

# RAPID EXCEPTION RESOLUTION:

*The Key to Enhancing Integrated  
Supply Planning & Execution for  
Supply Chain Leaders*

A man and a woman in a warehouse setting are looking at a tablet together. The man is on the right, wearing a light-colored jacket, and the woman is on the left, wearing a dark suit. They are standing in front of tall shelves filled with boxes. The entire image has a green tint.

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# INTEGRATED SUPPLY PLANNING AND EXECUTION HAS NEVER BEEN MORE CHALLENGING

Given today's problematic mix of demand volatility and supply uncertainty, it is more difficult than ever for supply chain leaders to develop and execute integrated supply plans that achieve the highest order fill rates while meeting company operating targets. To keep the supply plan aligned with the business metrics that matter most—lowering costs and improved OTIF service levels—planners must juggle hundreds or even thousands of planning exceptions every week. And with most supply chain leaders lacking visibility into this critical aspect of supply plan execution, they often find out about issues long after it is too late to intervene.

*Until now.*

## KEY BENEFITS\*

- Bring speed, structure, visibility, and greater operating efficiency to issue management processes.
- Achieve a **65% reduction** in resolution time and a **35% reduction** in open supply chain issues.
- **50% reduction** in repeat deviations achieved when implemented with continuous improvement initiatives.
- **97% reduction** in manufacturing disruptions leads to **82% improvement** on OTIF.
- Reducing resolution time reduces planning cycle and order cycle times and improves throughput.
- Collaboratively clearing exceptions improves order fill rates as suppliers are engaged immediately.
- Shorter order cycle times reduce buffer inventory which reduces cash-to-cash cycle times.

## KEY FEATURES

- Multienterprise collaborative solution
- Comprehensive management dashboards
- Structured process workflows
- Automated notifications
- Intuitive user experience
- Low/No-code configuration
- Partner onboarding supported by TraceLink
- No software to install

\*Results based on data provided by one global manufacturer who uses TraceLink Supply Chain Work Management.

# RESOLVE EXCEPTIONS FASTER WITH TRACELINK SUPPLY CHAIN WORK MANAGEMENT

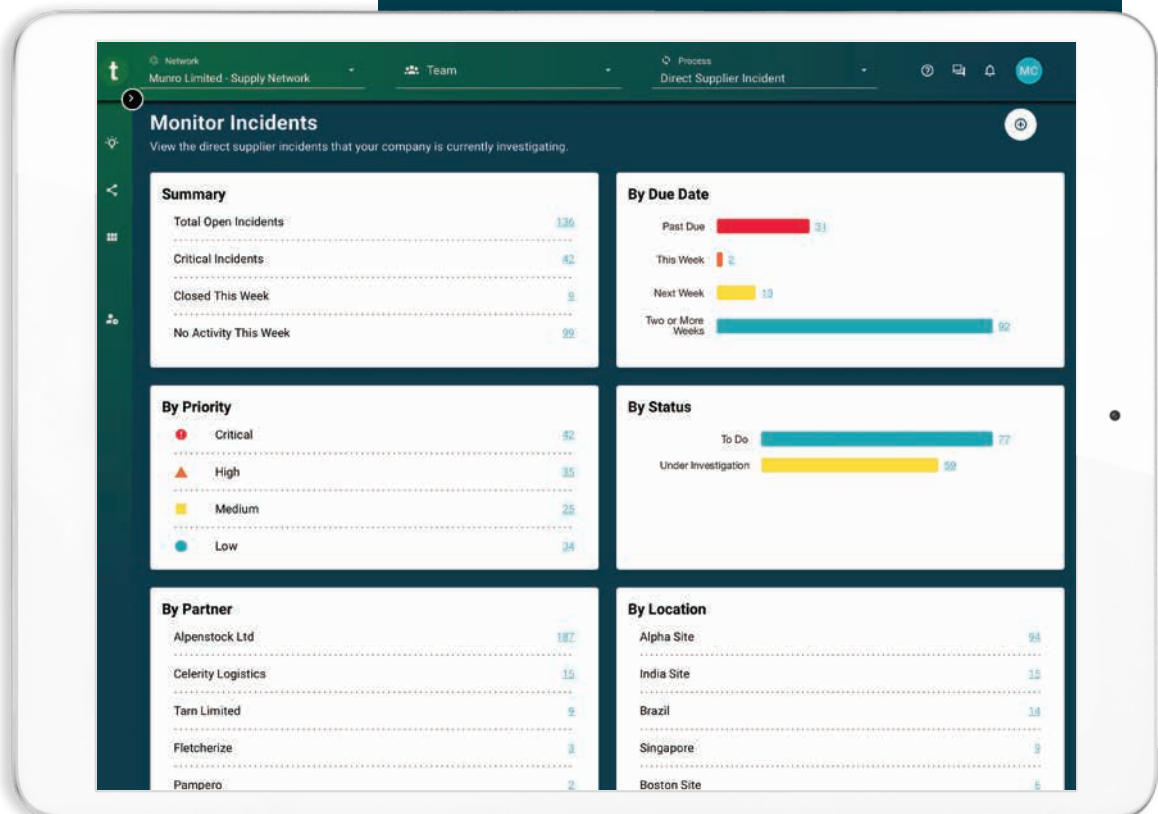
TraceLink Supply Chain Work Management capabilities close the gaps created by siloed internal teams, external partners, and disconnected enterprise systems including ERP and supply chain planning, by enabling real-time, cross-company collaboration to resolve issues and exceptions and execute shared processes with supply chain partners. TraceLink Supply Chain Work Management:

- **Connects all suppliers to a common digital network platform** to provide supply chain leaders with real-time visibility to exceptions that impact OTIF and customer order fill rates.
- **Gives supply chain leaders, planners, and supply chain partners** visibility into unresolved exceptions, critical and high-priority exceptions, past due exceptions, and open exceptions with suppliers.
- **Addresses supply planning's biggest blind spot by enabling managers and planners** to effectively orchestrate exception follow-up and confirmation with suppliers and feeder plants.
- **Provides suppliers with real-time visibility into exceptions** in a collaborative solution using the same data to enable quick confirmation of PO changes or initiate the collaboration required to reach agreement on alternative resolutions.
- **Enables better decisions at daily or weekly production meetings** based on timely updates from suppliers and feeder plants.



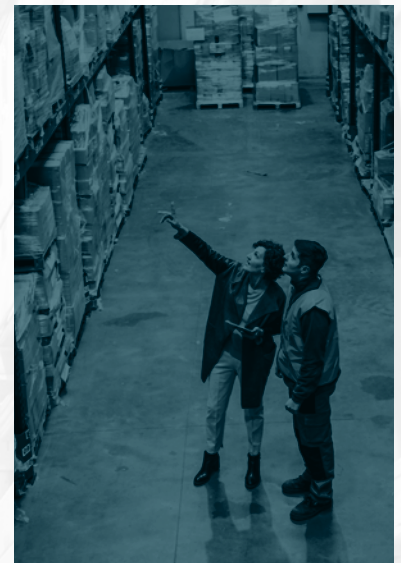
## VISIBILITY FOR SUPPLY CHAIN LEADERS, PLANNERS, AND SUPPLY CHAIN PARTNERS

A challenge for all supply chain leaders is effectively managing processes that span across stakeholders from different internal functions as well as stakeholders at supply chain partner companies. Supply Chain Work Management dashboards enable supply chain leaders to monitor incidents and the resolution process in real time with drill-down capabilities that clearly identify the stakeholder that has ownership of the current step in the workflow. The unique process team capability enables cross-company teams of subject matter experts to be assembled and assigned to a specific network of suppliers.

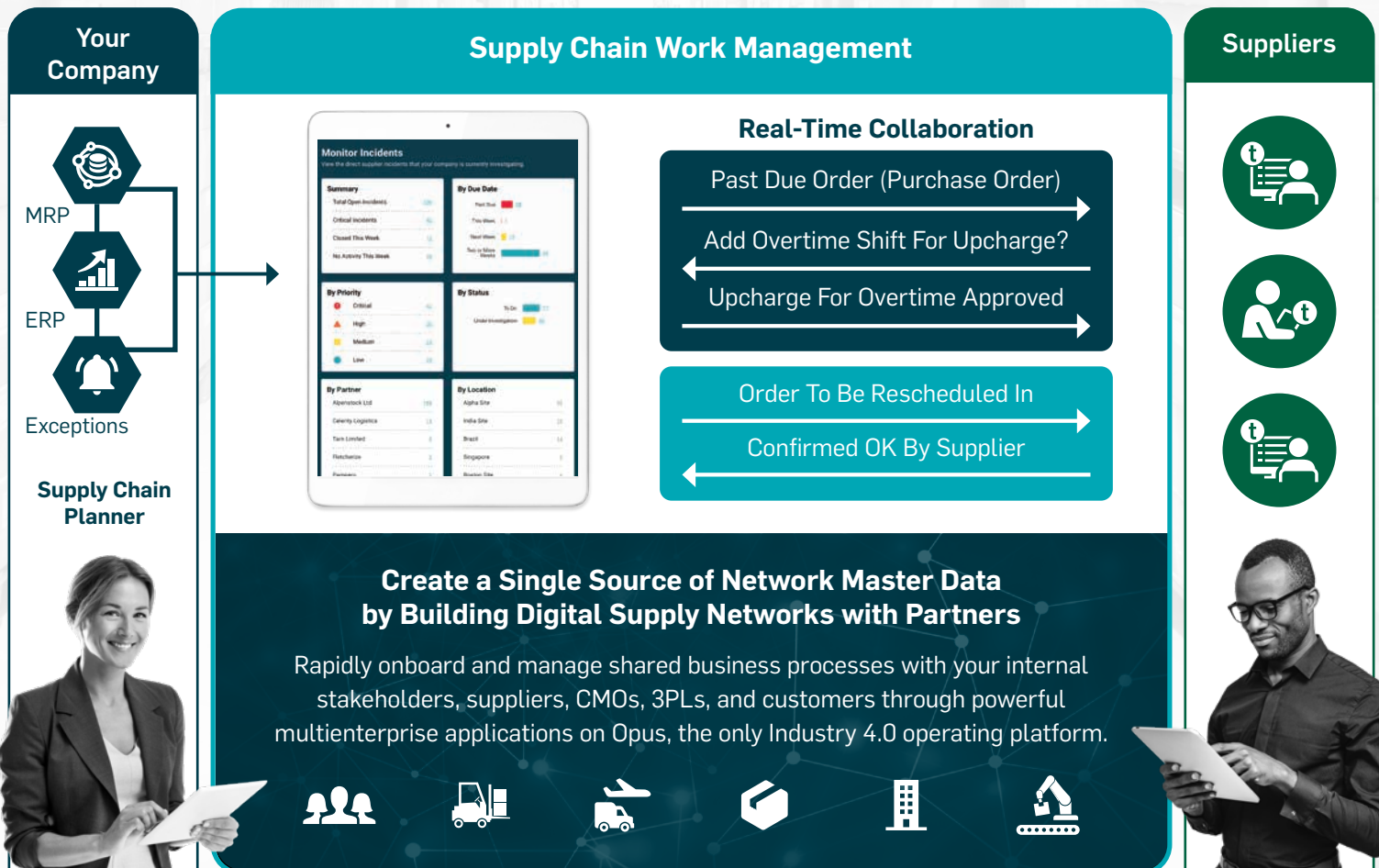


# PROVIDE SUPPLIERS WITH REAL-TIME VISIBILITY TO EXCEPTIONS

The exception management capabilities of most planning systems treat each exception as a discrete event and do not make it easy to determine aggregate supply plan accuracy. For this reason, many planners download exceptions into a spreadsheet for further analysis. This spreadsheet, however, does not help with supply planning's biggest blind spot: exception follow-up and confirmation with suppliers. To eliminate this blind spot, planners must review exception messages, consolidate exceptions by supplier, email the spreadsheet to the suppliers, and follow up with a phone call. The supply planning run can produce thousands of exceptions and, as a result, the exception resolution process is very tedious and often consumes the majority of the planner's week.



Supply Chain Work Management digitalizes the exceptions output from the planning system to streamline follow-up, confirmation, and resolution. Based on permissions set by the operator, suppliers are immediately made aware of changes to open purchase orders and become an active part of the exception resolution process. Using Supply Chain Work Management real-time dashboards, planners can identify suppliers with the most open exceptions, which is an early indicator of potential supply disruptions. Similarly, the By Due Date panel on the dashboard enables planners and suppliers to identify exceptions that are overdue and may lead to supply disruptions. While suppliers may not always be able to comply with requested purchase order changes, supply plan accuracy will improve as planners get much better visibility into what the supply will be and can adjust the plan accordingly.





## ENABLE BETTER DECISIONS AT PRODUCTION MEETINGS

Supply Chain Work Management real-time dashboards provide managers and planners with the ability to identify critical and high-priority issues and the visibility needed to make better business decisions and process improvements. Given that there may be numerous exceptions that need to be resolved at top suppliers, setting the priority and expected resolution date ensures the planning team and the suppliers' teams are aligned. Internal supply chain management teams can track resolution processes that are falling behind and monitor underperforming internal processes and partners. Internal teams and managers have the visibility needed to identify planners that may be overloaded and apply additional resources as required. Supply Chain Work Management users have replaced spreadsheets and whiteboards at production meetings with these dashboards.

## IMMEDIATE BENEFITS: EXCEPTION RESOLUTION TIME REDUCED BY AS MUCH AS 65%

Companies that have deployed Supply Chain Work Management have found that the structured, workflow-driven processes it provides have reduced the time to resolve exceptions by as much as 65%. This productivity improvement is achieved almost immediately as planners, suppliers, and managers begin to use Supply Chain Work Management, because suppliers are immediately notified about issues and priorities are adjusted, responsible parties assigned, and resolution dates are set. For planners, this delivers immediate value as exceptions are cleared much faster with reduced effort.

Immediate benefits stem from shorter exception resolution time, which frees up planners to address more exceptions and identify more accurate resolutions based on supplier input. Over time, faster exception resolutions will impact critical manufacturing metrics, including:



**Order cycle time:** Over time, the average exception resolution times become part of the order cycle times. Reducing resolution time reduces planning cycle and order cycle times.



**Order fill rates:** Collaboratively clearing exceptions also improves order fill rates as suppliers are engaged immediately. This is especially important during periods of high growth when open purchase order quantities are being increased frequently.



**Throughput:** With better informed planners attending production meetings, fewer incomplete orders will be released to production. This reduces unnecessary changeovers and improves throughput.

## **BE PREPARED FOR ANY SUPPLY CHAIN CHALLENGE**

TraceLink Supply Chain Work Management is a quick and easy way to harness the power of your planning team's expertise and that of your suppliers so you can all navigate disruptions, improve supply accuracy, and get ahead of your competition. This will enable your supply chain planning organization to overcome current supply chain challenges, and help the organization acquire new customers and grow revenue.

## **TRACELINK—THE DIGITAL SUPPLY CHAIN NETWORK LEADER**

With more than ten years of network experience, the TraceLink Digital Supply Network currently includes more than 285,000 supply chain partners. Whether there are ten or ten thousand supply chain partners, TraceLink handles the trading partner network onboarding and maintenance at no cost to partners.

The TraceLink Digital Supply Network runs on the TraceLink Opus Platform, a low/no-code development platform and partner ecosystem for constructing digital networks for Industry 4.0 deployments. It provides all the capabilities required to build, manage, and grow digital networks with supply chain partners.

**Learn more about TraceLink Supply Chain Work Management**

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