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SAP Information Sheet
SCM Consulting Solutions | Service Level Monitor

Keep Track of Deliveries With Service Level Monitor

THE BEST RUN 

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Summary

Once items get to a customer, it's important to look at where improvement may be needed and if so, how much. This is the sort of thing that SAP Service Level Monitor is designed to analyze and track. This provides accountability and makes it easier to ensure that orders are received in a complete and timely fashion.

Objectives

- Compile a variety of important delivery and confirmation data
- Analyze compiled data to determine if there are issues
- Alert business user to issues so that they can be addressed as needed

Solution

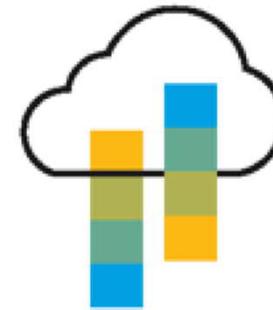
- Collects all relevant delivery and confirmation data associated with each order.
- Provides several KPIs with both a "yes/no" statement and percentage value to assess performance
- Calculates how much of an order was delivered in full as well as providing an average

Benefits

- Makes sure that if orders are late or incomplete, the situation can be rectified and prevented in future
- Provides key performance indicators to increase accountability

Learn more

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SAP Information Sheet

Quick Facts

Overview

The SAP Service Level Monitor (SLC) makes sure that if orders are late or incomplete, there is accountability and the ability to address the issue.

The application compiles a variety of quantities and dates for each order including:

- Customer's requested quantity
- Requested delivery date
- All confirmations
- All deliveries
- Quantity confirmed for requested date
- Total confirmed quantity
- Quantity delivered on requested date
- Quantity delivered on confirmation date
- Total quantity delivered
- Requested and Actual delivery times

The SLC consulting solution also calculates four KPIs for each order item. These are:

- Delivery service:
- Delivery Ability
- Delivery Reliability
- Delivery Performance

Each KPI asks whether the quantity was delivered or confirmed in full by a specified date and then asks what proportion of the requested quantity was delivered or confirmed by that same date. This data is used to evaluate the success of each items delivery and confirmation so that any issues can be identified and evaluated.

The **Service Level Monitor** makes sure that there is both accountability and appropriate issue resolution



Service Level Monitor

Req.del.date from sched.lines
 Document Date (header)
 Document Date (item)
 Reduce Result for first confirmation date

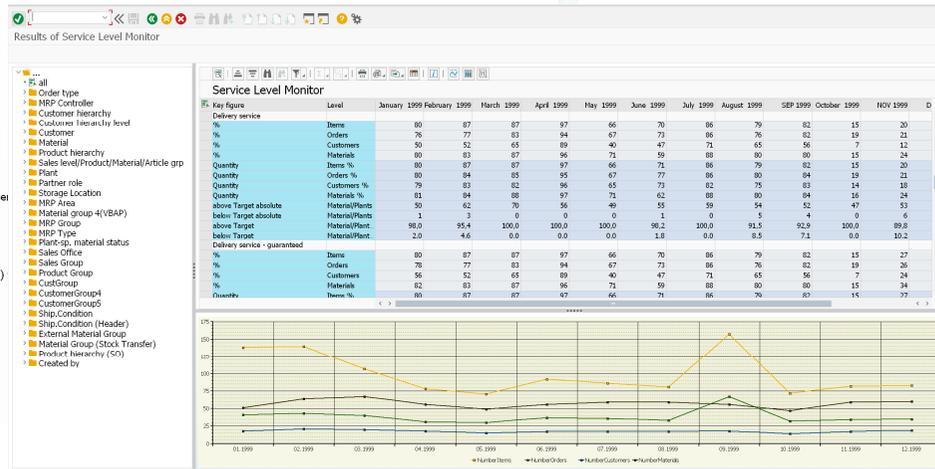
Data source requested date:
 order header request. del.date
 sched.lines with requ.del.qty.

Data source confirmed date:
 Conf.date from sche.line
 Conf.date from hist. sche.line
 Rating Date

Data source delivery date:
 Acknowledgement of receipt
 Goods issue
 Goods issue + route
 Document date delivery

Use tolerances (in regards to Yes/No Keyfigures) for Delivery
 Use Factory Calendar for Tolerances
 Use Quantity Tolerances (in regards to Yes/No Keyfigures)

Assignment of items to periods
 First requested delivery date
 Last requested delivery date
 Creation date
 First GI date Sched.Line
 Last GI date Sched.Line





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