

Business Intelligence Module

This module provides business users with current and historical information on issues and resolutions.

Reporting – A standard parameterized reporting module allows for all types of reports on issue and resolution statistics.

Analysis – An Online Analytical Process OLAP module allows users to slice and dice by various dimensions using a multi-dimensional methodology.

Metrics – A metrics component allows a corporation to setup measures to track supplier performance based on issues and resolutions.

Trends - A trending component provides functionality for setting up data to watch for trends. The component includes methods for setting up thresholds that can produce notifications when trends exceed desirable limits.

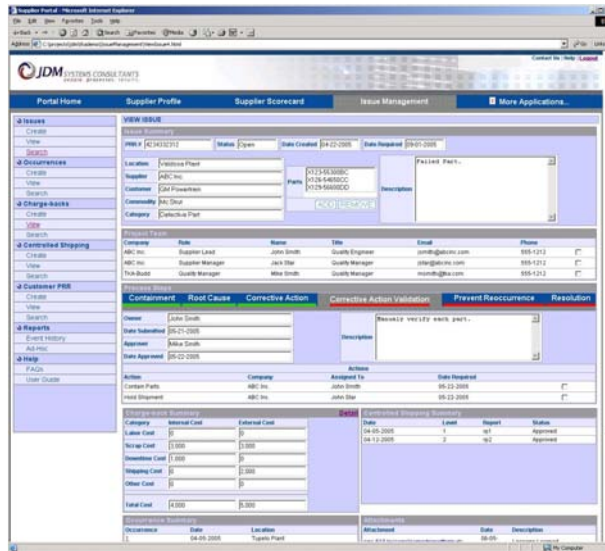
Solution Architecture

The Issue Manager application architecture is based on J2EE industry standards. The architecture includes a thin client presentation layer, a web application layer, a database layer, and an integration layer. Standard web browsers implement the presentation layer. The standard J2EE application server platform is the base for a reliable, robust, scalable solution that requires nearly zero maintenance. The application is database independent and can be configured for all major database server products. Data integration can be implemented with virtually any industry standard sources including Mainframes, databases, SAP, web services, message queues, etc.

The above mentioned and other technologies have been brought together into a modular and flexible solution to deliver the most value possible for an organization.

Presentation Architecture

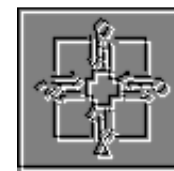
The Issue Management application includes a user interface to capture all the necessary information to complete the problem resolution process, manage charge backs, and track the status of suppliers currently under controlled shipping.



Conclusion

Invest in JDM Systems Consultants by utilizing the Issue Manager solution for your corporations supply chain management needs. Realize a valuable return on your investment with the rapid and dependable results provided by JDM.

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Overview

The Issue Manager web based application provides many benefits to corporations that work with Suppliers or Vendors on a day-to-day basis. The application provides a solution for managing issues occurring in the supply chain. This information is extremely useful to organizations interested in an achievable continuous improvement process.

JDM provides the Issue Manager application as part of its supply chain custom solution suite of offerings. Based on standard J2EE web technology the solution is flexible and does not require complex and expensive products and integration.

Reality

Organizations with a large supply base need a repeatable and reliable process for managing issues across the supply chain. Such a solution reduces cost and continuously improves quality.

Solution

The Issue Manager application is based on a best of breed industry standard J2EE technology. The solution is a web-based application that can be deployed by any corporation for enabling their supply chain with a reliable issue resolution process.

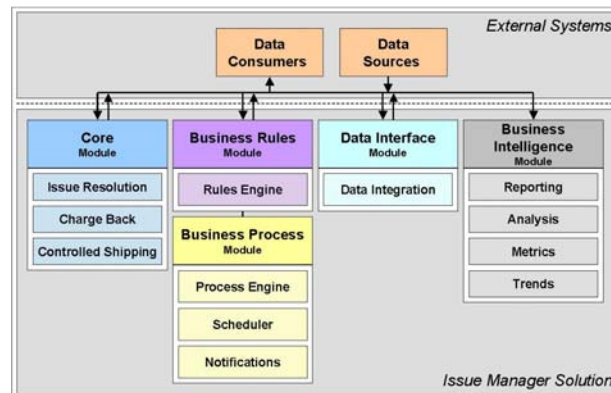
Benefits

The solution JDM offers can benefit a corporation and its supply base in many ways including the following:

- **Improving supplier sentiment by including them from the beginning in the problem resolution process.**
- **Provides a central source for supplier performance in relation to quality and delivery.**
- **Increases issue response timeliness.**
- **Reduces miscommunication of issue details.**
- **Improved productivity via a functional and user-friendly online application.**

Solution Modules

The solution includes a set of modules that together implement a successful issues management application for the business organization.



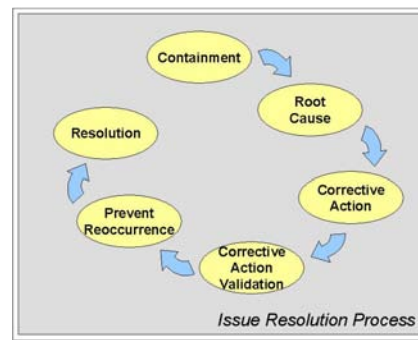
Core Module

The core module includes the main business functionality of the application.

Issue Resolution – The heart of the solution is the issue resolution process based on the global 8D standard. The solution walks the business partners through the process from start to finish.

Charge Back – This functionality provides a means for suppliers to share in the financial impact of issues occurring in the supply chain.

Controlled Shipping – This includes monitoring the details in placing a supplier in a state of controlled shipping.



Business Rules Module

The solution includes a business rules module to allow the flexibility to reconfigure rules as an organizations business needs grow.

Rules Engine – The rules engine allows for the creation of heuristic rules that are applied to the business processes in the application. This provides flexibility and rapid implementation of business policies.

Business Process Module

This module includes a flexible approach to implementing business processes based on industry standards. This approach significantly reduces process implementation time.

Process Engine– The engine is a component that can handle the orchestration through complex business processes. The engine supports human and system interfaces to make the processes as seamless as possible. The human interface utilizes a task list for users to complete. The system interface utilizes web services to complete distributed processes.

Scheduler – The process engine coordinates with a scheduler that can periodically launch tasks, monitor for expirations, and initiate escalation steps.

Notifications – The solution includes components for notifying workflow participants on demand via email or other means.

Data Interface Module

Corporate data is key to the success of managing issues. Subject matter data including, supplier contacts, buyer contacts, geographical details, logistics details, part or commodity details, quality metrics, and contract information is all required.

Data Integration – A flexible data integration approach is required to interface with legacy and other source systems. It is also key to have the most recent data to support the issue resolution process.

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