

10 questions about visibility on all order flows

Checklist for E2E Supply Chain Visibility

The term supply chain visibility has significantly evolved over the past several years, from a buzzword in logistics circles that referred to track and trace capabilities to a more holistic solution that extends beyond transportation to cover all order flows and inventory across both in-house and third-party locations. The shift reflects the fact that On-Time In-Full (OTIF) delivery is no longer a sufficient measure of success.

Growing customer demands, supply chain complexity, and business networks have redefined the notion of the ‘perfect order’ (OTIF at the lowest possible cost) as well as what it takes to consistently achieve that standard amid disruption and uncertainty.

Disjointed legacy systems

Today, companies must enable visibility much earlier in the process, starting with order planning, which can cover, for instance, supplier activities, manufacturing, picking and packing, and other warehouse activities, as well as cross-docking and servicing steps. For a frictionless execution that avoids unnecessary expenditures and expedites, visibility must track both granular steps alongside global views across all parties and modes through to last-mile delivery to the customer. True end-to-end visibility also covers returns and repairs.

Such end-to-end supply chain visibility requires seeing across disjointed legacy systems that place restrictions on available data and then converting the information into useful insights. This enables users to continuously evaluate and work to optimize their supply chain, as well as set the right expectations for their customers.

Supply chain software vendor MPO and Supply Chain Movement have created a checklist to assess the maturity of your company’s end-to-end supply chain visibility. Answer these 10 questions and find out which type of visibility is really covered.



Checklist for end-to-end supply chain visibility:

- | | Yes | No |
|--|--------------------------|--------------------------|
| 1. Our company’s supply chain visibility spans all processes of an order’s journey (commercial, administrative and physical steps) on a single platform, as well as all types of orders: sales, purchase orders, intercompany and returns. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Our visibility spans all logistics processes, including warehouse operations, customs management, handling, transportation and last-mile delivery. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Our company’s transport visibility covers all modes of transportation (air, ocean, rail, parcel) on a single platform. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Our practitioners are able to monitor current inventory levels, as well as understand future projections to ensure timely replenishment. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Our customer service team can view each individual customer order’s status in real time, as well as track an order’s real-time location via IoT or telematics on a geographical map. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. We have granular views into products at the item level on a shipment including articles, order quantities, lot numbers, serial numbers, etc. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. We have complete visibility of the costs per supply chain activity and the total supply chain landed costs per order. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. With the milestone we have, our supply chain team is alerted to and able to resolve exceptions in a timely manner. | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Our company, customers and stakeholders can easily monitor OTIF delivery performance. | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Our visibility allows us to optimally plan and execute sales orders, purchase orders and return orders. | <input type="checkbox"/> | <input type="checkbox"/> |

RESULTS

0-3 questions answered with No

Your supply chain visibility capabilities are quite mature. You are possibly managing orders of all types across many modes, enabling you to run an effective global operation. As an industry leader who has adopted advanced technology as a critical foundation, you may wish to explore new innovations to optimize business processes and technologies holistically across your supply chain to enhance your competitive advantage and launch new services.

4-6 questions answered with No

Your company has some good visibility capabilities but it appears to be limited to a portion of the supply chain, minimizing insight into certain modes, transportation processes, and costs. Further investment will enable you to extend visibility across the full order lifecycle and multi-party network to optimize customer service levels, inventory, and transportation costs for each shipment.

7-10 questions answered with No

Your supply chain visibility is quite limited. Your company likely relies on manual processes and is unable to effectively manage the variability in your supply chain. Investing in a digital visibility platform will enable you to automate processes, efficiently collaborate with partners, reduce operational costs, and better manage exceptions, so you can consistently meet your customers’ expectations.