

Perfect Order

Getting it right the first time

Maximize the value of your solution

Mistakes cost money.
Mistakes in fulfilling a customer's order
can also cost you customer loyalty.

Getting the order right - from order entry through to shipping - has a direct impact on your bottom line. Cutting errors by 3% to 5% can result in a 1% - 2% increase in your net operating margin.

Sounds great, but how do you track, measure, and report a combination of order fulfillment operations that occur in separate locations on different operating systems? And, then how do you calculate and display results quickly enough to act today?

Salient has the solution. Our system compiles and tracks all your Perfect Order measures - and reports on them in seconds! Salient's UXT® technology gathers all your business information wherever and however it's stored. It tracks your transactions and with the click of the mouse can display results based on today's information.



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Perfect Order Components:

Here is an example of the metrics involved in the Perfect Order calculation. All branches for the organization are displayed with their components for Perfect Order. With Salient's solution, it's clear where to focus first.

	Order Entry Accuracy		Inventory Accuracy		Warehouse Pick Accuracy		On-Time Shipment		Invoice Accuracy		Perfect Order	
	This	Last	This	Last	This	Last	This	Last	This	Last	This	Last
GRANBY	90.96	90.63	99.25	99.25	96.20	95.69	91.26	93.69	98.14	98.08	77.78	79.10
CANDOR	91.24	91.18	99.57	99.38	96.79	95.93	91.11	89.61	98.76	98.42	79.12	76.66
HALSEY	91.12	90.78	99.43	99.58	96.12	96.06	93.08	91.99	98.67	98.61	80.67	78.77
TIOGA	91.20	92.57	99.21	99.50	96.11	96.89	90.32	92.29	98.49	98.66	77.35	81.25
SUN	86.00	88.35	99.61	99.17	94.84	95.49	80.53	85.57	98.36	98.36	84.95	70.40
EATON	92.13	93.44	99.45	99.32	96.06	96.47	93.53	90.29	98.31	98.09	81.60	79.93
ORWELL	90.94	87.99	99.32	99.03	96.38	95.09	87.93	95.96	98.53	97.94	75.41	78.52
GRANBY	94.55	91.46	100.00	100.00	98.18	97.49	96.25	98.50	98.79	97.49	88.25	95.62
CENTRAL	0.00	0.00	0.00	0.00	0.00	0.00	100.00	0.00	0.00	0.00	0.00	0.00
Totals	90.80	90.92	99.42	99.36	96.29	96.07	90.56	91.17	98.47	98.42	77.51	77.88

Highlighting allows for quick and easy preview of each branch's calculations. You can set acceptable limits. Here, anything less than 90% is deemed unacceptable: and therefore, marked in red.

On-Time Shipments:

With the power of UXT, you can display, in seconds, the customers of the store with the lowest Perfect Order. Drill into On-Time Shipments for more clues.

Customer	Product	Ah	Vendor	SalesPerson	Order	ABC	On Time		Item Line Count		On Time Shipment %		Revenue	
							This	Last	This	Last	This	Last	This	Last
Total Customer: 4,248 Selected: 1														
AJR0018	AKUJI ALABAMA CORP						947	1,249	1,713	1,532	55.28	81.53	\$94,990.80	\$85,567.44
AJR0041	AIRCONDITIONING PROS INC						127	77	150	92	84.67	83.70	\$28,888.75	\$14,923.67
AZT0014	ADDO MECHANICAL MAINTENANCE						221	457	296	638	74.66	71.63	\$19,780.83	\$30,535.91
BRE0004	BAILEY WAYS AIR SYSTEMS, INC						225	496	271	604	83.03	82.12	\$15,059.99	\$16,454.00
MAT0008	MARGIE MECHANICAL						349	474	350	489	99.71	96.93	\$14,678.71	\$25,895.09
AMB0006	ADRIENNE AIR HTG & COOLING LLC						132	213	150	251	88.00	84.86	\$11,690.01	\$24,476.42
GTR0001	GALE HEATING & A/C, INC.						240	20	293	21	81.91	95.24	\$9,389.00	\$556.34
5555239	ABSOLM REFRIGERATION						91	52	92	56	98.91	92.86	\$8,143.15	\$8,672.60
FIR0004	FIRMENT CALL MECHANICAL, INC						79	24	123	33	64.23	72.73	\$8,050.99	\$1,638.85
AJR0051	ADELINE AIR INC						43	11	48	11	89.58	100.00	\$7,808.44	\$3,042.43
PUE0001	PEALE HEATING & COOLING INC						9	11	12	20	75.00	55.00	\$7,629.10	\$8,406.55
D&H0001	DANNON AIR CONDITIONING CO., INC.						166	389	184	534	90.22	72.85	\$6,947.45	\$15,140.69
CES0001	CAJ & SONS						20	26	27	26	74.07	100.00	\$6,609.64	\$688.67
DTC0001	DOCTOR COOLING & HEATING, INC.						18	10	28	26	64.29	38.46	\$6,420.87	\$3,443.42
SPE0031	SABINA PLUMBING & AIR						93	153	94	164	98.94	93.29	\$6,622.08	\$11,451.35
ACA0002	ALBIN COOL SERVICE INC						16	29	21	33	76.19	87.88	\$4,776.13	\$6,359.71
4374428	CIEL AIR MECHANICAL SVC						2	19	8	19	25.00	100.00	\$4,698.26	\$1,508.97
BIL0013	BOB COOLING SERVICE						38	17	54	17	70.37	100.00	\$4,569.56	\$1,230.73
917650	TOBIT UNIFIED SCHOOL						1	0	1	0	100.00	0.00	\$4,310.50	\$0.00
Totals							5,058	6,137	6,281	7,172	80.53	85.57	\$392,457.42	\$422,538.32

In a few seconds it becomes apparent to investigate Akuji Alabama Corp. — with only 55.28% On-Time Performance!

Stock-Outs:

Salient allows you to follow the data, on whatever path it takes. For example, did products stock out when an order was placed? If so, why?



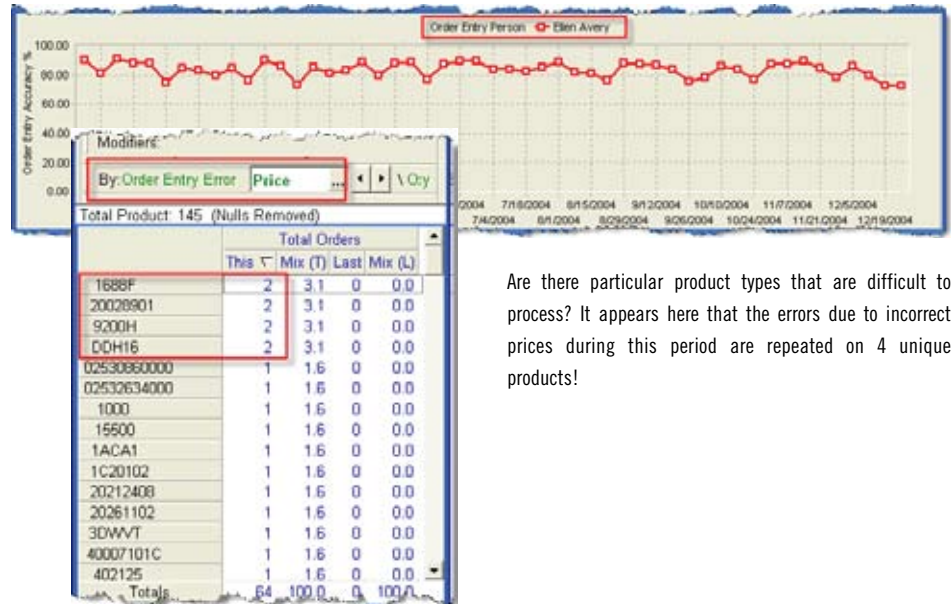
This product seems to have been out of stock twice in the past six months.

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Order Entry:

Is your Perfect Order down because of Order Entry issues? Salient allows you to see individual performers. In this case, Ellen Avery's Order Entry Accuracy runs in the 80-85% range — a possible overall problem that perhaps can be easily corrected.



Are there particular product types that are difficult to process? It appears here that the errors due to incorrect prices during this period are repeated on 4 unique products!

Let Salient guide your investigation. In seconds you can reveal the cause of any Perfect Order issue. You can be certain that the answers you find will be based on the most up-to-date and accurate information. Armed with that information, you can steer your company on the right path.

For a complete demonstration of how Salient Performance Management can increase the efficiency of your supply chain, contact your Salient Sales Representative or call (607) 739-4511.

About Salient

Salient Corporation makes very large scale in-memory intelligence technology for ad hoc data interrogation, visualization and root cause analysis. The company provides continuous audit, performance monitoring and forensic applications for business, health care, education and government.

