

Header Data

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Component	SD-SLS Sales
Other Components	LE-SHP-GF Basic Functions
Priority	Recommendations / Additional Info
Category	Consulting

Symptom

You use the SAP ERP system and you want to measure and improve your service level. Based on sales documents and internal transfers, you want to analyse how high your service level is (delivery service, delivery performance, delivery reliability).

Other Terms

Service level, service fill, delivery reliability, requested delivery quantity, requested delivery date, confirmed delivery quantity, evaluation of sales documents, Service Level Management, SLM, delivery monitor, service level monitor, service fill monitor

Reason and Prerequisites

You use the ERP system for sales and materials planning, and you do not have sufficient transparency of your service level. Based on the sales documents in the ERP system, you cannot perform mass reporting to determine delivery service, delivery performance, and delivery reliability and determine the causes and the affected customers based on this data.

The following key performance indicators (KPI's) provide support for determining your service level:

- Delivery service: Was the full requested delivery quantity delivered on the requested delivery date? What proportion of the required quantity was delivered on the required delivery date?
- Delivery performance: Was the full requested delivery quantity confirmed on the requested delivery date? What proportion of the required quantity was confirmed on the required delivery date?
- Delivery reliability: Was the full confirmed quantity delivered on the confirmed date? What proportion of the confirmed quantity was delivered on the confirmed date?

Solution

With the SCM Consulting Solutions, SAP Consulting provides a range of tools for improving the Supply Chain Planning and Analysis. The ERP add-on tool Service Fill Monitor, as an integral component of the SCM Consulting Solutions, provides the following functions:

Determines all confirmations and deliveries for the selected sales order items or stock transfer items. Summarizes which quantities were confirmed and delivered on which dates.

The monitor summarizes the following quantities and deadlines for each order for the results list:

- Customer's requested quantity
- Requested delivery date
- All confirmations
- All deliveries
- Quantity confirmed on the requested delivery date
- Total confirmed quantity
- Quantity delivered on the requested delivery date
- Quantity delivered on the confirmation date
- Total delivered quantity
- Requested delivery time (difference between the arrival of the order and the requested delivery date)
- Actual delivery time (difference between the arrival of the order and the actual delivery date)

Meaning of the key performance indicators:

- Delivery service: Was the full requested delivery quantity delivered on the requested delivery date? What proportion of the required quantity was delivered on the required delivery date?
- Delivery performance: Was the full requested delivery quantity confirmed on the requested delivery date? What proportion of the required quantity was confirmed on the required delivery date?
- Delivery reliability: Was the full confirmed quantity delivered on the confirmed date? What proportion of the confirmed quantity was delivered on the confirmed date?

The monitor provides a Yes/No and a percentage output for each KPI. The figures are also summarized for each sales order / customer / material. For the monitor, the proportion of sales order items / sales orders / materials / customers answered with Yes or No, as well as the average of the percentage figures, is counted for each period and as a total.

The delivery date is calculated as goods issue + transport time. An actual delivery time can be determined for sales orders that are not yet completed.

The use of the SCM Consulting Solution tools such as the service fill monitor is supported by a wide range of consulting service offerings from the SCM Expert Service at SAP Consulting. Also refer to the relevant related Notes.

Validity

This document is not restricted to a software component or software component version

References

This document refers to:

SAP Notes

- 1832851 [SCM CS: Purchasing monitor](#)
- 1783924 [SCM CS: Multisourcing mit Planungskalendern](#)
- 1783469 [SCM CS: Supplier preview](#)
- 1761844 [SCM CS: Nutzung des SCM CS-Materialstammreifers in der MD04](#)
- 1752896 [SCM CS: Zugang zu einem Testsystem von SAP Consulting](#)
- 1750493 [SCM Consulting Solutions: Auslieferungsprozess](#)
- 1745268 [SCM CS: Stocking Level Monitor](#)
- 1731839 [SCM CS: Navigationsprofile in mehreren Sprachen/Systemen](#)
- 1705981 [SCM CS: Übersicht SAP-Erweiterungen](#)
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- 1560053 [SCM Consulting Solutions: Discontinuation control monitor](#)
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- 1494735 [Add-On: ERP SCM CIF Defaulter for master data](#)
- 1493943 [Inventory Optimization \(Composite Note\)](#)
- 1492807 [Addnl service stock optimization: Determining business case](#)
- 1492806 [Additional service stock optimization: Matl doc. aggregation](#)
- 1476085 [FAQ SCM Consulting Solutions](#)
- 1418602 [APO-AddOn Demand Planning Quantity Distribution](#)
- 1366621 [APO-Add-On: Missing Parts Infosystem](#)
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- 689101 [PP/DS optimization consulting](#)
- 579373 [SNP & deployment optimization consulting](#)

This document is referenced by:

SAP Notes (60)

- 1363889 [SCM Consulting Solutions: Lot size simulation](#)
- 1363888 [SCM Consulting Solutions: Inventory Cockpit](#)
- 1494735 [Add-On: ERP SCM CIF Defaulter for master data](#)
- 1493943 [Inventory Optimization \(Composite Note\)](#)
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 1962072 [SCM CS: Optimierte Ausschussrechnung mit der MRP Extension Baugruppenausschussanpassung](#)
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 2070541 [SCM CS: Holiday consideration](#)
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 2057957 [SCM CS - Erweiterte Änderungsbelegsauswertung mit dem ChangeLog-Monitor \(ERP\)](#)
 2043811 [SCM CS MAM: Multilevel ATP missing parts information](#)
 2180070 [SCM custom development solutions: Data deletion monitor](#)
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 2069958 [SCM CS: Material memo transfer to APO](#)
 2069951 [SCM CS: Setup matrix transfer to APO](#)
 1911251 [SCM CS: Simulation von Planungsparametern \(MRP Simulation\)](#)
 2068259 [SCM Consulting Solutions: 3PA – 3rd Party Allocation in APO](#)
 1783924 [SCM CS: Multisourcing mit Planungskalendern](#)
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 1653327 [SCM CS: Production logistics monitor](#)
 1649107 [SCM CS: Cross-plant planning](#)
 2011149 [SCM CS: Ex-Work Stock Transfer](#)
 2011146 [SCM CS: EX-Work Supplier](#)

Attachments

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Func_Desc_SLC_2011_1_EN.pdf	213	application/pdf
SL_Mon_Pres_EN_2011_1_v01.pdf	396	application/pdf
Delta_SLC_DE_2011_1.pdf	222	application/pdf