Notes from Subject Matter Expert Interviews

Jane Driven, Project Sponsor
- She is being beat up by senior management, want improvement and want it now.
- She wants to get a system in here and fix the problem.
- She read an airplane article on RFID tags and thinks they would solve her problem.
- We only make a few products in the plant, move them to the warehouse, take the customer’s order, and ship it to the customer. How hard can it be?

Kathy Perfect, Customer Service Manager
- Everything would be OK if plants just made what the CS team told them to.
- The warehouse people are useless, they never know what they have.
- Her people have to do everyone’s job, check the inventory by phone, tell the plant what to make, everything!

Wendy Wunderkin, Warehouse Manager
- Her people work very hard at tracking inventory.
- Her team collects paper from all over the warehouse every day by 3:00 to make sure its entered overnight so the CS team knows what is there the next morning.
- The rush orders cause chaos and the plant never provides the manual paperwork its suppose to.
- Inventory Accuracy is impossible with the old, general inventory management system they are using.

Fred Burner, Forklift Operator
- He can’t find anything.
- The system only says its in an aisle, there is no storage information like rack # and level
- IRA is a joke, they have all day to find stuff, realistically its probably more like 20%
- He has to get off forklift and search for product all the time.
- When they tell him to take the old stuff first, how is he supposed to know what’s old from inside the forklift?

Rocco Socco, Plant Manager
- Running a plant in this business sucks.
- Planning department provides a master production schedule that is worthless
- They have rush orders all the time.
- He has great schedulers and he needs them. They pull off miracles everyday.
- His schedulers have really great relations with Customer Service. They tell CS what they are making, what they can sell and ask what they need. Someone has to.

Kathy Creepy, Supply Chain Manager
- Her team is trying as hard as they can to make a good forecast and supply plan.
- Demand for the new green product is growing fast, reliable supply is a big problem. We are making customers mad.
- Inventory system & sales only updated nightly.
• They create a monthly demand plan based on input from sales, but what a joke, they would do better using historical sales on excel.
• The plant has a real “hero” mentality and all their rush orders do is screw everything up.
• IRA is bad enough, but the problem is even worse. No one can find anything without manually looking for it.

John Nordstrom, Sales Manager
• His team is great, they are out there selling, giving the customers what they need.
• They could sell even more if they didn’t have all this office work to do. His team spends 40% of their time on their computers do useless office work like a ground-up demand plan. He wants them in front of their customers.