**1 GENERAL**

1.1 Can you give the lead-time for delivery to your customers in hours or days?

1.2 Can you give the number of operational hours per day, of working days per week,

working in how many shifts, if relevant given per departments of production and

warehouse?

1.3 Current yearly data:

• Current sales in amount of orders, order lines and pieces

• Current size of assortment in SKU’s (=stock keeping units)

1.4 Growth expectations:

Sales in pieces % per year

Assortment % nett per year (“Some SKU disappear, other are new”)

1.5 Draw a flowchart of process from order entry to customer delivery?

**2 OPERATIONS**

IN GENERAL

2.1 Drawings of lay out current building or new building (files in DWG-format)?

If there are no DGW files available, give available dimensions of the building, length (m) x width (m) x nett free height (m).

2.2 Operational labour relevant split in FTE per department.

PROCESS AMOUNT FTW P/DAY AMOUNT MAN HOURS P/DAY

Receiving :

Check or quality control :

Production :

Inbound storage :

Order picking :

Packing, VAL activities :

Outbound :

TOTAL :

Can you give the current yearly operational cost?

**STORAGE**

2.3 Of your own production: production quantities per SKU of a representative period (Quarter

or whole year)? Which storage assignment rules are used: FIFO , per production run, etc.

2.4 Which production quantities are stored, how many production days before outbound?

You can give also data in file with the stock list of SKU of a representative period in cases?

2.5 Product and inbound (Stock?) data of representative period (f.e. last year) in an Excel file

format.

NOTE: *please use following format or notation*

**Item nr Product Description** **“Cases” Inbound(stock)** **Length Width Height Weight**

*1000 Sheets 100 700 400 400 5*

*2000 Towels 50 450 300 350 3*

*Etc……*

NOTE: dimensions in mm and weight in kg

Which tray size is preferred for which products, f.e towels (600x400mm), sheets (600x800mm)?

2.6 Are there also specific environment/conditioning rules to store products or product groups? Can you specify these products or groups more in detail, which SKU in which quantities?

2.7 Which specific activities are needed for inbound (like labelling, location management, etc).

Order picking and outbound

2.8 Short description of the order entry process, time schedule of the processes in the operation?

When can you start the order picking, time between order entry and order picking , time till outbound, etc.?

2.9 Description of the current order picking method?

2.10 The average and maximum throughput times of orders in current situation?

2.11 Order data

Please an Excel file with data of a representative period in following format

**Order nr Date Item nr Cases sent**

O1000 12/6/16 1000 5

O1000 12/6/16 2000 12

O2000 12/6/16 1000 15

O3000 12/6/16 2000 100

Etc……..

2.12 How many pallets, rolcontainers, totes or shipping cartons per day are needed to ship the orders? Which dimensions of pallets, rolcontainers, totes and/or shipping cartons are used?

2.13 How many direct FTE (order pickers) are needed? Which is the average hour cost per

man in €uro per man hour?

2.14 Are there special patterns in the order picking volumes during the year? (like a season

influence)

2.15 Are there special activities in order picking and outbound process, like labelling, VAL,

checks, quality control, etc…?

**3 IT**

3.1 To which current IT systems could be interfaces needed, like SAP, WMS, TMS, etc.

Could you specify the specific names and functionalities of these IT systems used?

**Short questionnaire please answer: (1) t/m 7 en 8b**

