Modus 21™

INTEGRITY • QUALITY • VALUE

Success Story: KENCO

Title: Kenco improves Stryker's end customers' service through greater visibility into incidents within the order to cash process.

Challenge: Stryker and Kenco had poor visibility into the status of incidents within the order to cash process. This limited visibility often impacted the speed and quality of the required incident resolution; crediting, billing and redelivery to name a few. The current system included SharePoint, emails and spreadsheets. While SharePoint often had all the data it did not however portray the incident in a process based view. Thus making it difficult for anyone reviewing the incident to understand it's status and the incident resolution owner. Additionally, emails and spreadsheets were often used to initiate the process that did not have all the relevant information to begin working an incident.

Solution: Kenco hired Modus21 to deploy a Business Process Management Suite (BPMS) to provide visibility into incidents within the order to cash process, reduce rework manual data entry. The BPMS allows anyone (drivers, account managers, RDCs, etc) the ability to submit a ticket online. This ticket is reviewed by the Kenco Quality team. The Kenco Quality team either accepts or rejects the incident. Either way, email alerts are used to notify the owner of work. Additionally, the BPMS is integrated with the Warehouse Management System (WMS) in each of Kenco's 13 RDC's. This integration allows the BPMS to automatically update the ticket with relevant information that reduces duplicate manual entries and increases data quality.

Results: The Kenco Quality team no longer keeps separate spreadsheets and no longer receives incident requests via email which decreases the amount of rework. Additionally, time is saved since information is directly loaded from the 13 WMS instances in the RDC's vs. duplicate manual data entry. Finally, incidents may be resolved quicker due to email notifications of work needed to resolve the incident vs. remembering to log into the system, especially if the owner is not at their desk.