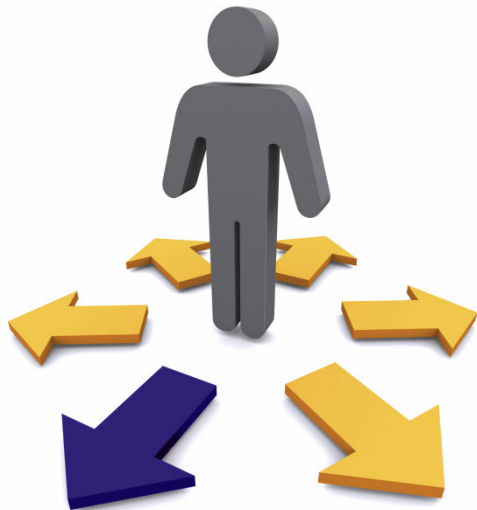




The Client:

Intel are one of the World leaders in technology, developing and manufacturing products that drive the world today.

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Service Inventory planning application capability Analysis

The Problem:

Intel required an independent audit of their service parts planning processes. They have developed a parts planning application in-house and it is their intention to continue with it's development.

The objective of the audit is to highlight any areas where an improvement to their application and associated planning processes can make a positive and measurable difference.

Our approach:

To work alongside the Intel planning team to understand the "As Is" process the following areas were analysed and rated based on current capability versus best practice.

- Inventory visibility and access
- Forecasting future requirements
- Determining stock levels/safety stocks
- Managing supersession/revisions
- Parts lifecycle management
- Planner workload prioritisation
- Standardising workflow
- Alignment with overall business objectives
- Process scalability

The results:

This audit drove new initiatives to optimise the balance between investment in service parts and customer service. For example

- Improved forecasting algorithms were identified and developed
- Additional demand filters to capture No Fault Found and Cancelled requirements.
- Repair returns process changes identified and integrated within the system to improve buy decisions.



For more information, please contact us.
The Service Business Ltd
Tel: +44 (0)121 635 5745
Email: info@theservicebusiness.com
Web: www.theservicebusiness.com