

Customer > OTIF (former logic - before 2021)



Supply Chain Excellence

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General Description

This is one of the main KPI that all GBUs want to follow nowadays. It's also very tricky because there is a multitude of way to calculate it.

In this dashboard we highlight 6 indicators: 3 for Customer delivered and 3 for Departure plant.

Mainly the calculation is the same for all the GBU's except for the tolerances day that were given by each GBU.

OTIF-Customer (Delivered) :

This KPI 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-Departure Plant:

This KPI measures our capacity to make the products available at departure location at the right time, with the right quantity. It evaluates our ability to meet and deliver according to customer requirements. The result of this KPI is only related to internal reasons (eg: product not available)

Exception: if the carrier is 2 days late, the actual Good Issue Date will also be delayed even if the product is available.

KPI:

OTIF Customer delivered - Requested , 1st Confirmed & Last Confirmed

OTIF Departure plant - Requested , 1st Confirmed & Last Confirmed

OTIF Order Lines

NON-OTIF Order Lines

Redress code from NON OTIF to OTIF

Redress code from OTIF to NON OTIF

With Actual Delivery date

Visibility of redress codes

Detail about NON-OTIF order lines and the reason codes behind

Granularity:

Order Lines

Classification:

- OTIF & NON OTIF
- NON OTIF includes NOT ON TIME / NOT IN FULL / NOT ON TIME & NOT IN FULL

Target Users

- Supply Chain Managers
- Supply Chain Operational
- Supply Chain Excellence
- Logistics
- Customer Service
- Account Managers

Authorization & Rights

All the accesses must be validated by:

[Supply Chain Excellence](#)

Click here for the [Access form](#) to get access to the Global Supply Chain Dashboard.

Perimeter:

Included in calculation

Excluded from calculation

<ul style="list-style-type: none"> • Outbound deliveries to Customers. This includes : <ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> • Advanced Storage • Samples (through order doc types + Field "Reason for order = SPF - Sample-rqst customer/paid by Customer) • Return flows • Toll • Pipe delivery • KE orders • Division ZZ - Code of gestion • Distribution Channel 99 - ERP Non commerc <p>=> please think of those exclusions when running the BW query to be aligned with the dashboard</p>
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Formula

OTIF Customer - Requested: we compare the Achieved Delivery date^(c) and the the Requested Delivery date ^(d) + we compare the requested quantity and the delivered quantity

OTIF Customer - 1st Confirmed: we compare the Achieved Delivery date^(c) and the 1st confirmed Delivery date ^(d) + we compare the confirmed quantity and the delivered quantity

OTIF Customer - Last Confirmed: we compare the Achieved Delivery date^(c) and the Last confirmed Delivery date ^(d) + we compare the confirmed quantity and the delivered quantity

OTIF Departure Plant - Requested: we compare the Achieved shipment date ^(a) and the Requested GI date ^(b) + we compare the requested quantity and the delivered quantity

OTIF Departure Plant - 1st Confirmed: we compare the Achieved shipment date ^(a) and the 1st confirmed GI date ^(b) + we compare the confirmed quantity and the delivered quantity

OTIF Departure Plant - Last confirmed: we compare the Achieved shipment date ^(a) and the Last confirmed GI date ^(b) + we compare the confirmed quantity and the delivered quantity

- 1st ATP GI date = 1st ATP date - Route Transit Time

- Last ATP GI date = Last ATP date - Route Transit Time

(a) Achieved shipment date:

Achieved Shipment Date: actual GI date (or equivalent) - detailed definition here

For "PICK UP" transportation mode : Last transfer order confirmation date for the order line if it is a date and Actual 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 Good Issue" date

(b) Requested/1st Confirmed/Last Confirmed Good Issue date:

- Requested GI date = Requested Delivery date ^(d) – standard transit time of the route
- First Confirmed GI date = 1st Confirmed Delivery date ^(d) – standard transit time of the route
- Last Confirmed GI date = Last Confirmed Delivery date ^(d) – standard transit time of the route

For Specialty Polymers:

- Requested GI date = Requested Delivery date (at the order header level in SAP)
- 1st confirmed delivery date = 1st committed delivery date (in SAP, see "Additional Data B tab at the orderline level)
- Last confirmed GI date = Delivery date (at the orderline level in SAP - Confirmed Schedule Line)

(c) Achieved delivery date:

Achieved Delivery Date: actual or estimated delivery date at customer side - detailed definition here

For "PICK UP" transportation mode : Last transfer order confirmation date of the order line if it is a date and Last Good Issue date of 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 quantity:

For In Full tolerances, if there is a tolerance defined in the order then we consider it, ie : 5%, 10% even 20%.

Else it's +/- 0%.

Warning: For some GBU this is one of the main causes to be NON OTIF on the reporting, even if in reality they were.

For time:

This is the standard proposition from EC. However some GBU wanted to have their own specifications by transport mode, that's why from we include in the new Global SC dashboard their requirements: [Tolerances days by GBU](#)

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

Reprocessing root causes (from NON OTIF to OTIF)

In cases of Non OTIF due to time issues, front Office and Back Office can use reason codes: 740, 745, 750 to force the order line status to On Time.

Reprocessing root causes (from OTIF to NON OTIF)

In cases of OTIF that suppose not to be due to time issues, front Office and Back Office can use reason codes: 755 to force the order line status to Non OTIF.

*You'll find the Guidelines done by SBS & EC end of 2018 : [Reason codes guidelines](#)

Plant Category (WP1 only):

- PROD = Production plant
- NDIR = Direct Trading : shipment from third party suppliers to customer (Order Type TAS will be used for this type of plant)
- NDEP = Warehouse : physical Solvay stock location to store purchased materials from Solvay or 1/3 party supplier or Solvay produced materials
- NDC = Customer consignment warehouse: stock held at customer address (purchased or produced materials)
- SSTT = Sub contracting

Technical Documentation
Source: Global Sales - QVSCE_BW_QRY_MVSDSO51_0001 => please think of those exclusions when running the BW query to be aligned with the dashboard For operational purposes, please open the global sales query used BW_QRY_MVSDSO51_0001 and do the following filter to extract the same info that Global SC dashboard. This query will bring to you Sales orders and Replenishment orders. Thus please follow the next steps:

- Filter on document type: for sales all except NB & UB, for replenishment only NB & UB
- Filter on Intra-GBU flag, because sometimes you can have intra flows in type of orders other than NB & UB

- *To check the OTIF*
 - Filter on OTD for On time delivered if you're looking for KPI at customer delivered (OTDCR/OTDFC/OTDLC)
 - Filter on OTS for On time shipment if you're looking for KPI at departure plant (OTSCR/OTSFC/OTSLC)
 - Filter on In full requested = 1, for requested KPI
 - Filter on in full confirmed =1, for confirmed KPI

- *To check te NON-ON TIME*
 - Filter on LATE & EARLY in the column of your KPI (OTDCR/OTDFC/OTDLC or OTSCR/OTSFC/OTSLC)
 - Filter on In full requested = 1, for requested KPI
 - Filter on in full confirmed =1, for confirmed KPI

- *To check NON-IN FULL*
 - Filter on OTD for On time delivered if you're looking for KPI at customer delivered (OTDCR/OTDFC/OTDLC)
 - Filter on OTS for On time shipment if you're looking for KPI at departure plant (OTSCR/OTSFC/OTSLC)
 - Filter on In full requested = 0, for requested KPI
 - Filter on in full confirmed =0, for confirmed KPI

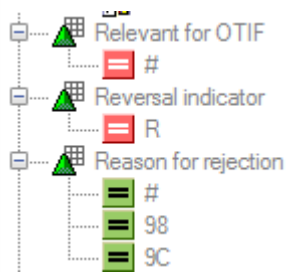
- *To check NON-ON TIME & NON-IN FULL*
 - Filter on LATE & EARLY in the column of your KPI (OTDCR/OTDFC/OTDLC or OTSCR/OTSFC/OTSLC)
 - Filter on In full requested = 0, for requested KPI
 - Filter on in full confirmed =0, for confirmed KPI

Update: Daily

Order Types included:

- KB - Kb Consign. Fill-Up
- KBCC - Kbcc Cc Consign.Sto.
- LP - Scheduling Agreement
- ORB - Br Standard Order
- RCM - Br Cta.&Ord. Sales
- SB - Sb Third-P.Dir Order
- TA - Standard Order
- TD - Td Standard Order
- TDIV - Tdiv Misc Op
- ZEXP - Br Export
- ZOR - Immediate Delivery
- ZORB - Standard Order Br
- ZOUT - Other Outputs Br

Query filters applied:



Dimensions:

[Global Overview of Dimensions](#)

			OTIF Customer & OTIF Departure
Global Filters	Period	Month Year	Actual GI dt (month) [C_ACT_GI]
	Organization	GBU	BFC GBU [CPFCTR1_2]
		Group of Activity	BFC BU [CPFCTR2_2]
		Sub-Activity	BFC Activity 1 [0G_CWWE01_C_MAGNITU]
		Company	[C_COMPCODE] Company_code
	Plant	Zone	Plant Zone [C_GZONE]
		Country	Plant Country [0COUNTRY]
		Plant	Plant [C_PLANT]
	Ship Destination	Zone	Ship-to Geo Zone [C_SHIPTID__C_GZONE]
		Country	Ship-to Country [C_SHIPTID__0COUNTRY]
		Corporate Group	Corporate group [C_SHIPTID__C_CORPGR]
		Ship Destination	Ship-to [C_SHIPTID]
	Product	Product Hierarchy	Prod.hierarchy [C_MATNR2__0PROD_HIER]
		Product	Comm. Prd / Material [C_MATNR2__C_PROD]
		Bulk/Packed	Transportation Group [C_MATNR2__C_BULPAC]
		Transport Mode	Transportation mode [C_SHIPCD2__C_TR_MODE]
Specific Filters	Intra-GBU	Intra-GBU Flag [C_ITM_GS__C_INGBUF2]	
	Sales/Replenishment	QV Mapping	
	Order Doc. Type	Order Document Type	
	Cause	Non OTIF Family [C_AUGRU__C_NOTIFGP]	
	Non-OTIF Reason	Non OTIF Reason [C_AUGRU]	