



Business Process Improvements

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Agenda

- Purpose of business process
- How do you identify possible areas of improvement
- Barriers to improvement
- Common tools used for process improvement – in our NexSys world

Purposes



Used to achieve the strategic goals of the company

- Financial objectives
 - Cost reduction
 - Increased revenue
 - Profitability improvement
- Promote business growth and expansion
- Help maintain compliance
- Quality of experience
 - Customer satisfaction
 - Employee satisfaction and development



How are they important?

- Identify the actual work required
- Provides a collation of organised, repeatable steps
- Provides transparency
- Result in consistent & expected outcomes
- Measurable
- Compliance
- Quality of experience
Expected outcomes

Well defined processes are

- Repeatable
- Transparent – apparent to the business
- Agile

Barriers to improvement

- Complacency & apathy
This is how we have always done it.....!
- Complexity
Don't let perfection be the enemy of the good
- Management style
- Prioritisation
- Workload resource competition

Identify areas of improvement

- Use your data – it is powerful and tells the story of your business
- Employee empowerment/engagement
- Internal process mapping
Actual is a good start
- You don't know what you don't know – GAP analysis

GAP analysis

Severity Codes

SEVERITY	TYPICAL PROBLEM
0 – OBSERVATION ONLY	Noted by the customer or K3 SYSPRO consultant
1 – COSMETIC	Screen layout, presentation of the report
2 – NOMINAL	A workaround may be in operation
3 – MODERATE	Causes inconvenience to user or department
4 – SIGNIFICANT	A disproportionate amount of time is spent in overcoming the problem
5 – CRITICAL	Has an impact on the operation of the business

Complexity Codes

COMPLEXITY	TYPICAL ACTIVITIES
0 – NOT REQUIRED	
1 – SIMPLE/STANDARD	Training, basic setup
2 – STANDARD BUT REQUIRES CONFIGURATION - INCLUDES REPORTING	Prototyping, report writing
3 – A MORE COMPLEX SOLUTION, E.G. REQUIRING SIMPLE CUSTOMISATION OR MINOR BUSINESS PROCESS CHANGE	Advanced training, new module implementation, VB scripting, customisation by role, prototyping
4 – ADVANCED CONSULTANCY, PROCESS RE-ENGINEERING AND/OR DEVELOPMENT	Further analysis may be required.
5 – VERY COMPLEX - FULL ANALYSIS REQUIRED	System analysis, business process re-engineering, application development. Further analysis required.

GAP analysis

DESCRIPTION OF SOLUTION	SEVERITY	COMPLEXITY
Quotations workshop to streamline the use of quotations	Green	Green
Scope the development of the price calculation within SYSPRO	Green	Orange
Use role UI layouts design to simplify the look and feel of the sales order entry screen and highlight the entry fields	Orange	Yellow
Workshop to review customer record structures	Green	Green
Revisit the EDI development	Yellow	Red
Explore the use of 3rd party OCR system that will integrate to SYSPRO via K3 DataSwitch	Yellow	Red
Workshop to define the rules and scope the development of automated stock check procedure	Orange	Orange
Workshop to establish the use of the selling price unit of measure	Green	Orange
Implement a script to validate chosen order ship date against 'Milk run' matrix	Yellow	Orange
RMA workshop to review and streamline returns processing	Green	Green
Implement Translution for RMA receipts	Yellow	Orange

Tools



Visibility, notification.....

Tiles

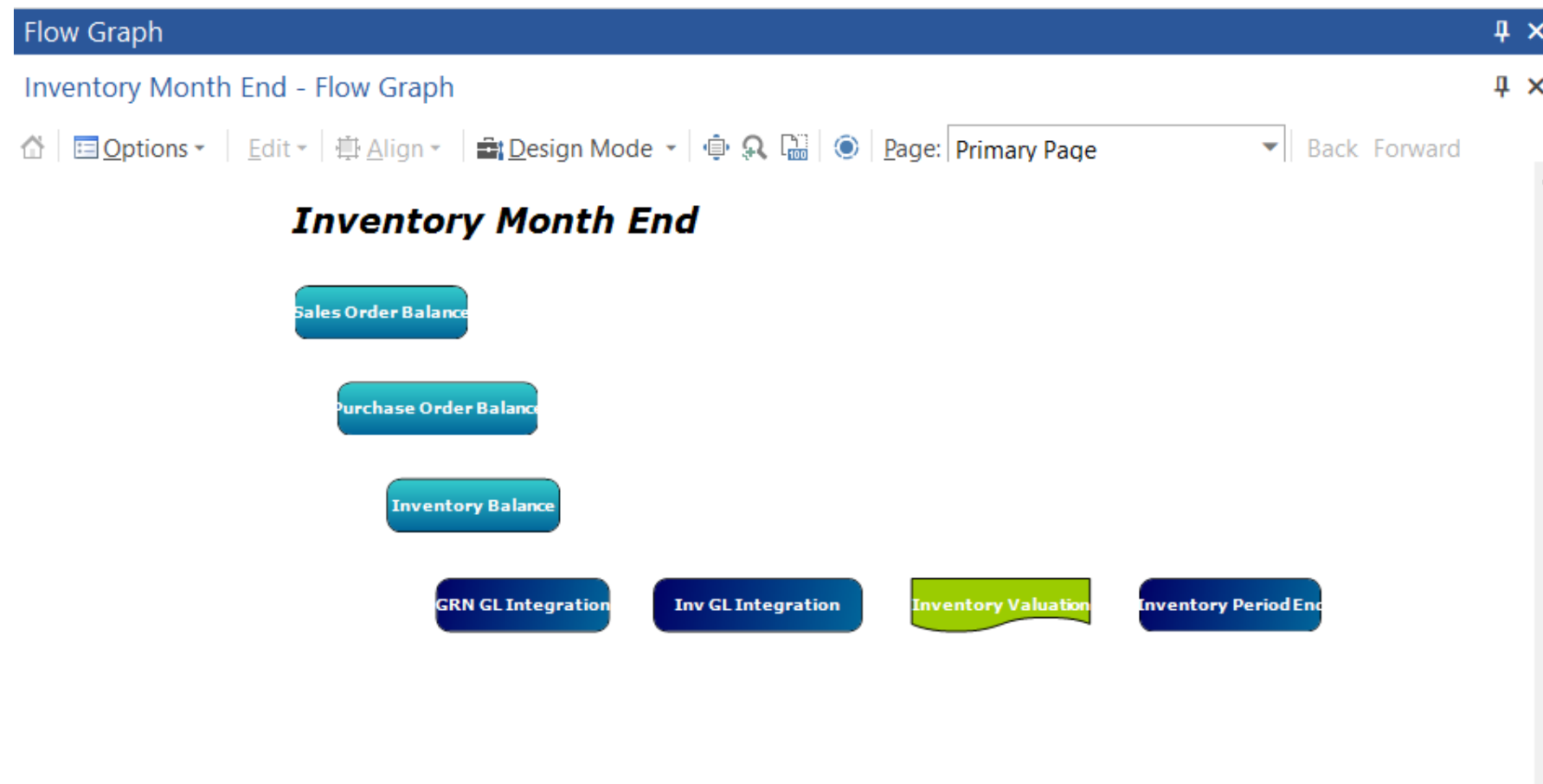
Jobs
Closed jobs with value

6

Job	JobDescription	QtyToMake	Complete	Value
00000141	Radially Spoked Front Wheel	1,601	Y	-100
00000146	Racing Bicycle	50	Y	3.15
00000659	15 Speed Mountain Bike Boys	2	Y	-699.98
00000660	15 Speed Mountain Bike Girls	2	Y	-700
00000681	Racing Bicycle	5	Y	-11,348.2
00000691	15 Speed Mountain Bike Boys	1	Y	-274.86

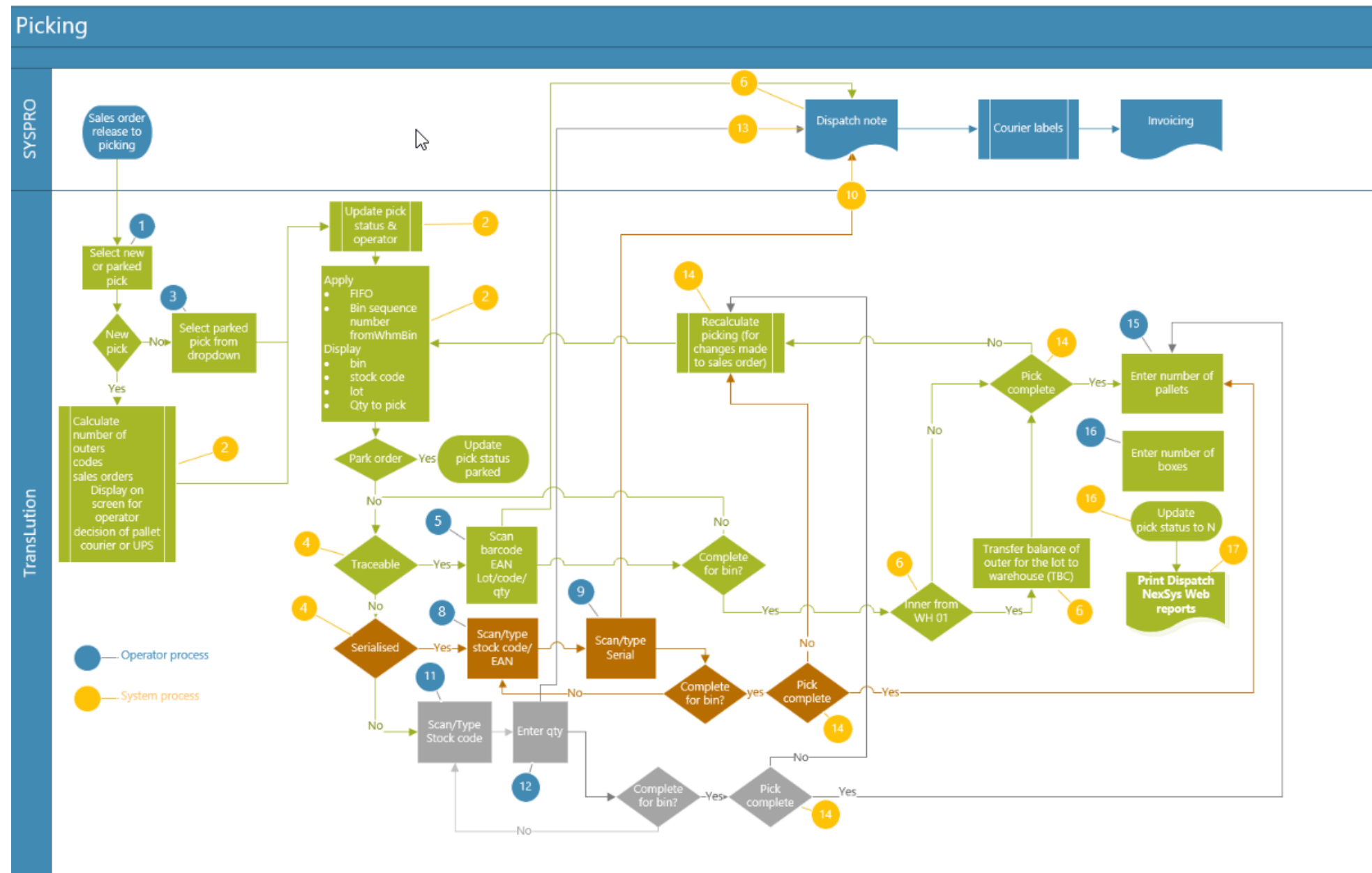
Tools

Flow graphs



Tools

Scanning and digitisation



Tools



Automation

Automation Design

Automation Entries

Program	Description	Group name	Remove	Add
MRPP40	Requirements Calculation			add

MRP Requirements Calculation

Close | Take a New Snapshot... | Save Form Values

Information

Processing options

Function

Re-create suggested jobs

Date entry

Run date

Snapshot status

Run calculation in legacy mode

After processing completed

Print the report

Print the phases report

Email the report

Email the phases report

Report

Description

There are no items to show

Phases

Processing phases

Start time

There are no items to show

Retain snapshot & recalculate
 Take a new snapshot
 Delete snapshot

Re-create suggested jobs

Use today's date
 Manual entry

20/11/2024

Date & time of current snapshot:
17/10/23 15:40 Live files have
been updated from snapshot.

Run calculation in legacy mode

Print the report

Print the phases report

Email the report

Email the phases report



Tools



You should AutoMail.....

EVERYTHING



Tools

Power tailoring




Order Line

Stocked | Non-stocked | Freight | Misc Charge | Service Charge | Refi

Stocked Line

Stock code	A100
Warehouse	N
Description	15 Speed Mountain Bike Boys
Order quantity	23.000000
Order uom	EA
Ship qua	
Back ord	
Allow ze	
Net pric	
Price co	
Price co	
Line is u	
Price ov	

Invalid quantity entered

 The quantity should be a consistent with the pack size

OK



Tools

DataSwitch

Complex intersystem integrations

Intercompany trading

Automated housekeeping – balance functions



Ask yourself

- Do you have mapped business processes?
- Do you engage with the process owners?
- Identify pain points
- Identify automation opportunities
- Identify inefficiencies and duplication



"Progress isn't made by early risers. It's made by lazy men {and women} trying to find easier ways to do something."

Robert Heinlein

Thank you

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