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Company: Philips Consumer Luminaires

Customer: Edwin Sengers

Function: Director Availability Planning

Availability planning is responsible to optimize service levels, inventory and cost in the EMEA region, and is the linking pin between production, demand planning and warehousing. The central planners in the availability planning team are safeguarding that the right products are at the right locations in the entire EMEA region.

Product: EyeOn Interim Planning +

EyeOn Consultants: Bart Paridaen (14 months), Stef Kicken (9 months)

Interim function: Interim Central Planner, with a focus on Business Planning Improvements

Challenge

“In certain areas within our department we required new planning processes, while other existing processes had to be strongly improved and aligned to achieve a higher performance level. We also required more structure in our daily operational planning activities. We had a lack of resources to deal with these challenges, also as a result of the implementation of new ERP software”.

Planning + Solution

“We have chosen for EyeOn due to the good experiences we had with other EyeOn consultants working in our organization. We were looking for temporary resources which had both operational responsibility and the knowledge to initiate and implement process improvements. For us it was a logistical step to contact EyeOn as we see them as a supplier of high quality trusted professionals”.

As Interim Central Planner the EyeOn consultants were responsible for the planning and stock deployment on EMEA level, to attain an optimal balance between demand and supply. Furthermore they participated in the design and support during our SAP R/3 implementation.

The most important business planning improvements achieved are:

- Define, improve and align processes within the availability department.
 - Order Book Data Integrity.
 - Supply Planning; establish effective collaboration with key suppliers.
 - Delivery Reliability & Performance.
 - Structured process to rebalance stocks between EMEA warehouses.
- Setup reporting as part of the S&OP process to increase visibility on performance.

The Overall Experience

"We absolutely experienced the "+" concept of EyeOn. Starting from the execution of the daily planning activities, they improved various processes by continuously determining how things could go better and more efficient. Carrying out the designed processes by themselves made it possible to test and fine-tune the processes so they could be secured within the organization. It's good to see that now after a year the processes and reports designed by EyeOn are still used in our daily routine. Important for their success also was the acceptance of the consultants in our organization. By just doing the job and their approachable attitude they were really part of our team instead of working as 'the consultant'. That was a precondition for the project to succeed".