



RESOURCES

Home
Resources
Resource Center

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

by Mark Brunelli, Senior Writer, TraceLink

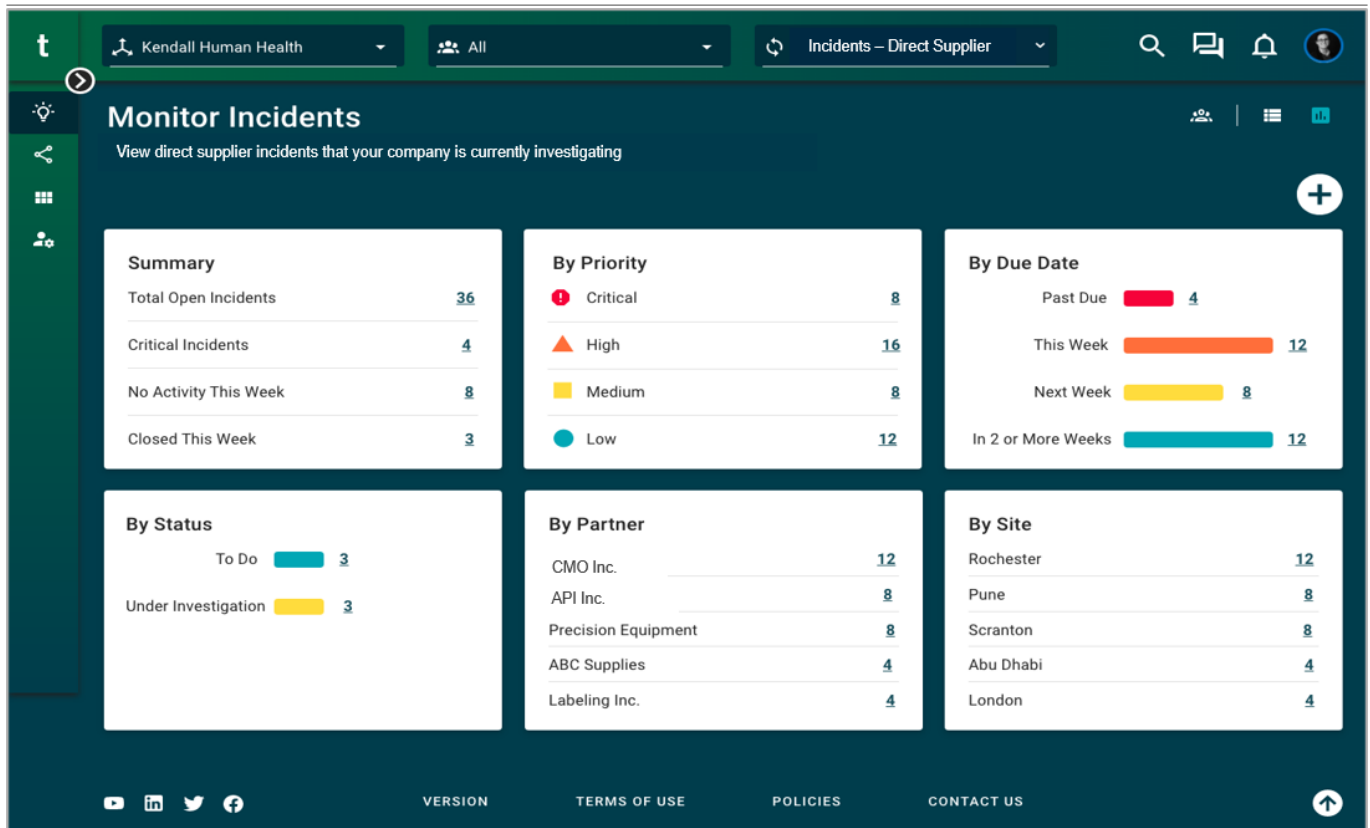


Agile Process Teams for Supply Chain Issue Management (APT-SCIM) gives everyone in your supply chain the power to immediately capture and report incidents. The powerful result is that cross-company and cross-enterprise teams resolve critical issues before they cause supply chain disruptions.

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.

tracelink NETWORK FOR GREATER GOOD

Kendall Human Health | All | Incidents - Direct Supplier

Back

Monitor Incidents

View direct supplier incidents that your company is currently investigating

Filters

Partner: [Dropdown] | Status: [Dropdown] | Incident ID: [Text Box]

RESET | APPLY

Status: To Do | SHOW ADDITIONAL FILTERS

Priority	Incident ID	Summary	Partner	Status	Responsible Party	Last Modified	Due Date	
[Icon]	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)	[More]
[Icon]	KHH-0012	Material Shortage	API Inc.	To Do	Kendall Pharma: Michelle Siva Partner: Unassigned	23 Aug 2020 by Jegadish Nimmakayala	05 Oct 2020 (36 days)	[More]
[Icon]	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)	[More]

Rows per page: 10 | 1 - 3 of 3 | 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.

tracelink NETWORK FOR GREATER GOOD

Network Team Process

Monitor Incidents / Add Incident

Add Incident

Add a new incident involving a direct supplier so your company can investigate.

General

Summary *

Description

Deviation Type Responsible Party at Kendall Pharma

Material Type Responsible Department at Kendall Pharma

Material Subtype Current Assignees at Kendall Pharma

Material Problem Originating Location

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.

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	
Rocheste	
Pune	
Scranton	
Abu Dhabi	
London	

Team Members

Company: All

- Michelle Silva**
 Kendall Pharma
 Director of Supplier Performance
 MSILVA@KENDALL.COM
 555-444-5755
- Sean Batt**
 Kendall Pharma
 Supplier Performance Specialist
 SBATTARIAN@KENDALL.COM
 555-444-5755
- Steve Rogers**
 CMO Inc.
 Director of Quality
 SROGERS@CMOINC.COM
 555-444-5755
- Hannah B**
 Supplier Inc.
 Director of Quality
 H800LE@SUPPLIER.COM
 237-612-9090

VERSION TERMS OF USE POLICIES CONTACT US

Want to learn more? [Download our supply chain issue management handbook today.](#)

[Learn more in our Supply Chain Issue Management Resource Center.](#)

BlogSupply Chain CollaborationSupply Chain

Download the Supply Chain Issue Management Best Practices Handbook!
Fill out the form to download the eBook now.

Related Content



Virtual Teams of Subject Matter Experts Eliminate Confusion in Supply Chain Issue Resolution

Agile Process Teams for Supply Chain Issue Management (APT-SCIM) enables you to digitally and dynamically create process teams on demand within an easy-to-use web or mobile interface.

[View More](#)



How a Major Manufacturer Improved Delivery Performance by 82% and Avoided \$100M in Annual Cost

A major manufacturer embarked on a critical operational excellence initiative to manage the quality and operational performance of its suppliers, with the aim of ensuring reliable delivery of goods and services from highly capable suppliers—without interruption.

[View More](#)