

# Improve On-time delivery (OTD) in a new, state of the art, factory

Fortune 15 multi-industry industrial manufacturer

One of the worlds largest industrial manufacturers struggles to achieve delivery targets in a new, state of the art, facility despite investments in systems and inventory. Rising production targets, poor data quality, and variation in demand result in poor on-time delivery performance and lower revenue.

## COMPLEXITY

- Complex and varied product set (Aviation, Oil & Gas, Transportation, Power, Energy)
- Minimal root cause analysis for OTD misses
- Limited visibility and insights on delinquent orders
- Inconsistent measures of success between customer and fulfillment
- Configure to order (CTO), Build to Order (BTO) and Make to Stock (MTS) models

## RESOLUTION

- Connected data and improved data quality end to end
- OTD and delinquency projections
- Visibility and use of alternate parts to relieve availability pressures
- Established a sales order booking process to transform demand tracking and delinquencies
- Synchronized OTD calculation across all parties including the customer
- Optimized inventory for OTD
- Systematically identified, visualized and executed clear to build and parts at risk mechanism, eliminating process bottlenecks

## WHY ENTERCOMS

- In house systems not capable of synchronizing across the customer, supply chain, and production
- Faster than alternatives (Resident systems & IT)
- Multi-role based visibility, including customer
- Superior cost to benefit ratio
- Never before possible OTD synchronization
- Flexible, capable, easy to work with

## IMPACT



78% on-time delivery improvement within first 60 days



Root cause for delinquencies  
Daily prioritization of work/purchase orders



Aligned on-time delivery metric and expectations with the customer (16% vs. 61%)