

Order Management Process Transformation for Auto Spares OEM

About the company

The client is a major auto spares distributor based in India. The company supplies spares for trucks and buses.

Business objectives

To study the complete order management process and identify key levers of improvements, quantify the benefits and recommend a roadmap for improvement

Business complexities

- Manual process of delivery creation
- Stock allocation logic for urgent order was sub-optimal
- Stock replenishment logic was sub-optimal
- Order prioritization was done manually
- Credit check and order value adjustment was done manually

Project highlights

- Order processing system was completely transformed
- Process was defined to identify and process Spike orders
- Delivery creation and credit check process were automated
- Stock allocation and replenishment logic were redefined
- Green channel treatment for urgent orders was suggested to make the process faster
- Transportation planning was improved by zoning and clustering
- Digitization of shipment related information was done

Value delivered to the client

- Improved fill rates by 2%
- Reduction in order processing lead time by 93%
- Better visibility in system in case of order rejection
- Reduction in air freight cost by 33% due to system guided green channel treatment of urgent orders