

RESOURCES

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Monitor, Manage, and Resolve Supply Chain Issues with Real-Time Dashboards

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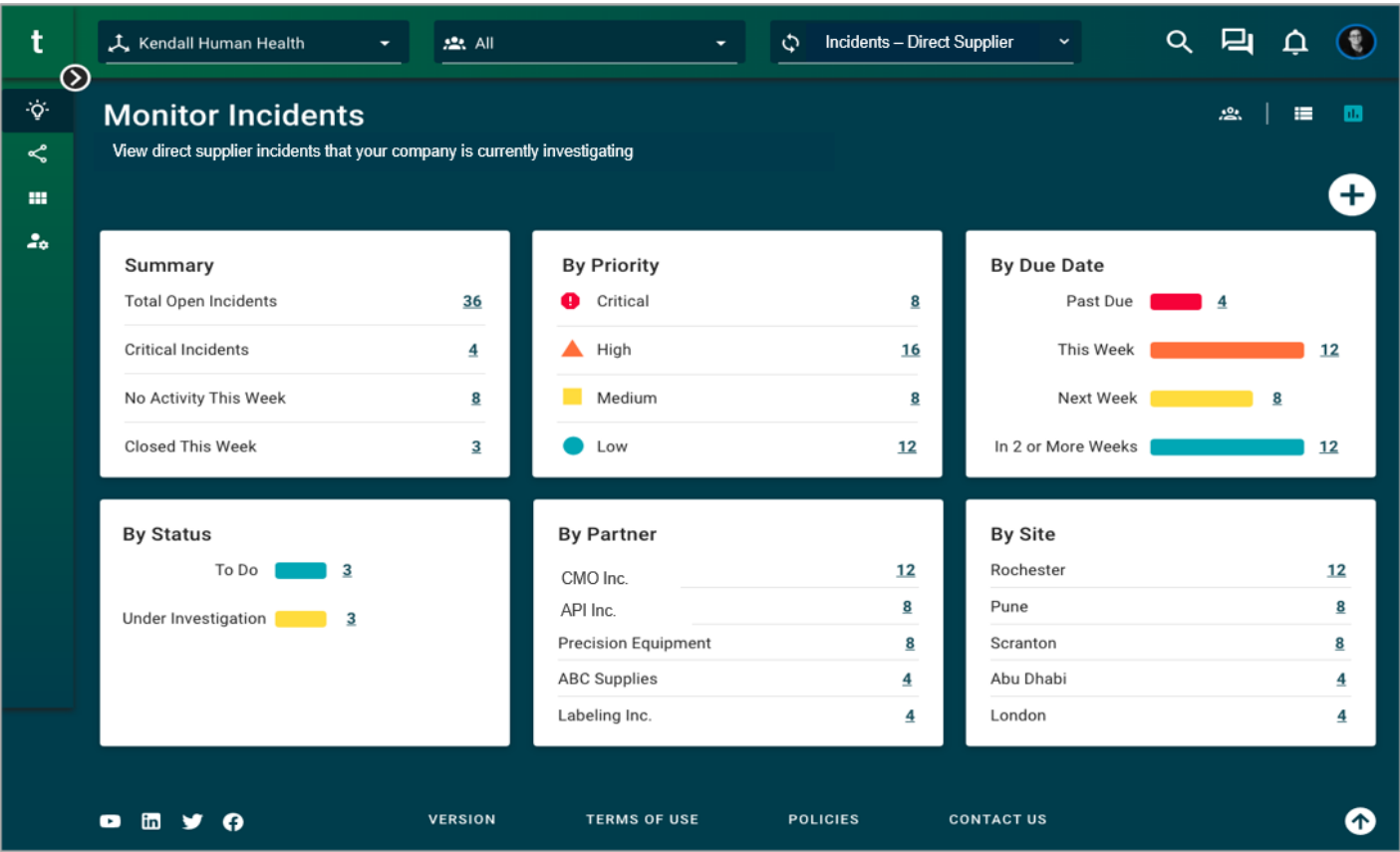
Agile Process Teams for Supply Chain Issue Management (APT-SCIM) gives everyone in your supply chain the power to immediately capture and report incidents. The powerful result is that cross-company and cross-enterprise teams resolve critical issues before they cause supply chain disruptions.

APT-SCIM dashboards are an “early warning system” for supply chain disruptions that enable organizations to detect and resolve issues before they negatively impact supply chain performance.

From late deliveries and quality deviations to damaged shipping containers, production problems, material shortages, and more, APT-SCIM enables organizations to rapidly resolve issues, improve delivery performance, and achieve operational excellence. These results begin with APT-SCIM real-time dashboards.

APT-SCIM dashboards provide manufacturers and their partners with permissioned, actionable visibility into supply chain issues across the supply chain. While most supply

chain scorecards and dashboards report on what has happened in the past, APT-SCIM dashboards enable teams to monitor and manage what is happening right now.

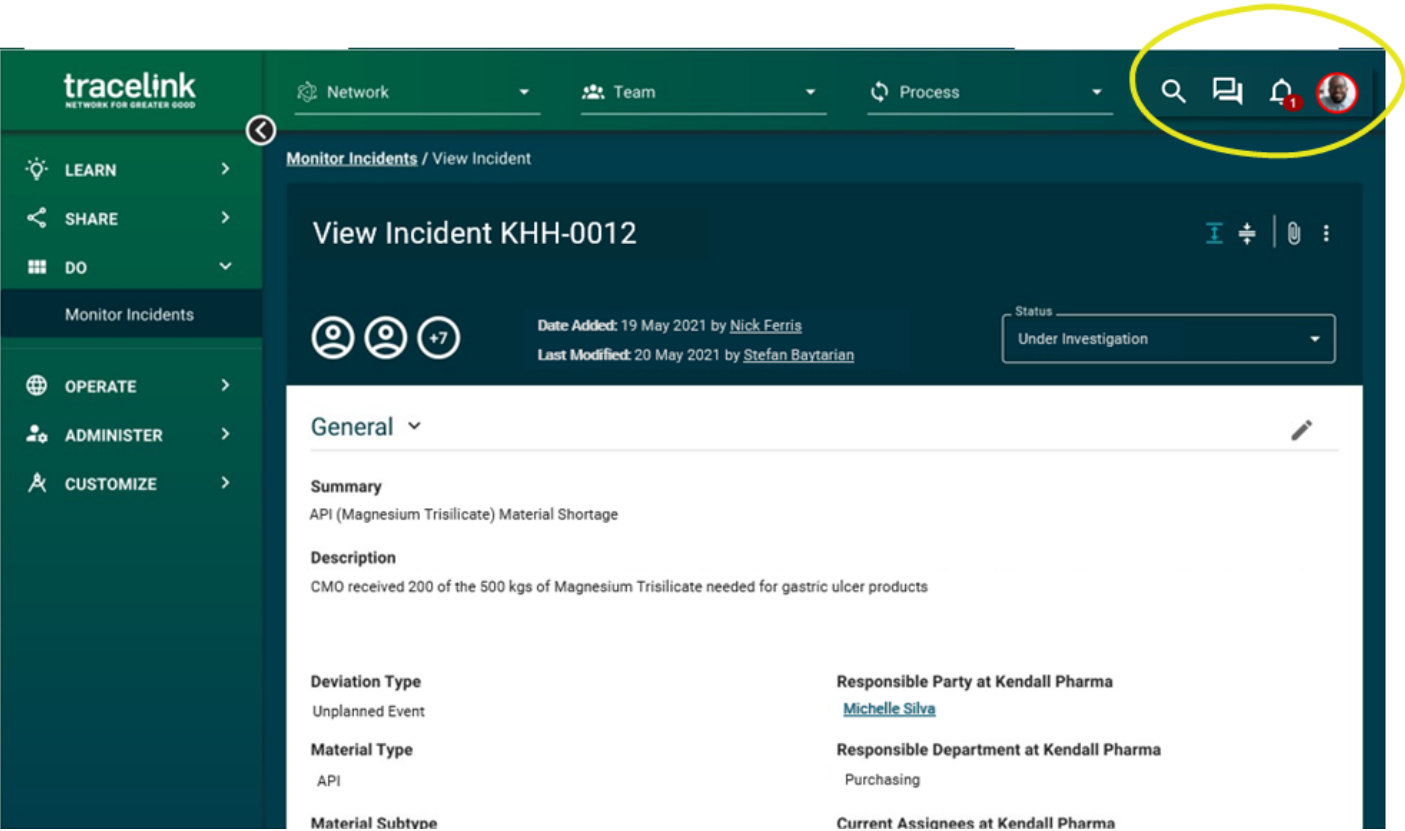


The network filter sets the context for the data presented in the dashboards. Use the drop-down list to filter by "Process Network." This enables category managers and supply chain teams to focus on the specific categories assigned to them. Teams can also filter the data by "Process" and "Team."

The "Summary" panel provides an overview of issues across the organization and the end-to-end supply chain.

The “By Priority” panel provides a summarized view of incidents by priority so internal and external stakeholders can quickly identify critical and high-priority incidents.

Drill down further to see the details behind the incident, including the summary of the incident; the specific supply chain partner involved; the current status of the resolution process; who is responsible for the incident; when it was last worked on; and the due date.



Monitoring the “Due Date” panel helps managers keep incident resolution processes on track and helps organizations significantly reduce the time it takes to resolve issues.

The "By Status" panel enables managers to keep track of the workflow status of incident resolution processes. The "To Do" status indicates work that needs to be started or assigned. "Under Investigation" indicates that incident resolution activities are in progress.

The "By Partner" panel provides a summarized view of incidents by partner, giving teams the visibility needed to quickly identify partners that have recurring issues and who may need extra help to improve.

Drill down on the "By Partner" panel to review which resources are assigned to resolve specific issues and determine if additional resources are needed. Inspect the list of incidents to determine if there are similar recurring incidents that need to be assigned to a process improvement team.

The screenshot displays the Tracelink "Monitor Incidents" dashboard. The interface includes a left sidebar with navigation options: LEARN, SHARE, DO, Monitor Incidents (selected), and ADMINISTER. The top header shows the Tracelink logo and navigation tabs for "Kendall Human Health", "All", and "Incidents - Direct Supplier". The main content area is titled "Monitor Incidents" and includes a subtitle "View direct supplier incidents that your company is currently investigating". Below this, there are filter sections for "Partner", "Status", and "Incident ID", with a "RESET" button and an "APPLY" button. A "Status: To Do" filter is currently selected. A "SHOW ADDITIONAL FILTERS" link is also present. The main table lists incidents with columns for Priority, Incident ID, Summary, Partner, Status, Responsible Party, Last Modified, and Due Date. The table contains three rows of incident data.

Priority	Incident ID	Summary	Partner	Status	Responsible Party	Last Modified	Due Date
High	KHH-0010	API and Key Intermediates	Supplier Inc.	To Do	Kendall Pharma: Joel Anderson Partner: Unassigned	25 Aug 2020 by Nick Ferris	30 Sep 2020 (30 days)
High	KHH-0012	Material Shortage	API Inc.	To Do	Kendall Pharma: Michelle Silva Partner: Unassigned	23 Aug 2020 by Jagadish Nimmakayala	05 Oct 2020 (36 days)
High	KHH-0016	Supplies arrived late	CMO Inc.	To Do	Kendall Pharma: Mallory Silva Partner: Unassigned	24 Aug 2020 by Nick Ferris	08 Oct 2020 (39 days)

At the bottom of the table, there is a pagination section showing "Rows per page" set to 10, "1 - 3 of 3", and "Page 1".

The “By Site” panel provides a summarized view of incidents by internal company locations, enabling managers to determine the impact on specific internal facilities.

With APT-SCIM, both manufacturers and their supply chain partners can create a new incident directly from the dashboard to ensure it gets resolved as quickly as possible.

The screenshot shows the Tracelink application interface. The top navigation bar includes the Tracelink logo and tabs for Network, Team, and Process. A left sidebar contains menu items: LEARN, SHARE, DO, Monitor Incidents, OPERATE, ADMINISTER, and CUSTOMIZE. The main content area is titled 'Monitor Incidents / Add Incident' and features a yellow notification badge with the number '1'. Below the title is the 'Add Incident' section with the instruction: 'Add a new incident involving a direct supplier so your company can investigate.' The form is divided into a 'General' tab and several input fields: 'Summary *', 'Description', 'Deviation Type' (dropdown), 'Responsible Party at Kendall Pharma', 'Material Type' (dropdown), 'Responsible Department at Kendall Pharma', 'Material Subtype' (dropdown), 'Current Assignees at Kendall Pharma', 'Material Problem' (dropdown), and 'Originating Location'.

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Kendall Human Health

All

Incidents - General

Monitor Incidents

View the general incidents that your company is currently investigating.

Summary

Total Open Incidents	36
Critical Incidents	4
No Activity This Week	8
Closed This Week	3

By Priority

Critical	8
High	16
Medium	8
Low	12

By Status

To Do	3
Under Investigation	3

By Partner

CMO Inc.	12
API Inc.	8
Precision Equipment	8
ABC Supplies	4
Labeling Inc.	4

By Site

Rochester	12
Pune	8
Scranton	8
Abu Dhabi	4
London	4

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All

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