Customer > OTIF new model

General Description

Supply Chain Excellence

Retrieve the OTIF playbook here

How to calculate OTIF

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.

The calculation is and remains the same for all the indicators and the tolerances days are now standardized by Transport Mode only for all GBUs.

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 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.

Available metrics:

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

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

Number of OTIF Order Lines

Number of NON-OTIF Order Lines

Number of OTIF Order Lines with a Redress code from NON OTIF to OTIF

Number of OTIF Order Lines with a Redress code from OTIF to NON OTIF

Number of OTIF Order Lines with an 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

New reference date to distribute the orderlines: the OTIF reference month (no change in the calculation)

This field is recalculated on a daily basis on the following criteria:

- If quantity is confirmed but not yet issued (no Actual GI date) AND First ATP GI < current day --> **First ATP GI date month**
- If already issued (Actual GI date available) **earliest date between Actual GI date and First ATP GI date**

Summary: Conditions to display an orderline in the dashboard

Has the orderline been		Does it appear in the report with the	
confirmed?	shipped?	former model?	new model?
No	No	No	No
Yes	No	No	Yes if the 1st ATP GI date is in the past
Yes	Yes	Yes	Yes

As a consequence, you are now also seeing orders that were not shipped yet, because their 1st ATP GI date is past.

Important: to allow early visibility on “On Time” indicators, both “In Full” indicators are forced to “1” (In Full) until the Delivery Actual GI date is done.

Why a new OTIF model?
From a “Solvay-centric” to a customer-centric OTIF With the former OTIF model, the orderlines were displayed according to Actual GI date. In case we were late, we were waiting for the effective shipment to trigger our Not-On Time (OT) performance, while our customers knew we were Not-OT since the 1st Promised date. With the new OTIF model, the orderlines are distributed according to the earliest date between the 1st ATP GI and the Actual GI date. This way, we know we are Not-OT at the same time as our customers.

Perimeter:

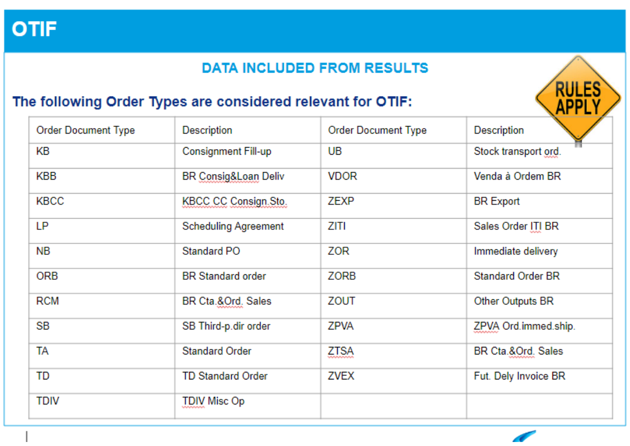
Included in calculation

- 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
- order doc types:

Global Sales → Reports



OTIF

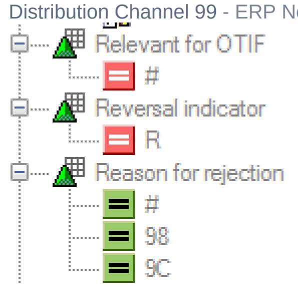
DATA INCLUDED FROM RESULTS

The following Order Types are considered relevant for OTIF:

Order Document Type	Description	Order Document Type	Description
KB	Consignment Fill-up	UB	Stock transport ord.
KBB	BR Consig&Loan Deliv	VDOR	Venda à Ordem BR
KBCC	KBCC CC Consign.Sto.	ZEXP	BR Export
LP	Scheduling Agreement	ZITI	Sales Order ITI BR
NB	Standard PO	ZOR	Immediate delivery
ORB	BR Standard order	ZORB	Standard Order BR
RCM	BR Cta.&Ord. Sales	ZOUT	Other Outputs BR
SB	SB Third-p.dir order	ZPVA	ZPVA Ord.immed.ship.
TA	Standard Order	ZTSA	BR Cta.&Ord. Sales
TD	TD Standard Order	ZVEX	Fut. Dely Invoice BR
TDIV	TDIV Misc Op		

Excluded from calculation at the query level

- Advanced Storage
- Return flows
- Toll
- Pipe delivery
- KE orders
- Item categories:
  FGN = Free of charge item
  KLN = Sample item
  TANN = Free of charge Item
  TAPS = Industrial Item
  ZCSE = Cross selling items
  ZTEP = Aero Test Panel
- Division ZZ - Code of gestion
- Distribution Channel 99 - ERP Non commercial products



in the Qlik version of the query only

- Samples (through order doc types + Field "Reason for order = SPF - Sample-rqst customer/paid by Customer")

=> please think of those exclusions when running the BW query to be aligned with the dashboard

default filter in the dashboard (can be removed)

- Intra-GBU= No
- Sales/Replenishment = Sales

=> please think of those exclusions when running the BW query to be aligned with the dashboard

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 delivery date = Delivery date (at the orderline level in SAP - see the Tab Schedule Lines)

[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 GBUs this is one of the main causes to be NON OTIF on the reporting, even if they were On Time

For time: standardized by transport modes

Transport mode	One Solvay Group Tolerances	Count of Weekends and holidays
Road LTL*	-1/+1 day	No
Road FTL*	-0/+0 day	No
Rail	-1/+1 day	Yes
Sea/Ocean	-7/+7 days	Yes
Barge	-3/+3 days	Yes
Intermodal	-2/+2 days	Yes
Air	-/+1 days	Yes
Other	-1/+1 day	No
Pickup	-/+0 days	No

*New: The transport mode Road was split between Road LTL (Less Than Truck Load) and Road FTL (Full Truck Load)

Count of weekends and holidays according to the Belgian calendar

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
Update: Daily Source: Global Sales - QVSCE_BW_QRY_MVSDSO51_0001 + QV_BW_QRY_CPSDSO51_0001 for Composite Materials (this query contains the AERO Market, the AERO Program and the Shipping Point) ***Note: When you generate a BW report, use the field OTIF Reference Month in the prompt for aligned data*** ***See help here*** **For operational purposes, please open the global sales query 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 => Those filters are set up by default in the OTIF pages but you can remove in the "SHOW FILTERS" box if you want

- *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

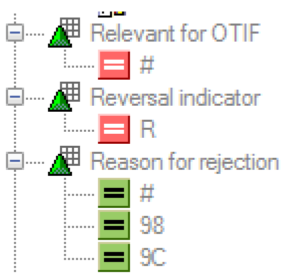
- *To check the NON-ON TIME*
    - Filter on LATE & EARLY in the column of your KPI (OTDCR/OTDFC/OTDLC or OTSCR/OTSFC/OTSLC)
    - Filter on In full requested = 1, for requested KPI
    - Filter on in full confirmed =1, for confirmed KPI

- *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

Important note: now that the new OTIF reference month allows to display orderlines that haven't been shipped yet, the In Full result is forced to 1 until they have an Actual Goods Issue date.

Query filters applied:



Dimensions:

Global Overview of Dimensions

			OTIF Customer & OTIF Departure
Global Filters	**Period**	**Month Year**	OTIF Reference Month [C_OTIFMON]
	Organization	**GBU**	BFC GBU [CPFCTR1_2]
		Group of Activity	BFC BU [CPFCTR2_2] AERO Market [C_MARKET] for Composite Materials
		Sub-Activity	BFC Activity 1 [0G_CWWE01_C_MAGNITU] AERO Program [C_PROGID] for Composite Materials
		Company	[C_COMPCDE] 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]
		Shipping Point	Shipping point (core) [C_SHPPNT]