# Heatmaps – Supply Chain Management

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<th>After Market</th>
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<td>Sales Forecasting</td>
<td>Buying Channel Enablement</td>
<td>Finalize Design</td>
<td>Warehouse Management</td>
<td>Service Contract Management</td>
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<td>Demand Planning</td>
<td>Requisitions Management</td>
<td>Create Capacity</td>
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<td>Sales and Operations Reconciliation</td>
<td>Goods Receipt Monitoring</td>
<td>Perform Mass Production</td>
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<td>Quality Check</td>
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Heatmaps - Plan

**Plan**

**Sales Forecasting**
- Gather Data customer plan, External inputs
- Analyze trends
- Report forecasts
- Update customer service levels

**Demand Planning**
- Gather data & run Forecast Error reports
- Analyze demand
- Demand variation analysis
- Update customer service levels

**Supplier Planning**
- Download Data, run reports
- Apply convert format in excel for analysis
- Data prep, Partner data, external inputs
- Review capacity
- Review schedule

**Sales and Operations Reconciliation**
- Pull data together
- Run financial modelling
- Work bench analysis
- Report & communicate preference

**Automation Potential**
- High automation potential
- Medium automation potential
- Low automation potential
Heatmaps - Source

**Source**

- **Buying Channel Enablement**
  - Vendor Activation
  - Contract Maintenance
  - Catalogue management
  - P-Card User management

- **Requisitions Management**
  - Create Catalogue purchase requisition
  - Create Non Catalogue Purchase requisition
  - P Card Purchase
  - Replenishment order generation
  - Process emergency purchase requisition
  - Purchase requisition validation
  - Change/cancel PR
  - Approve Purchase Requisition

- **Purchase Order Management**
  - Create PO
  - Change or Cancel PO
  - Transmit PO
  - Transmit PO

- **Goods Receipt Monitoring**
  - Process Advance shipment notification
  - Monitor Delivery and expedite
  - GRN creation and Update
  - Manage Purchase Returns

**Automation Potential**

- High automation potential
- Medium automation potential
- Low automation potential
### Heatmaps - Deliver

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<tr>
<th>Warehouse Management</th>
<th>Logistics Administration</th>
<th>Inquiry and Quotes</th>
<th>Order Management</th>
<th>Reverse Logistics</th>
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<tr>
<td>Good Receipts updates and amendments</td>
<td>Carrier Selection</td>
<td>Handle Order Inquiry</td>
<td>Order Entry</td>
<td>Create RMA</td>
</tr>
<tr>
<td>Match GRs with Planned arrivals</td>
<td>Spot Bid</td>
<td>Create and send quote</td>
<td>Order Modification/ Cancellation</td>
<td>Create RMA</td>
</tr>
<tr>
<td>Update Batchno, serial</td>
<td>Shipment Creation</td>
<td></td>
<td>Doc. handling</td>
<td>Create Return Shipment order</td>
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<tr>
<td>Generate Pick lists</td>
<td>Ship. Document gathering</td>
<td></td>
<td>Order Allocation</td>
<td>RM communications management</td>
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<tr>
<td>Inventory Panning and Optimization</td>
<td>Ship tracking</td>
<td></td>
<td>Order prioritizations</td>
<td>Schedule return pick up</td>
</tr>
<tr>
<td>Shelf life and quality check</td>
<td>BOL Creation</td>
<td></td>
<td>EDI exception handling</td>
<td>Goods receipts</td>
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Heatmaps – After Market

service Contract Management
- Create Service contract
- Configure entitlement
- Configure contract in ERP
- Update contract
- Cancel Contract
- Manage Renewal

Logistics Administration
- Perform registration
- Claim Pre authorization check
- Claim receipt Validation & Authorization
- Query management
- Extended warranty management
- Service order creation

Customer Service
- Query receipt and validation
- Query analysis and research
- Query resolution
- Resolution communication
- Escalation management
- Service order creation

Field Services Support
- Filed service Work Order creation
- Engineer allocation
- Work order update
- Work order closure
- Work order tracking

Spare Parts
- Spare parts Order management
- Distribution management
- Distribution management

Automation Potential
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- Medium automation potential
- Low automation potential