

Wood Tech 2003



Improving Efficiency Through e-Business “Looking Ahead”

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Unlocking e-Business in the Wood Industry



- Focus on improving business process; not just manufacturing process
 - Understand existing business process
 - Identify friction points to be removed
 - Make a requirements assessment
 - Align business process with requirements
- Implement best of class technology that is aligned with your business process
- Look to improving the processes in your extended supply chain
 - Supply Chain Management (SCM - internal)
 - Customer Relationship Management (CRM - downstream)
 - Supplier Relationship Management (SRM - upstream)



Supply Chain Friction

Transaction costs cause friction in the supply chain*

* Nobel laureate Ronald Coase

Search Costs

Contracting Costs

Coordination Costs



e-Business Opportunities



- Sourcing & Procurement (Search)
 - Inquiries
 - Purchase against inventory
 - Order entry & order management
 - Logistics & transportation
 - Order tracking
- Sales (Contracting)
 - Product offerings
 - Order entry and order management
 - ATP inventory
 - Supplier Managed Inventory (SMI)
 - Logistics & transportation
 - Fulfillment & payment
- Supply Chain Management (Coordination)
 - Demand, forecast & replenishment
 - Electronic business document & data exchange
 - Data sharing
 - Trading partner collaboration



Future of e-Business



Drop the “e”

