

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'

Indicator	Use of option 'Fixed date and Qty'
Stream	OTC
Process / Sub-process	Sales
Target	
Expected Evolution	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.

'Diphenols' 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
 -
 - 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
 -
 - 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

Indicator	Mode of deliveries creation
-----------	-----------------------------

Stream	OTC
Process / Sub-process	Logistics
Target	95-98%
Expected Evolution	

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

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
Stream	OTC
Process / Sub-process	Logistics
Target	95%
Expected Evolution	

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