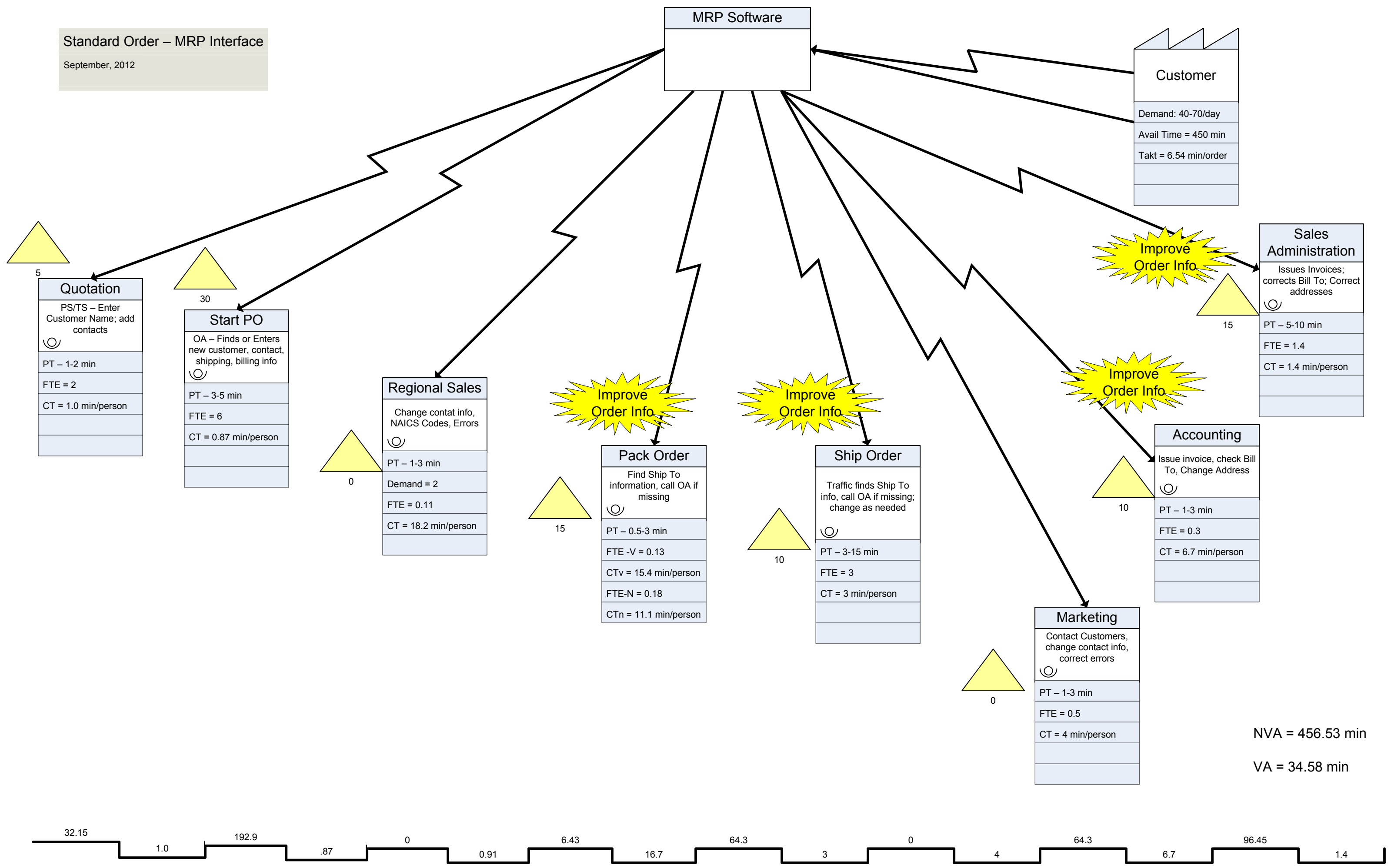


Standard Order – MRP Interface
September, 2012



Customer
Demand: 40-70/day
Avail Time = 450 min
Takt = 6.54 min/order

5

Quotation
PS/TS – Enter Customer Name; add contacts
☺
PT – 1-2 min
FTE = 2
CT = 1.0 min/person

30

Start PO
OA – Finds or Enters new customer, contact, shipping, billing info
☺
PT – 3-5 min
FTE = 6
CT = 0.87 min/person

0

Regional Sales
Change contat info, NAICS Codes, Errors
☺
PT – 1-3 min
Demand = 2
FTE = 0.11
CT = 18.2 min/person

15

Pack Order
Find Ship To information, call OA if missing
☺
PT – 0.5-3 min
FTE -V = 0.13
CTv = 15.4 min/person
FTE-N = 0.18
CTn = 11.1 min/person

10

Ship Order
Traffic finds Ship To info, call OA if missing; change as needed
☺
PT – 3-15 min
FTE = 3
CT = 3 min/person

0

Marketing
Contact Customers, change contact info, correct errors
☺
PT – 1-3 min
FTE = 0.5
CT = 4 min/person

10

Accounting
Issue invoice, check Bill To, Change Address
☺
PT – 1-3 min
FTE = 0.3
CT = 6.7 min/person

15

Sales Administration
Issues Invoices; corrects Bill To; Correct addresses
☺
PT – 5-10 min
FTE = 1.4
CT = 1.4 min/person

NVA = 456.53 min
VA = 34.58 min

