

Guide to a More Efficient Supply of Goods

ECR's recommendation on how the trade and suppliers ensure the supply of goods during challenging periods that require extraordinary efforts to maintain a high level of service to consumers

1. Startup meeting

- Book a startup meeting
- Review the guide

2. Risk analysis and deviation management

- Identify general risks where action needs to be taken
- Identify items/assortment with higher risk
- Create a plan for monitoring and managing large deviations
- Create a consensus on priorities between items /assortment in the event of shortage

3. Flow of information

- Establish consensus on relevant information from both parties
 - When, what, how, who

8. Meeting structure

- Book scheduled follow-up meetings
- Clarify meeting roles and expected deliveries
- Set the agenda

9. Communication structure

- Decide which people /roles communicate on different issues
- Determine way of conduct for communication and decisions in case of deviation



Activities prior to challenging periods

Prognosis

Meeting and communication structure

Internal processes

Evaluation

4. Prognosis

- Ensure that prognosis are transparently shared according to an agreed time schedule. Also include any substitute products
- Come to an agreement on permissible tolerances /deviations

6. Prognosis follow-up

- Do a collective prognosis follow-up according to agreed plan



10. Internal processes

- Trade and supplier ensure processes regarding, staffing, production, transport, communication etc. according to agreed plan

11. Evaluation

- Collective evaluation to identify success factors and areas of improvement.

5. Plan for incoming deliveries

- Create plans for incoming deliveries including volume, days and times
- Any deviating availability is taken into account
- In the event of any shortage, the aim should be "fair share"

7. Production and delivery capacity

- Preventory work to equalize production volumes
- Capacity assurance including back-up plan



Checklist

Activities prior to challenging periods

- 1. Start-up meeting
- 2. Risk analysis and deviation management
- 3. Flow of information

Prognosis

- 4. Prognosis
- 5. Plan for incoming deliveries
- 6. Prognosis follow-up
- 7. Production and delivery capacity

Meeting and communication structure

- 8. Meeting structure
- 9. Communication structure

Internal processes

- 10. Internal processes

Evaluation

- 11. Evaluation – "Lessons learned",



Joint Action Plan



Deviation codes and suggestions for actions

Deviation codes

- 1 Sales over prognosis / Prognosis deviation**
(Deviation from prognosis with customer, supplier, subcontractor)
- 2 Production Problems / Production Capacity**
(Production deviation at customer, supplier, subcontractor)
- 3 Lack of Raw Material, Packaging, Quality**
(Deviation regarding product availability at customer, supplier, Subcontractor)
- 4 Availability - opening hours**
(Deviation due to changed availability in production with customer, supplier, subcontractor)
- 5 Incorrect order - season /revision**
(Deviation due to orders for non-orderable assortment)
- 6 Transport Delays**
(Deviation in the supply chain linked to transportation)
- 7 Error in managing deviations**
(Managing deviation by customer, supplier, subcontractor)

Suggestions for actions

- Increase stock levels at supplier and / or customer
- Increase loading or unloading span
- Ensure a higher production and transport capacity
- A higher frequency of exchanging information
- An agreed upon prioritization of production volumes

