' or 'Transportation plan. date'.

## Calculation

Calculate per 'Shipping point' :

. total number of 'Deliveries'

. % = weight vs total number at 'Plant' level

. Automatic mode

... number of items with userid = OPSCHEDULE.

... % = number of deliveries with userid = OPSCHEDULE

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total number of deliveries

. Manual mode : same mode of calculation

## Analysis axis

- Plant --> Shipping point
- Month + 11 previous months
- Graphic : trend

## Mode of Shipments creation

Indicator	Mode of deliveries creation
<b>Stream</b>	OTC
<b>Process / Sub-process</b>	Logistics
<b>Target</b>	95%
<b>Expected Evolution</b>	

## Definition

Allow to check whether this functionality is well used to give to people time to manage the 'Shipments troubles'.

## Good practice

Best practice : to be created either :

- In automatic mode, by an overnight batch
- Or in semi-automatic mode

Purposes :

- To be created on time according to the due date : 'Transportation plan. date'.

Good practice if represent # 5% : manually by user ; with risk that ship doc not created on time

## Calculation

Calculate per 'Transportation Planning point' and 'Shipment type'

Shipment type level :

- . total number of 'shipments' per shipment type
- . % = weight vs total number at 'TPP' level

- Automatic mode
  - ... number of ship doc with userid = OPSCHEDULE.
  - ... % = number of ship doc with userid = OPSCHEDULE
  - 
  - total number of ship doc
- Semi-automatic mode
  - ... number of ship doc with userid # OPSCHEDULE and special flag 'ticked' (activated by VT04 transaction)
  - ... % = number of ship doc with userid # OPSCHEDULE and special flag 'ticked'
  - 
  - total number of ship doc
- Manual mode :
  - ... number of ship doc with userid # OPSCHEDULE and special flag 'not ticked'
  - ... % = number of ship doc with userid # OPSCHEDULE and special flag 'not ticked'
  - 
  - total number of ship doc

## Analysis axis

- Plant --> Shipping point
- Month + 11 previous months
- Graphic : trend