

Improvement of Order Management Process



for Solutia Singapore



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Introduction

In the face of vigorous competition in the business environment, Solutia Singapore's order management process needs to be improved such that it can be highly responsive to customer requirements. This system design project looks into feasible design solutions to create an order management process that is responsive in handling orders and committing to its customers the availability of goods in shortest time possible.

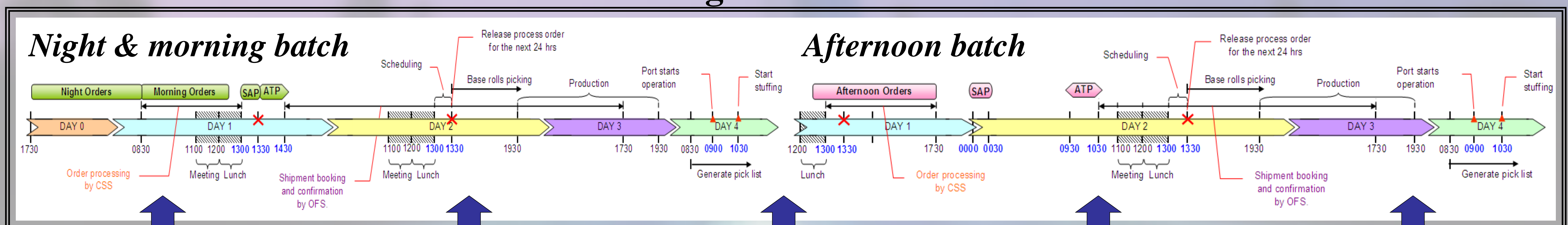
Objective

1. Shorten the order confirmation process to 12 hours
2. Shorten the order fulfillment process to 36 hours

Methodology

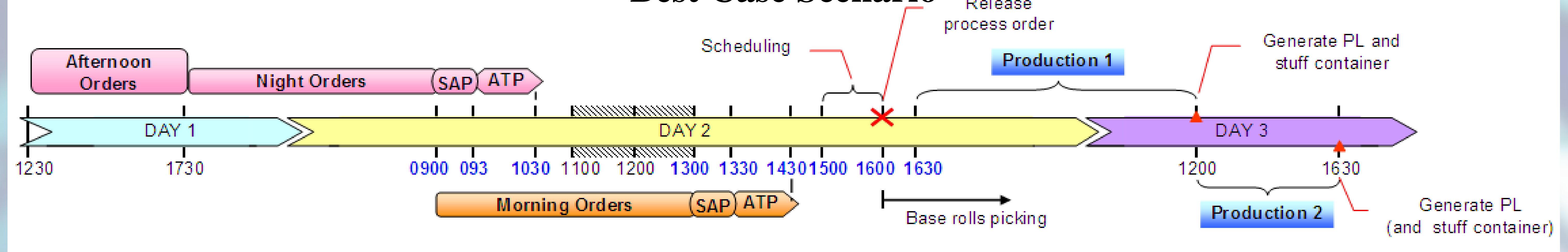
1. Map out the process through interview, survey and data collection
2. Investigate the current issues which slow down the process
3. Recommend solutions to overcome the issues identified

Original Timeline



Excess Credit Holds	Manual Order Entry	SAP-run Timing Is Bottleneck	Scheduling Clashes with SAP-run	Single Shift Scheduling for Production
<i>Recommendation 1</i> Solve the glitch in SAP	<i>Recommendation 2</i> Web-based Order Entry	<i>Recommendation 3</i> Reschedule SAP & Web-based Entry	<i>Recommendation 4</i> Postpone Scheduling Time	<i>Recommendation 5</i> Multiple Shifts Scheduling
<i>Result 1</i> 	<i>Result 2</i> 	<i>Result 3</i> 	<i>Result 4</i> 	<i>Result 5</i>

Best Case Scenario



Conclusion

The best-case scenario requires:

- Web-based entry system
- SAP runs at 0900 and 1300
- Scheduling between 1430 and 1530
- Schedule two shifts per Purchase Order

Average process time is shortened to 33 hours

Evaluation

1. Cost of system overhaul
2. Reduced tolerance for error
3. Lack of integrated solution

Acknowledgement

We would like to express our gratitude to our supervisors, Prof Huang Huei Chuen and Dr Chai Kah Hin, for their support and guidance throughout the course of the project. We would also like to thank Solutia Singapore for the opportunity to learn about their business process and to apply our Industrial Engineering skills.