

# 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



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# 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”

