

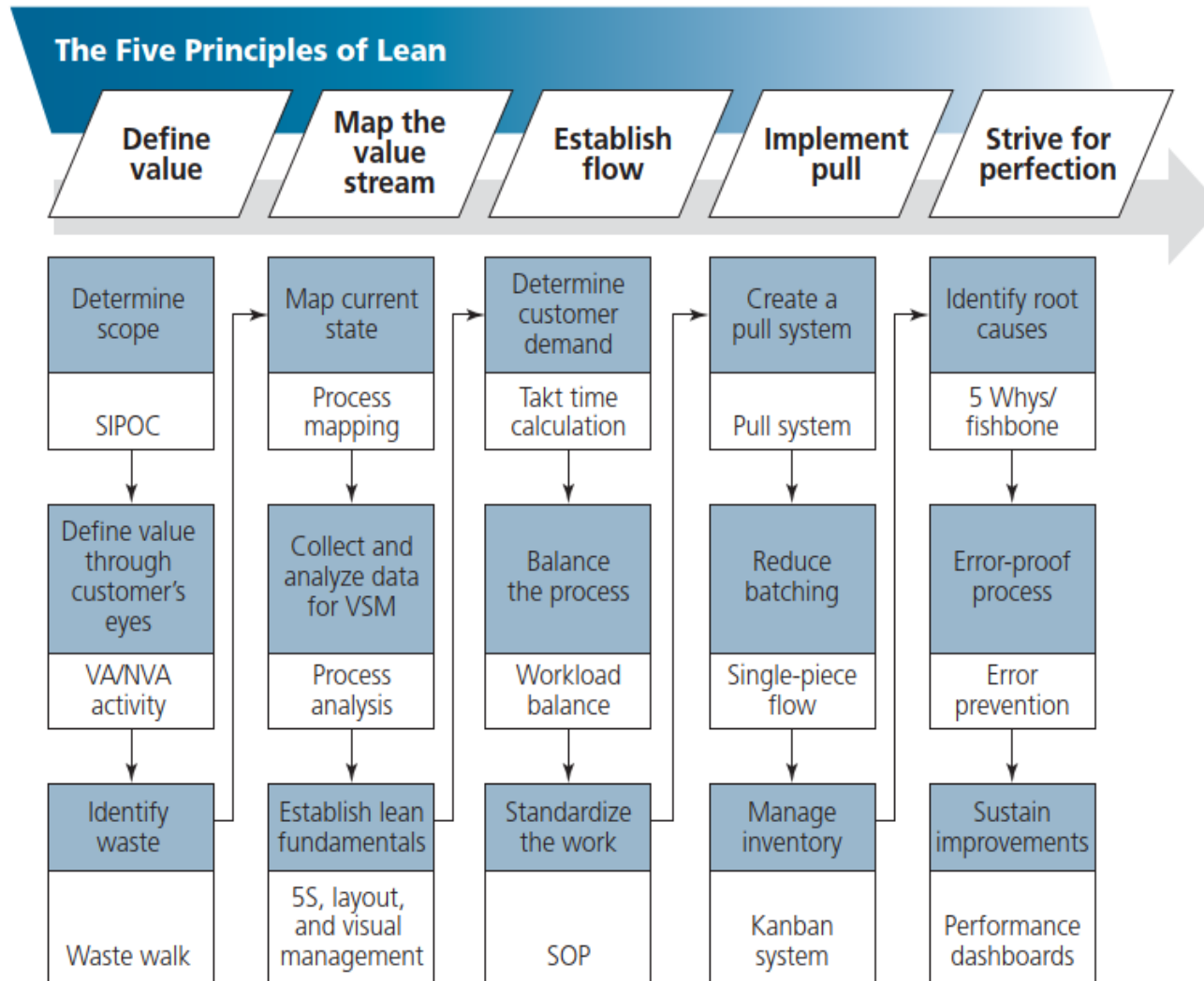


Defining value - Exercise

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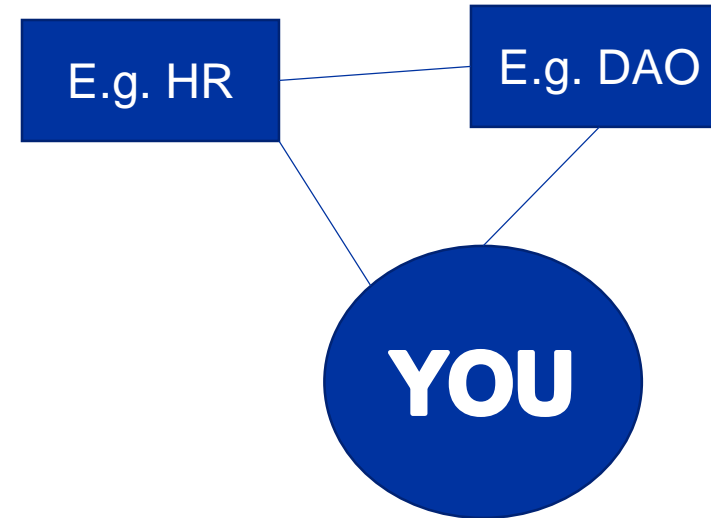
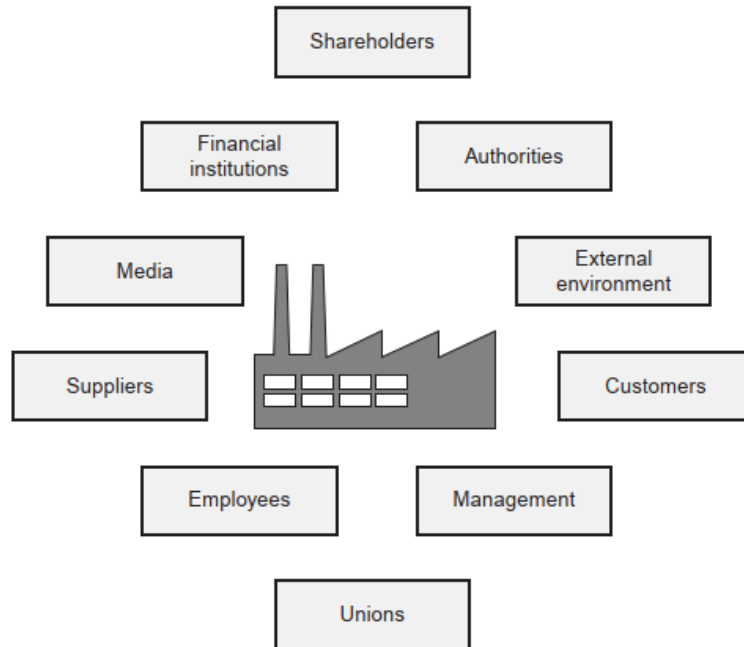
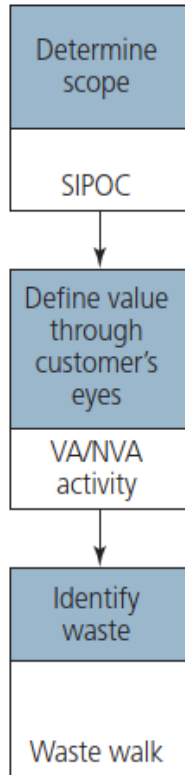
Let's start



Defining value

Stakeholder maps

Scanning the external and internal surroundings of “WELCOMING YOU AT CERN”



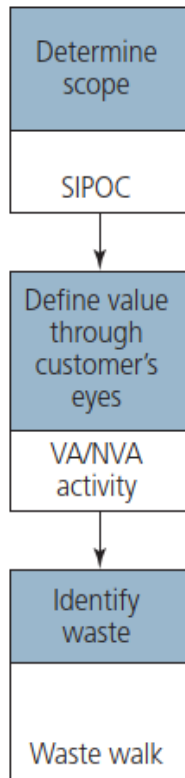
One post -it for External and internal Stakeholder.

Put lines if they have to interact among them

Defining value

Make a photo of your Stakeholders

Classify them as suppliers and customers and identify Input, process and outputs



Suppliers	Inputs	Process steps	Outputs	Customers
Customer's purchasing agent	Purchase order sent via fax, e-mail, or EDI	<pre> graph TD Start([Order is sent]) --> Confirm[Confirm order details] Confirm --> Valid{Valid info?} Valid -- No --> Confirm Valid -- Yes --> Avail[Check product availability] Avail --> Avail2{Available?} Avail2 -- No --> Reserve[Prepare reserve note] Avail2 -- Yes --> ConfirmShip[Confirm shipment date] Reserve --> ConfirmShip ConfirmShip --> Invoice[Prepare initial invoice] </pre>	Legible text and usable format	Order entry staff (customer service)
Customer's purchasing agent	Product codes, quantity, and prices		Order data ready for entry into system	Backup service reps in case entry is delayed
Our account manager	Current catalog or promotion/special		Pricing revisions, codes for special promotions	Marketing department needs promotion data
Our supply chain function	Table of production schedules by category		Product availability dates	Order entry staff (customer service)
Our production operations	Estimated production or availability		Estimated ship date for this order	Order entry staff and end customer
Order entry staff	Reserve note template and required data		Reserve note document sent	End customer
Order entry staff	Shipment confirmation template and data		Shipment notification sent	End customer
Our accounts receivable team	Initial invoice template and required data		Initial invoice sent	End customer

Make a photo of your SIPOC



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