

Business Change Scenario 1

After an evaluation of my company I recognised that the recycling process, which is offered to the manufacturer, isn't rentable for the company. The costs for the needed personal and resources are not covered by the money gained through this process. Especially if we consider how rarely this process accrues but the company have to hold the resources anyway.

In this scenario the supplier will no longer offer the recycling functionality. Therefore all recycling tasks in the private and public model will be deleted. The manufacturer have to decide, if he just look for another possibility to offer this function to the assembler, or he also has to stop it. In both ways the assembler will probably have an impact on his company and process.

This will lower the costs of the production and also of the products for the manufacturer. If this change is made I will save up to 10 hours of workforce, for every time I receive parts for recycling. Also I would save € 236.72 on my total costs and also the reliability of the whole price would increase.

In my private process there will be deleted the tasks:

- receive parts for recycling
- disassemble received parts
- recycle disassembled parts

The choreography model for this change can be found under the title "Choreographie_Team3_muck_scenario1". The public model can be found under "Public_Model_Team3_muck_scenario1" and the private model under "private_process_scenario1". This public model only contains the changes my company (the supplier) has made. The changes from my business partners are not included. (This changes will be found in another document.)

All the changed calculations can be found in the file "ue3_3_calculations_muck_christian_part2.xlsx". In the table "private model" there can be found the new calculation for the private model. An in the table "public model" there are the new calculations for the public model of the first business change.

Business Change Scenario 2

As my company calculated the costs of repairing some of the defect parts I came to the conclusion, that the company often sends new products as replacement to the manufacturer, although it would be cheaper if this parts would be repaired. Fortunately we were able to free some resources in our work shop, through other business changes, so that we have the capacity to perform this repairs. Because for the cheaper parts this calculation wouldn't add up, we are keeping the police that this cheap parts are

just replaced with new products. Because we didn't want, that the manufacturer have to wait for the work shop to repair the products, we send the replacements and the repaired parts separately in two groups. For the more expensive parts the manufacturer will have to wait for the repair. Therefore also the assembler will get longer waiting times. So there will be impact on the assembler even if he probably don't have to adjust his process.

The whole process will have an increase of 5 hour, for every time the manufacturer sends back some defect parts. Also my costs will increase about € 289.64. But in the big scale this extra costs will help me save money because I am not wasting so much money on a replacement, which isn't necessary.

The following tasks would be added in my private process:

- repair parts
- send repaired parts

And my task "control the received parts" will be extended to "control the received parts and send to repair or recycling".

Business Change Scenario 3

To get a better feeling of the quality of company's products and services, I want to implement an evaluation process. Therefore the company will send a survey to the manufacturer and the assembler and hopefully get back the filled out surveys. This will increase the costs and time duration of one order process but we hope that the better products, services and collaboration is worth this effort. Sending and receiving the survey will cost in average 5.5 hours to the private process. For the two business partner the time will increase about 3 hours on average. The total costs for our company will increase about EUR 206.68. But we hope that we can increase our sales through this action. Hopefully our business partners will also see the opportunity of this tasks and will help, so that all three of us can increase their sales.

This surveys should only be applied over a period of time and then we can stop it. Until one of us is thinking that our products and services could be improved once more.

We would add the following tasks to our private process:

- send evaluation survey to assembler
- receive evaluation survey from assembler

- send evaluation survey to manufacturer
- receive evaluation survey form manufacturer
- evaluate surveys

Business Change Scenarios from my partners

In this section I will describe the changes I made because of the business change scenarios from my partners.

Business Change Scenario 1 – Manufacturer

In this scenario I had to add a task “quality check of material” and remove the tasks for replacing the defect parts of the manufacturer.

In the end the costs of my private process increased about EUR 28.20 and the duration increased about 0.84 hours. If we would compare the separate tasks, the new version would be much better but because the very small probability of the replacement tasks the old version would be better for my company.

If we only consider the public model the changes provide different results. Now the duration of the new process is about 0.9 hours shorter and the costs reduce about EUR 23.86. This is because in the public model the new activity isn't shown and therefore only the deleting of the replacement changes the values of this calculations.

The model, with the change of the manufacturer and my reactions can be found in the appendix of the second part under the title “Public_Model_Manufacturer_Scenario1_with_supplier”. In this model the changes of the assembler are not included. The whole public model can be found in another document.

Business Change Scenario 2 – Manufacturer

In this scenario the manufacturer only sends one shipment of defect parts per order. Therefore we don't have to run through this process for every batch of the order but the probability of getting a defect parts is a bit higher.

In my calculation of the private model the new process decrease the duration about 0.39 hours and the costs about EUR 12. 15. If we don't find other problems, this would be a good alternative for both of us.

In my calculation of the public model we see the same affect. Although the values differ from the private model the new scenario is still improving the overall production process of our company and that of the manufacturer. In this case the duration will decrease about 0.3 hours and the cots about EUR 7.95.

The model, with the change of the manufacturer and my reactions can be found in the appendix of the second part under the title "Public_Model_Manufacturer_Scenario2_with_supplier". In this model the changes of the assembler are not included. The whole public model can be found in another document.

Business Change Scenario 3 – Manufacturer

This scenario from the manufacturer is very similar to the second business change scenario of the manufacturer. The difference is, that here also the manufacturer stops sending my company parts for recycling. And because the manufacturer is one of the main customers, who is using this service, I also will end this process. Therefore I will save 1.39 hours and EUR 35.82 for each time the process is executed, if this change would be made. In the public model this change will only generate savings of 0.3 hours and EUR 7.95.

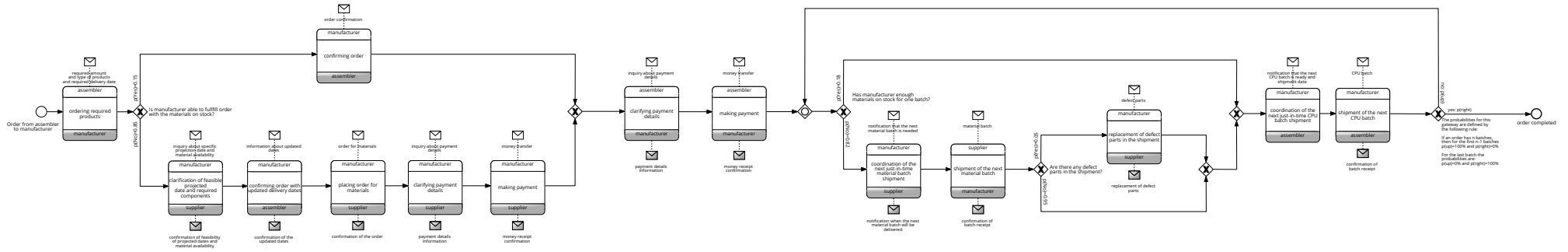
The model, with the change of the manufacturer and my reactions can be found in the appendix of the second part under the title "Public_Model_Manufacturer_Scenario3_with_supplier". In this model the changes of the assembler are not included. The whole public model can be found in another document.

Business Changes Scenarios – Assembler

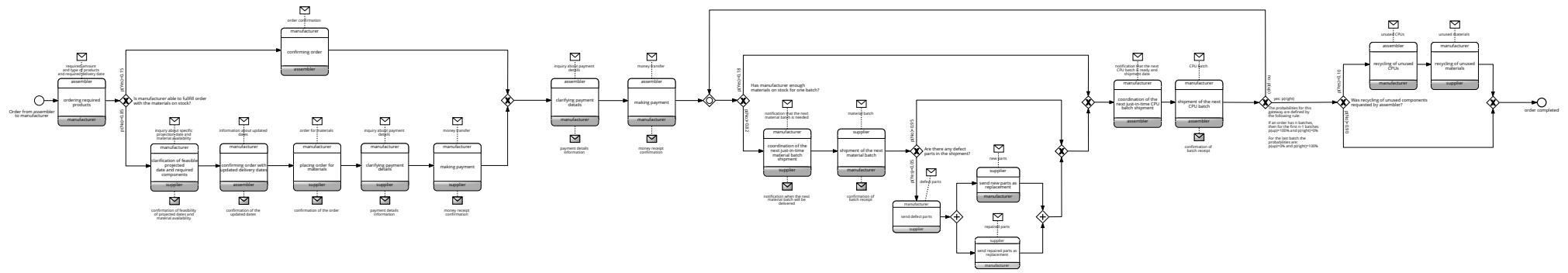
The changes of the assembler are not influencing me in a direct way. Also the manufacturer was able to adapt his process in a way that my tasks are not influenced. At least I didn't find a change, which would have needed a change on my process. Therefore I didn't do a calculation or an adaption of my processes.

Appendix of the second part

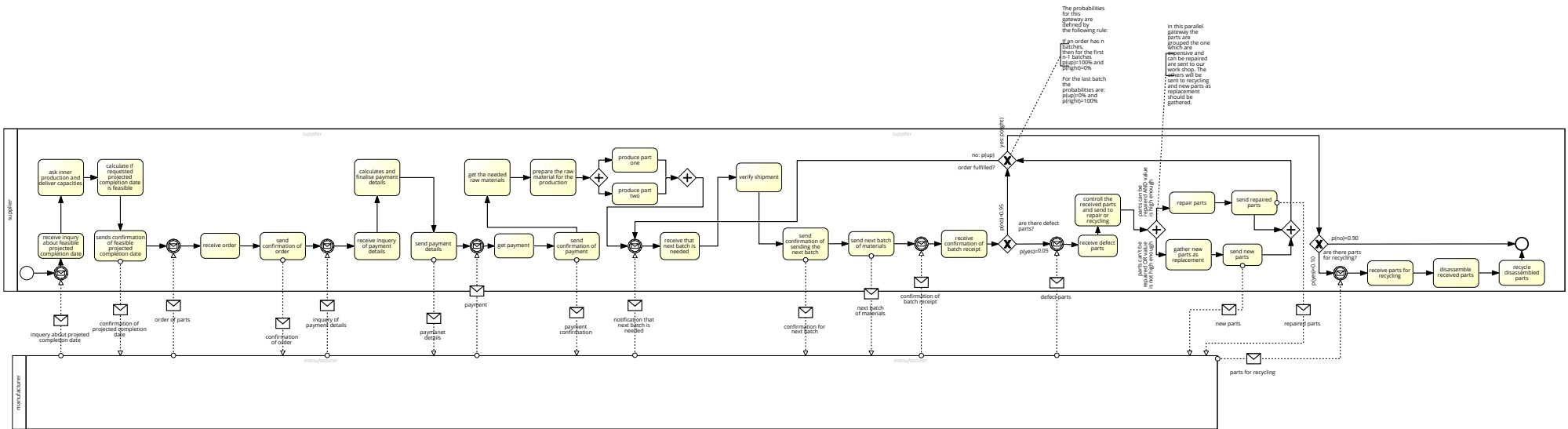
Choreographie_Team3_muck_scenario1



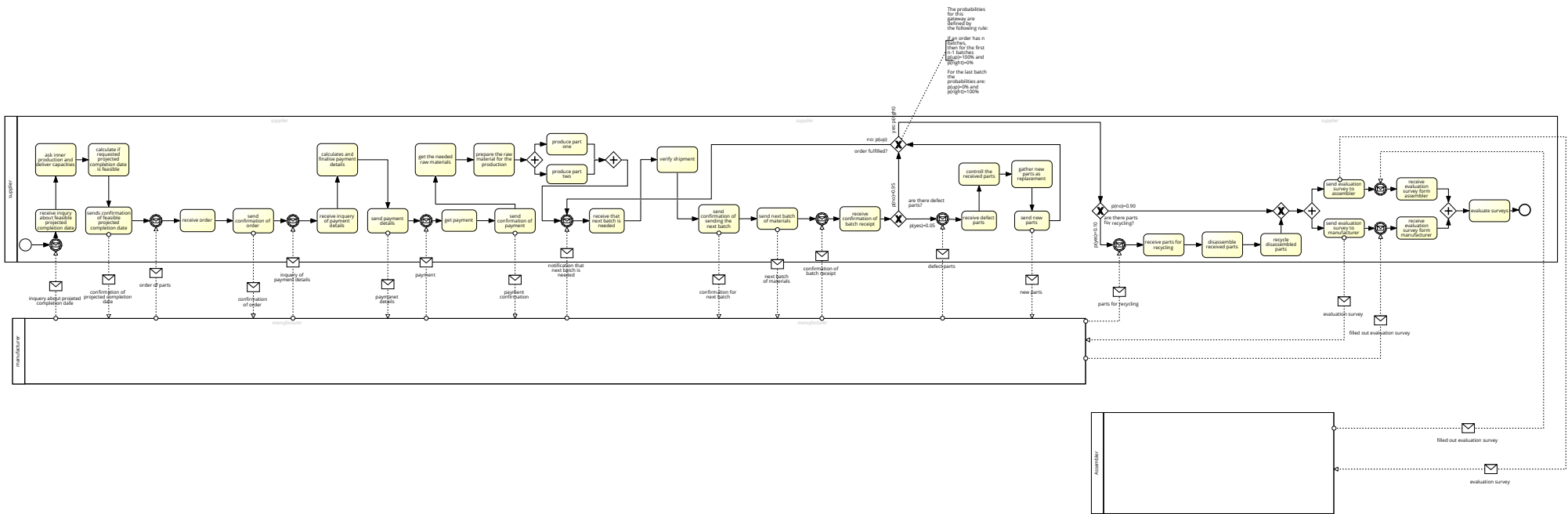
Choreographie_Team3_muck_scenario2



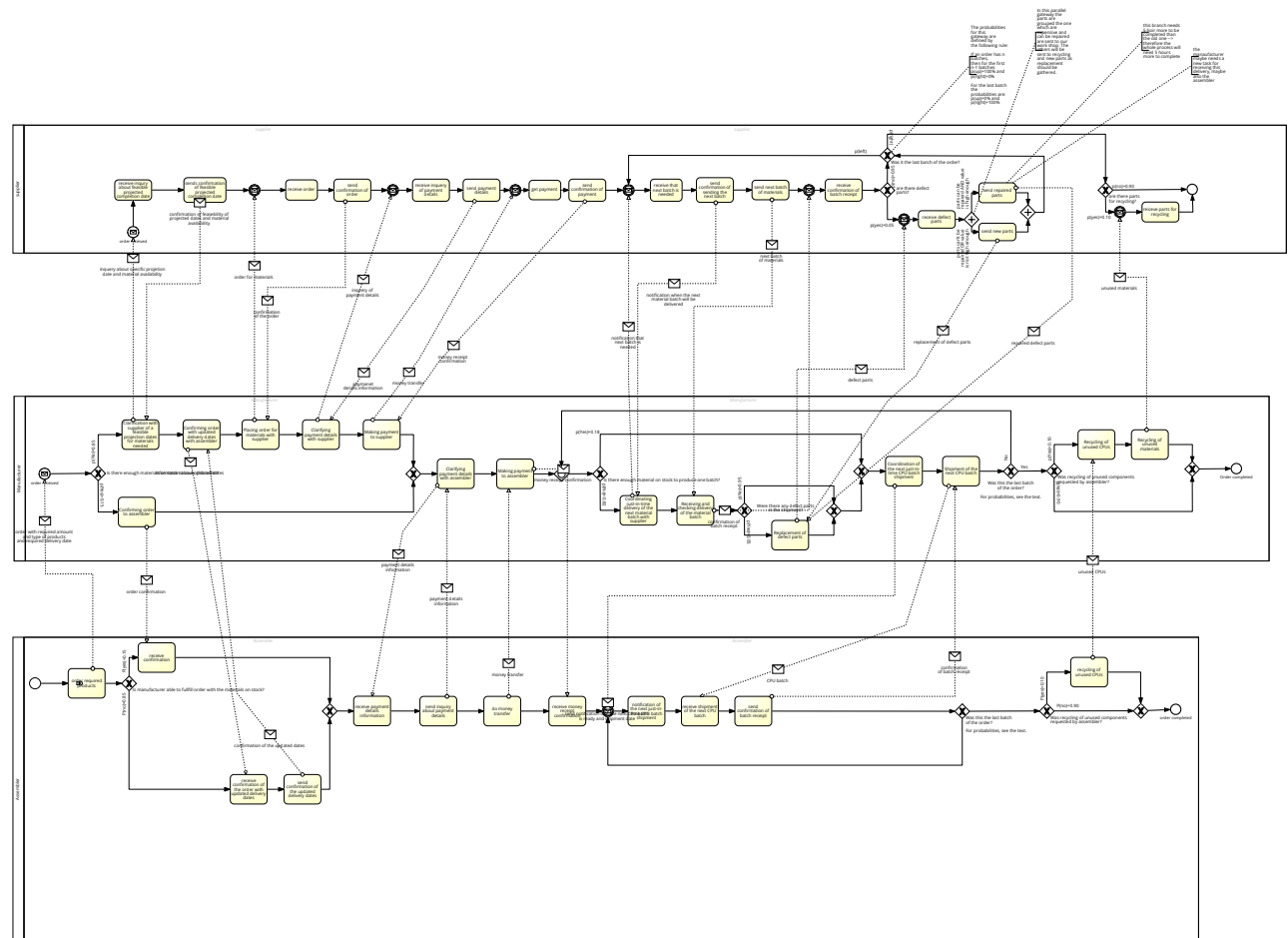
private_process_scenario2



private_process_scenario3



Public_Model_Team3_Muck_Scenario2



Public_Model_Team3_Muck_Scenario3

