



Logistics

Initiate and track priority shipping activity



INTRODUCTION

Logistics line-of-business systems are optimized for high-volume transaction handling along common business rules. This they can be made to do extremely well. Where they often do not serve quite as well is in the case of priority, on-demand activity, especially on-demand activity requiring human intervention.

CHALLENGE

One client operated a global network of manufacturing facilities for producing heavy equipment. At one of the most massive of these plants—the largest and most modern such facility in the world—parts distribution operators were experiencing difficulty managing “hot truck” deliveries, which are non-routine, urgent parts orders with many points of human intervention, all of which must be executed on an ultra-high-priority basis.

While the main line-of-business parts distribution system was industry-leading in its efficiency, it was impossible to use it to govern this unplanned priority activity. As a result, the logistics division struggled to track this activity in any form other than an ungainly, ad-hoc Access database. The client had no top-down visibility into ongoing priority tasks, no archive, and no way to facilitate collaboration between departments.

SOLUTION

All this unnecessary labor and these struggles to maintain high standards of execution took place on top of what was a genuinely well-defined paper process. This is a not-infrequent breakdown in proper Knowledge Management execution, and the client tasked the Sedona Technologies KM solution delivery operation with resolving the situation.

Sedona KM Analysts designed and deployed a tool crafted on existing SharePoint architecture, combining a high-usability interface, intelligent forms, archive protocols, lists, exports, and a Nintex workflow. The client now has a commonly-distributed, web-based process by which it can initiate, monitor and track priority parts orders. A timed workflow automatically archives completed orders, and an entirely separate view can be used for auditing archived records.

RESULTS

The client was able to retire the old, unmanageable Access database and now enjoys an efficient, high-integrity process for unplanned priority logistics activity to match the industry-leading performance of its high-volume parts distribution system. As part of Sedona's ongoing operations at the client for Knowledge Management solution delivery, time from project request to delivery was under two weeks, required no coding effort or ongoing maintenance, and will upgrade with the underlying SharePoint platform.

LEVEL OF EFFORT

30 Project Hours

Knowledge Management for operational maturity

- Priority tactical or operational activity, especially that requiring unusual levels of human intervention, is often ill-served by enterprise line-of-business systems
- A paper process can be effective and well-designed, but still fail if a lack of systems enablement leaves it opaque, slow, and prone to error
- Inefficiencies in Knowledge Management can be limited to one operational area, such as the parts distribution group at a single factory, and still represent significant operational or reputational risk
- A 30-hour effort on behalf of one production unit can accomplish what would otherwise require an unrealistic, enterprise-wide systems enhancement project



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