



Business Consulting Services

User Guide for the eSCM web site www.escm.org.sg

Version 1.0

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This user guide is to be used as help in using the eSCM website. It is current at the time of publishing. Neither IBM nor SCI or the eSCM Council or any of its members take any responsibility to keep this update to reflect any changes in the website

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Introduction

- On reaching the URL www.escm.org.sg you are presented with a welcome home page
- Selecting the option 'Introduction' provides following links to introductory material on the eSCM program
 - What is eSCM? Why eSCM?
 - Introduction to eSCM assessment standard 1
 - Audit Process
 - What is SCOR and its relevance to eSCM standard 1
 - details on who to contact if you are interested in more information

business on demand

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Welcome to the e-Supply Chain Management Assessment web site

The **eSCM Assessment** has been designed to give you a detailed understanding of your company's eSCM maturity and to highlight specific improvement opportunities. This website allows you to carry out a self-assessment and apply for an audit. Successful companies will be awarded a certificate from the eSCM Council of Singapore.

Under Development

This site and its content are under development. You are welcome to browse the site and try out the eSCM Assessment, but this is still subject to change.

SINGAPORE e-SCM COUNCIL

Privacy Statement: We respect your privacy! Any and all information collected at this site will be kept strictly confidential and will not be sold, leased, rented, loaned, or otherwise disclosed. Any information you give through this site to the eSCM Council or its consultant IBM Business Consulting Services will be held with the utmost care, and will not be used in ways that you have not consented to. In utilizing data to this web site, you consent to allowing your data to be added to a database where it may be used for benchmarking purposes. Only aggregated data will be included in any benchmarking report and your company's name and individual data will not be disclosed.

Introduction

- The second option 'User Guide' provides a link to this user guide's online version
- The third option, 'Use eSCM Assessment', starts you off on using the eSCM online assessment framework
- The fourth option, 'eSCM Administration', is reserved for the content administrator
- The fifth and final option, 'Acknowledgements', lists out details on the eSCM council and its various member organisations and individuals
- The link on top of the page 'Go to IBM' is a link to the IBM Business Consulting Services website for Singapore

Registering a new user

- In order to use the online assessment tool, you have to register yourself as a user providing your name, the name of the organisation you represent and your email address
- From the home page, when you select 'Use eSCM Assessment' you are brought to the 'Start Page' where you logon as a user with your username and password. New users can register their user names and password by selecting the link *'New User? Register yourself for accessing the system. It is free !!'*
- Please refer the following page for details of the registration form to be filled in
- This information will not be shared with anybody outside the eSCM program and is solely for the purpose of identifying the scorecards you create and to contact you if you so desire



Registering a new user

- The following must be filled up and submitted to register username

Home	Start Page	Available Scorecards	Sign out
<h3>New User Registration</h3> <p>You can automatically register yourself to be a user of this ESCM website by filling out and submitting this form. Only registered users are allowed into ESCM system. Choose a username for yourself and make sure this username contains no spaces.</p>			
User Details Submission			
Enter username	<input type="text" value="johndoe"/>	-- you can use mixed case, but the maximum length is 10 characters.	
Enter password	<input type="password" value="password"/>	-- keep this private!	
Enter password again	<input type="password" value="password"/>	-- for verification	
Enter full name	<input type="text" value="John Doe"/>		
Enter email address	<input type="text" value="john.doe@widgets.com"/>		
Enter company name	<input type="text" value="Widget Manufacturing Com"/>		
<input type="button" value="Register Me"/>		<input type="button" value="Clear Form"/>	

Registering a new user

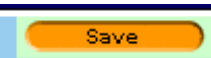
- Please note the following while registering
 - The username cannot be longer than 10 characters. If the username you chosen has already been used by an earlier registrant you will get an error – you will have to re-register with a new username
 - The two passwords that you enter must be exactly identical – passwords are case sensitive
 - Please ensure that you enter your full name – it will help us contact you if you so desire
 - Please enter your correct email address – it will help us contact you if you so desire
 - Please enter the full name of your company and keep it consistent across various individuals from the same company who are entering different scorecards – it will help in benchmarking yourself

Signing in

- You can sign in from the 'start page'
http://www.escm.org.sg/escm_start_page.asp
- If you are a new user who has just registered you will be provided a link to reach this start page after signing up
- Please enter your username and password exactly as it was registered – remember, username and password are case sensitive
- If you forget your username and / or password there is no means of retrieving the scorecards you created. Please make note of the username and password in another secure location



Creating a new scorecard

- After you log in you can create a new scorecard. A scorecard is a record of each self-assessment that you do.
- After you login, select the option 'Create a new Assessment' to start a new scorecard
- You have to confirm the information asked for and click on the  button



The screenshot shows a web interface for creating a scorecard. At the top, there is a navigation bar with links: 'john DOE', 'Home', 'Start Page', 'Available Scorecards', 'Sign out', and a 'Save' button. The main heading is 'E-Supply Chain Management Scorecard'. Below this, there are several dropdown menus for inputting information:

- Company: Widget Manufacturing Co
- Industry Type: Electrical and electronics
- Sub Industry Group: Semiconductor
- Role: OEMbrand owner
- Scorecard Date: 5 Nov 2002

Creating a new scorecard (contd.)

- Ensure that the company name displayed is the full company name which is being used by all your personnel using this website for self assessment purpose
- Information on industry type, sub-industry group and role are captured to provide focused benchmarking features – please enter these as accurately as possible. In case none of the options mentioned meet your company's description please use the nearest one and contact IBM Business Consulting Services through the 'contact us' link to update the list with a new industry / role type
- Please ensure that the date of the self assessment is correctly mentioned

Selecting relevant sections on your scorecard

- Having created a scorecard you will now need to select those sections of the assessment questionnaire that are relevant to your business

Home Start Page Available Scorecards Sign out Save

Originator's Company: Wiget Industry Type: Electrical and electronics Sub Industry Group: Semiconductor Role: IBM brand owner

Scorecard Date: 6 Nov 2002


Plan

- P1A- Plan supply chain - External Customer
- P1B- Plan supply chain - Internal Customer
- P2A- Plan source - External Supplier
- P2B- Plan source - Internal Supplier
- P3- Plan Make
- P4A- Plan Deliver - External Supplier
- P4B- Plan Deliver - Internal Supplier
- P5- Plan return
- EPA- Enable Plan - External Supplier / Customer
- EPB- Enable Plan - Internal Supplier / Customer

Source

- S1A- Source stocked product - External Supplier
- S1B- Source stocked product - Internal Supplier
- S2A- Source make-to-order products - External Supplier
- S2B- Source make-to-order products - Internal Supplier
- S3A- Source engineer-to-order product - External Supplier
- S3B- Source engineer-to-order product - Internal Supplier
- ESA- Enable Source - External Supplier

Selecting relevant sections on your scorecard (contd.)

- There are 5 sections in the scorecard
 - Plan, Source, Make, Deliver, Return
- Each of these have level 3 sub-sections as indicated in the figure in the previous page
- Please check the box to select a particular level 2 sub-section
- Key criteria for not selecting any sub-section could be based on your product types (Made to Stock, Made to Order & Engineered to Order) or customer / supplier type (internal / external)
- Any sub-section not selected will be omitted when questions are displayed for self assessment
- It is possible to exclude specific questions as 'not relevant' even if the entire section is selected – hence if in doubt select the section and mark specific questions as 'not relevant'
- On completing selection of these level 2 sub-sections click the  button to save the information and continue to the question level



Scoring for questions displayed

- Each question in the assessment comprises the following
 - Section and identification tag
 - The question and a pop-up explanation box on mouse-over
 - The maturity scale with descriptors from “NR” to the highest level and a comment box for keying in any explanations – the maturity scale has radio buttons to select a score for the question

Plan

P1A- Plan supply chain - External Customer

P1.1A Aggregate supply chain requirements

1 - How do you collaborate with your customers in the demand forecasting process ? (Please answer this question if you are a brand owner)

N.A.
 No structured process for collaboration with customers
 Process exists to collaborate with customers, but exchange of data is manual through FAX / e-mail, spreadsheets.
 Process exists to collaborate with customers, who account for a limited share of total revenue, enabled through electronic exchange of information, using proprietary standards, not fully integrated with internal systems
 Process exists to collaborate with customers, who account for a significant share of total revenue, enabled through electronic exchange of information, using proprietary standards, not fully integrated with internal systems
 Process exists to collaborate with customers, who account for a minimum share of total revenue, enabled through electronic exchange of information, internet enabled or using open / industry standards, fully integrated with internal systems

Explanation

Collaboration refers to a joint demand forecasting process where by your customers share their forecast with you which is then reviewed jointly and agreed upon. This forecast is typically based on expected demand, inventory position, promotion plans etc. Key benefit is the inputs from your customers who are in-touch with the end-consumers, would make the forecast more realistic. Also all supply chain partners working on a single consensus forecast synchronises the entire supply chain.

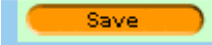


Scoring for questions displayed (contd.)

- All questions must be considered in the scoring process – if any question is not relevant select the NR option else select the appropriate maturity indicator and enter explanations in the comment box
- At the end of the questions is the section comprising the various KPIs (e-capability indicators and SCOR metrics). Please enter the appropriate value in the field – only numeric characters are permitted

Key Performance Index (Mouseover KPI name for its description)

		KPI data Entry box
Delivery performance		% (0-100) <input type="text"/>
Perfect order fulfillment	<div style="border: 1px solid black; background-color: #e0ffe0; padding: 5px;"> <p>Definition The % of orders that are fulfilled on or before the customer requested date and/or original scheduled or committed date</p> <p>Formula [no. of orders delivered on time and in full]/[total number of orders]</p> </div>	% (0-100) <input type="text"/>
Supplier delivery performance		% (0-100) <input type="text"/>
Supplier perfect order fulfillment		% (0-100) <input type="text"/>
Order fulfillment lead time		Days (0-9999999) <input type="text"/>
Deliver cycle time		hours (0-9999999) <input type="text"/>
Customer receipt of order to installation complete time		days (0-9999999) <input type="text"/>
Supply chain response time		<input type="text"/>

- After completion of KPIs click the  button to save the self assessment



Using created self-assessment scorecards



- Select the 'Available Assessment' option from the menu to view all available scorecards that have been created by the user

E-Supply Chain Management

ESCM Scorecards

Click on the headers to sort the records accordingly

Id	Industry	Company	User	Sub Industry	Date	Status	View	Edit	Delete	Benchmark	Book-Auditor
37	Electrical and electronics	Widget	John Doe	Semiconductor	11/6/2002	Draft					
64	Consumer packaged goods	Widget	John Doe	Personal and home care	12/30/2002	Draft					



Using created self-assessment scorecards (contd.)



- Use this button to view the created scorecard – this will open the specific scorecard in view mode – this can be done only by the creator of the scorecard



- Use this button to edit the created scorecard – it will open the created scorecard in edit mode



- Use this button to delete the scorecard from the database – once the user deletes a scorecard it is not possible to retrieve the information again




- Use this button to create a Benchmarking Report for this scorecard – only scorecards that have been audited and approved can be used for benchmark reports – self-assessments cannot be benchmarked



- Use this button to submit the scorecard for auditing and send an auto e-mail to the program administrator in SCI to fix up audit dates for you – once this is done the user can make no further changes to the self-assessment including delete



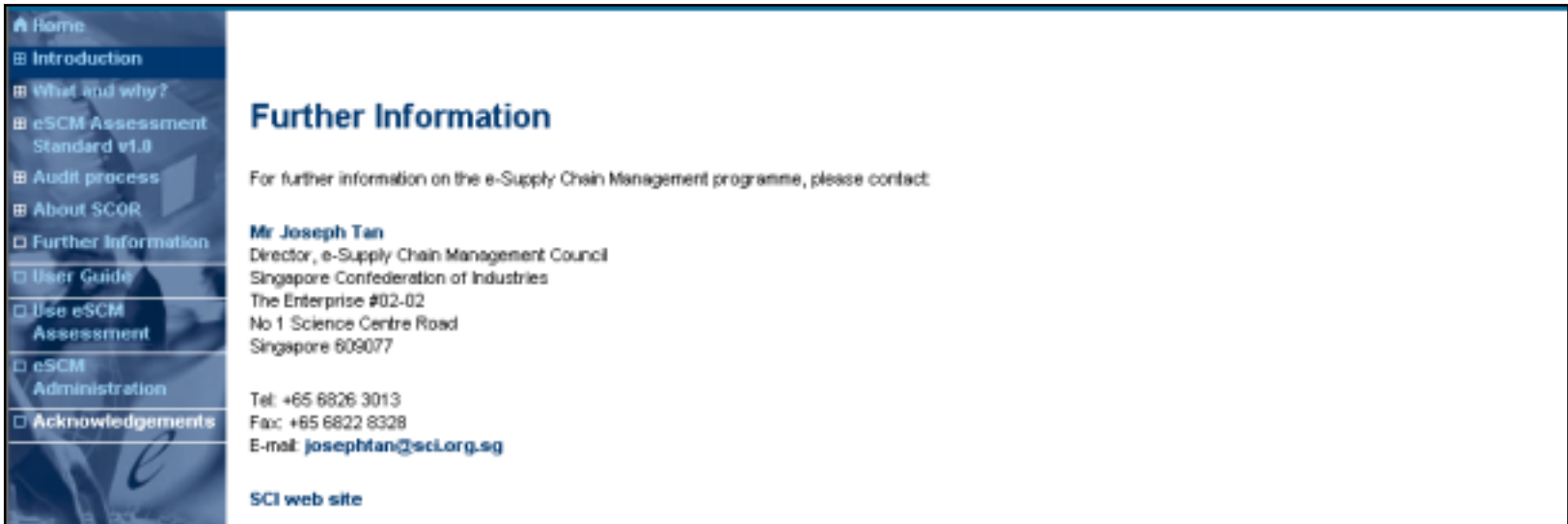
Submitting self assessment for an audit

- While using the  button to submit the scorecard for an audit please note the following
 - You will need to select the auditor you want to use – currently the only option available is IBM Business Consulting Services. IBM has an agreement with SCI to be the exclusive auditor for the eSCM program for the first one year during roll-out till October 2003
 - Selecting this option will send an auto email to the program administrator in SCI regarding your intention to undergo an audit and your interest in booking dates – the SCI administrator will contact you by phone to finalise dates for the audit and inform the auditors directly
 - Selection of this option will deny you any future edit / delete access to your self-assessment scorecard – you will only be able to view it. The edit control for the document passes on to the auditors



Contacting SCI for information / scheduling audit

- While an auto email is sent to the administrator, it is suggested that in case of no response to your 'request for audit' for more than 2 working days, please contact the programme director for eSCM in SCI
- Use the link 'Introduction-> Further Information' in the 'Home' page to obtain the current contact information for the programme director for eSCM in SCI



Further Information


For further information on the e-Supply Chain Management programme, please contact:

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The Enterprise #02-02
No 1 Science Centre Road
Singapore 609077

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[SCI web site](#)

Running benchmarking reports

- It is possible to run benchmark reports based on 'Audited' and 'Approved' scorecards only
- On selecting the  button, the 'Benchmarking' report generator opens up with a number of fields to select – please refer next page
- Step 1 -> Selection of scorecard for benchmarking
 - Its possible to select multiple scorecards under the same user for benchmarking –e.g. if a company has multiple businesses and each has a scorecard, its possible to benchmark all of them simultaneously as well as include an average across businesses in the report
 - To select multiple records click on 'Re-select my records from list' and check all the records to be selected

Running benchmarking reports (contd..)

escmadm
Home
Start Page
Available Assessment
Sign out

Benchmarking

Step 1 - Your Scorecards: 1 Selected.

ID	Company	Date	Industry	Sub Industry	Role
62	Thursday Manufacturing Company	12/19/2002	Electrical and electronics	Consumer Electronics	CEM/brand owner

Re-Select My Records From List

Step 2 - Select a Benchmark Set:

Benchmark KPI?

Benchmark Type

Benchmark Level

By Group

By Category

By Questions

Industry

Sub Industry

Role

Step 3 - Select Report Parameters:

Report Type
 Table Distribution Chart

List my Scorecards individually?
 Yes No



Running benchmarking reports (contd..)

■ Step 2 -> Select a Benchmark Set

- To benchmark KPIs check the 'Benchmark KPI?' box – if left unchecked the report will benchmark the questionnaire
- Select 'Benchmark Type' to indicate the level at which you want to benchmark – for the questionnaire, you can benchmark at an aggregate level or Individual question level
- In case of 'Aggregate' level benchmarking, indicate which level - Level 1 or Level 2 of SCOR processes at which benchmarking
- In case of individual questions, user can select which Level 1 process is the benchmarking for by selecting the appropriate 'Group', which Level 2 process the report is for by selecting 'Category' and further even select individual questions if desired – the default selection in all these cases is 'All'
- Select the 'Industry', 'sub-industry' and the 'role' of the company in the supply chain



Running benchmarking reports (contd..)

- Step 3 -> Select report parameters
 - The report can either be in the form of a table or in the form of a chart
 - If multiple scorecards have been selected, these can be listed individually or all together in one report
- After selecting all the options 'Submit' the query for generating the benchmarking report
 - Depending on the amount of data selected and the complexity of the query, the system can take a few seconds to process the query and come up with the report



Running benchmarking reports (contd..)

- The benchmark report will show benchmarks only in cases where there are at least 5 other records , to ensure confidentiality is maintained
- In case where <5 records are found the numbers will be replaced with “**”

ESCM - Benchmark Results

Criterion	Item Description	Sample Min	Sample Avg	Sample Max	# Records	My Min	My Avg	My Max
DELIVER								
Deliver make-to-order product - External Customer								
D2.1A	Process inquiry and quote	135.	How do you receive customer inquiries and how do you respond with a quote ?	**	**	**	< 5	400.0 400.0 400.0
D2.2A	Receive, configure, enter and validate order	136.	How do you receive orders and how are they entered into your system and validated ?	0.0	120.0	200.0	5	0.0 0.0 0.0
D2.3A	Reserve resources and determine delivery date	137.	How do you confirm the orders to customers, providing details on expected delivery dates	100.0	140.0	200.0	5	100.0 100.0 100.0
D2.6A	Route shipment	138.	If you engage 3rd party logistics service providers (3PL) to do route planning how do you receive the final plans from them ?	**	**	**	< 5	300.0 300.0 300.0
D2.9A	Load vehicle, generate ship docs., verify credit and ship product	139.	How do you communicate shipping details of an order to the customer?	100.0	200.0	400.0	5	200.0 200.0 200.0
D2.9A	Load vehicle, generate ship docs., verify credit and ship product	141.	What sort of systems are used to ensure product tracking and traceability and how is the information transmitted ?	100.0	220.0	400.0	5	100.0 100.0 100.0
D2.9A	Load vehicle, generate ship docs., verify credit and ship product	142.	How do you communicate to your customer confirmation of the delivery of product to the delivery location?	**	**	**	< 5	200.0 200.0 200.0
D2.10A	Receive and verify product at	143.	How do you receive confirmation of receipt of goods from your customers ?	**	**	**	< 5	300.0 300.0 300.0

For further help with the website

- If you need further help with the website please contact

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For technical difficulties on the website

- If you are facing any technical problems with the website please contact

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