

# THE WORLD HAS CHANGED PURCHASING ON-TIME DELIVERY and EXPEDITING



## THE WORLD HAS CHANGED

The IMPOSSIBLE Happened! A Worldwide Shutdown 2021; this CHANGES EVERYTHING in Vendor OTD and a NEW NORMAL will emerge!

A Worldwide Recession, Business Model Change, Work from Home, Communication Delays, Reduced Investments, Compulsory Health Screening, IT Dependence, etc.

The more 'adept' companies will achieve Profits Faster. We MUST expect Supply Chain Disruptions, Vendor Financial Meltdown, Lack of Materials, Slow Operations, Unpredictable Demands and a myriad of NEW CHALLENGES, NEVER EXPECTED!

An EXPEDITING RESET means Change in Purchasing Mindset/Attitude to Manage with Staff Reduction, Supplier Consolidation, Difficult Stakeholders, Problem Solving for OTD, Cost Reduction and Self-Confidence – It requires a Paradigm Shift!

## SCOTS LEARNING OBJECTIVE

### Scots Skill ONE

Critical Delivery Analysis – List Vendor Previous and Present Delivery Lead Time

### Scots Skill TWO

Develop Key Decision Influencer Worksheet – 'RIGHT' Person In-Charge and Commitment!

### Scots Skill THREE

User/Vendor Delivery MATCH – Plan Actual/Buffer/Planned Delivery Lead Time

### Scots Skill FOUR

Brainstorm Expediting Strategy Obstacles and Solutions to Win Stakeholder Support

### Scots Skill FIVE

Eight Steps Vendor Feedback on Weak Performance and Get Delivery Results!

### Scots Skill SIX

Develop and Present Purchasing On-Time Delivery Action Plan 2021

## WHO SHOULD ATTEND?

Purchasing, Procurement, Transport, Warehouse, Material, Logistics, Supply Chain, Inventory, Project, R&D – Planners, Assistants, Expeditors, Executives and People involved in Expediting for On-Time Delivery.



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# THE WORLD HAS CHANGED PURCHASING ON-TIME DELIVERY and EXPEDITING



The World Has Changed –  
Reduce Vendor Delivery Delays Post-Covid 19!

## PART A – PURCHASING ON-TIME DELIVERY and EXPEDITING – THE WORLD HAS CHANGED

1. **The Purchasing World Has Changed 2021** – Relationship Change, Diplomacy vs Threat, Limited Vendors, Delays, etc.
2. **On-Time Delivery and Expediting** – Delivery Gap Analysis, Expediting Strategies, Feedback and Reporting.

## PART B – PURCHASING ON-TIME DELIVERY SUCCESS EVERYTIME

1. **VENDOR 'DELIVERY GAP' and HIGH COST of DELIVERY DELAY**
  - A. **Pro-Active Vendor Information** – Manpower, Quality, Logistics, Capacity, Cash Flow, Materials, etc.
  - B. **Manage User and Delivery Expectations** – 'Damping' Delivery Deadlines, Under-Promise, Frequent Updates!
2. **MANAGE 'DIFFICULT' VENDOR – SINGLE SOURCE/CUSTOMER AVL**
  - A. **User Expectations vs Single Source Vendors** – Last Minute Order, Wrong Forecast, Mistakes, etc.
  - B. **Analyse Key Decision Influencers** – Job Title, Years of Service, Degree of Influence and Relationship/Support
- C. **Scots Skill ONE** – Critical Delivery Analysis – List Vendor Previous and Present Delivery Lead Time
- C. **Scots Skill TWO** – Develop Key Decision Influencer Worksheet – 'RIGHT' Person In-Charge and Commitment!

## PART C – PURCHASING EXPEDITING STRATEGY – BEFORE/DURING/AFTER

3. **PRO-ACTIVE EXPEDITING STRATEGIES**
  - A. **Reduce User Ordering Delays**
    - Initiator
    - Selection
    - Ordering
    - Acknowledgement
    - Approval
    - Negotiation
    - Delivery
    - Sourcing
  - B. **Reduce User/Vendor Communication Problems** – Confirm Vendor Lead Time to Match Delivery Expectations
4. **EXPEDITING and DAILY VENDOR TRACKING STRATEGIES**
  - A. **Develop Expediting Follow-up System** –
    - PR Fulfilment Report
    - Outstanding Report
    - 'Hidden' Buffer Stock
    - White-Board Visual
    - Daily Receiving
    - Stock-Out Report
  - B. **Increase Vendor Delivery Commitment** –
    - Key Decision Influencers
    - On-Time Payments
    - Store Delivery Mode/Route
    - High Profit Margin
    - Vendor KPI Achievement Reward
    - Vendor Production Tracking
    - Vendor Consignment/VMI
    - Large Volume Orders
5. **MANAGE USER/SUPPLIER DELIVERY PRESSURE**
  - A. **Professional Expediting Style** – RIGHT User/Supplier (Autocratic, Interactive, Team and Superior)
  - B. **Pro-Active Delivery Tracking Status Updates** – Delivery Date/Time, Location, Quantity, Quality, etc.
  - C. **Scots Skill THREE** – User/Vendor Delivery MATCH – Plan Actual/Buffer/Planned Delivery Lead Time
  - C. **Scots Skill FOUR** – Brainstorm Expediting Strategy Obstacles and Solutions to Win Stakeholder Support
  - C. **Scots Skill FIVE** – Eight Steps Vendor Feedback on Weak Performance and Get Delivery Results!

## PART D – PURCHASING EXPEDITING PLANNING and REPORTING

6. **ON-TIME DELIVERY/EXPEDITING PLAN 2021**
  - A. **Develop On-Time Delivery Action Plan 2021** – Objectives, 'New Normal' OTD Strategies and Implementation!
  - B. **Vendor Delivery Performance Reports** – OTD, Delivery Mistake, PO Completion and Problem Cases Solved!
  - C. **Scots Skill SIX** – Develop and Present Purchasing On-Time Delivery Action Plan 2021