

Value Chain Transformation (Supply Chain)

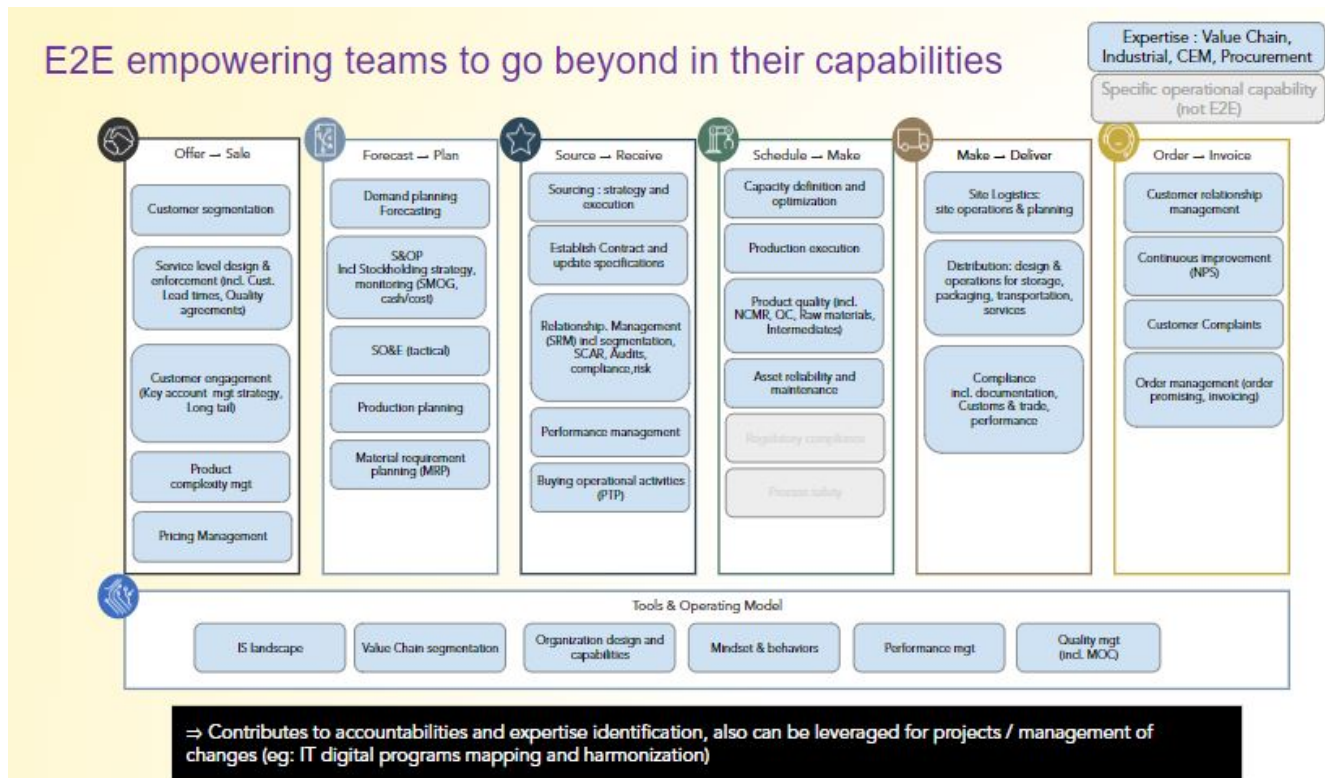
Value Chain Transformation



Syensqo's ambition is to have an End-to-End Value that is providing customers the "right" customer experience in line with business strategy, by optimizing cost, cash and service throughout the value chain in a sustainable way.

The levers that are used to achieve this ambition are:

- Digitalization
- Simplification & standardization
- Performance management and transparency
- Expertise and talent
- Supply Chain "family" animation / governance
- E2E mindset & behavior



Historical view of Value Chain Transformation and Transformation Center mandate : [here](#).

The Value Chain Domains are the following:

E2E Value Chain domains requiring excellence:

Business capabilities covered by E2E Value Chain ([link](#)).

- Archetype and Value Chain strategy
- Overall E2E assessment [guide](#)
- [E2E IT system architecture](#)
- E2E Performance management by using E2E Dashboard ([QlikSense](#)), Global SC dashboard ([Tableau](#))
- [On Time In Full](#)
- [Forecast Accuracy](#)

Planning : Forecasting, Planning & Scheduling

- [Forecasting & demand sensing](#)
- [Sales and Operations Planning \(S&OP\)](#)
- [Supply Operation Execution \(S&OE\)](#)
- [Stockholding strategy & implementation](#)
- [Inventory spare parts reduction \(MRO\)](#)
- [Order Intake](#)
- [Planning integrated system](#)
- [Production planning / Scheduling](#) (including product allocation in case of shortages)
- [Production wheel](#)
- [SMOG assessment and improvement](#)

Logistics & Packaging

GBU/Global level

- [Inbound, Outbound logistics // Logistics operations](#)
- [Onsite Supply Chain Logistics](#)
- [Warehousing \(structure, operations\)](#)
- [Cost optimisation](#)
- [Packaging](#)

Customs & Trade Excellence

- [Diagnostic](#)
- [Operating Model design](#)

Customer Service Excellence *

- [Customer Segmentation](#)
- [Complaint management](#)
- [Special customer requests](#)

E2E Levers

Operations

- [Cash and S&OP](#)
- [Product Quality](#)
- [Demand Management](#)
- [Decomplexification \(Product Portfolio Management\)](#)

Customer-centric *

- [Pricing](#)
- [Net Promoter Score](#)
- [Customer Segmentation](#)

*detailed information in [Marketing & Sales](#)

- [Value Chain Transformation](#)
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 - [Customs & Trade Excellence](#)

- Customer Service Excellence *
- E2E Levers
 - Operations
 - Customer-centric *

Useful links:

[E2E Value Chain Dashboard](#)

[Global Supply Chain Dashboard in Tableau](#)

[Inventory Dashboard](#)

[Logistics Cost Dashboard](#)

[Packaging Cost Dashboard](#)

[C360 Dashboard](#)

[CRM Analytics](#)

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