eCollaboration with Carriers
Logistik-Dienstleister optimal in den Informationsfluss integrieren

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eCollaboration with Carriers

Agenda

Welcome & Introduction

a) Situation
   – Vision and Scope
   – IT and process landscape

b) Solution Design
   – Enhancements to market place
   – Implementation strategy

c) Status
   – Obstacles on the way
   – Nearly there
Our product is mobility
We move 900 million people every day
Leadership through customer service
45'000 employees – more than 140 countries – more than 1000 branches
Schindler SLOPE* Project
Vision

- Standardized interface between Schindler and Carriers; allowing easy and flexible integration of new Carriers.

- Reliable and efficient supply chain process from elevator order release until material delivery to site.

- Availability of metrics definition and process monitoring.

- Process based on standardized handling units.

*SLOPE = Schindler Logistic Order Processing Elevators
Schindler SLOPE Project

Scope

– Phase-out of current own developed logistic tool.

– Reengineering of current logistics process, related administration and reporting tools with reflect into Schindler reporting structure.

– Enhance commission based solution with logistics handling unit management, including weight and dimension data.

– Full barcode identification of handling units.

– Solution shall be independent of Carrier and Consolidation Hub location.
SLOPE Project
From Commission to Handling Unit Reporting

Contract negotiation and transport planning is based upon standardized transportation units and not on elevator commissions!

Handling Unit Definition:
- A handling unit is a physical unit that consists of the packaging materials and the goods contained therein. It can be measured and weighted.

- A handling unit may contain several boxes or packages which are bundled together to one transport unit. It has its packing list.

- Handling units have a unique identification number with barcode.
ePtP* Concept
how Schindler connects to the external supply base

Schindler

Plant (KW)

Logistic-Center

Sales Comp. (FO)

Suppliers

WebED

B2B

Schindler Network

Firewall

electronic Messages

Purchase Order (PO)

PO Confirmation

PO Change

Ready to Pickup (FPA)

Shipping Notification (ASN)

Trsp Messages (POD, IFTSTA)

Invoice

electronic Marketplace

*ePtP = electronic Purchase to Pay
Supply Chain Europe
Simplified Business Process Overview

Order to DOC*

Sales Office

Order to Schindler

Customer

Delivery to Site

Consolidation Hub
(operated by Carrier)

Transport Order to Carrier

Order to Supplier

Suppliers

Delivery to Hub

Factory

Delivery to Factory

*DOC = Direct Order Center

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Market Place integration
Original Landscape
**SLOPE Project**

**Implementation Strategy**

**From Big-Bang to Ramp-Up**

- The initial planning had foreseen a Big-Bang go-live with all suppliers, carriers and consolidation hubs.
- After first months of project implementation a Ramp-Up approach evolved as realistic scenario.

**Stake Holders Management**

- Strategic visions versus daily operations had to be in balance
- Purchasing-, Supply Chain-, Fulfillment Center- and IT-Managers founded the steering committee and were in agreement

**Dependencies**

- Project deliverables were dependent on external contributors
- Sub-Projects with participating Carries were run in parallel and in synchronization with main planning.
SLOPE Project

Obstacles on the Way

Underestimated complexity

- System landscape = black box for Schindler especially testing needed to be thoroughly coordinated
- Involved parties = more time demanding and more depending on each other than expected
  Schindler ↔ SupplyOn ↔ Supplier ↔ Carrier

Unfinished foundation

- Prerequisite for Carrier integration was full electronic message transfer between Schindler and all Suppliers.
- However:
  - Message extensions at Supplier side took more time → change management is sluggish!
  - Supplier registration was not accomplished as planned → small suppliers need more motivation for onboarding!
SLOPE Project
Nearly There - Summary

Achievements
- 90% of messages are according new structure
- 60% of Suppliers are sending enhanced messages
- 33% of Carriers are operational.

With SLOPE Schindler enabled full electronic message transfer from order to delivery with all involved parties.
Thank you for your attention