Quality/Information Services and Systems

Management Information System (MIS) Process Review

There is a conversation occurring in your company and it happens in an organization's Management Information System (MIS). What is being said? Who is saying it? Do they all speak the same language? Does it make sense? Is anyone listening?

These modules are designed to investigate and identify information gaps in how the MIS is being used, the quality of the data being produced and the perception of the data that management is using. With this information in hand, the investigator is able to detail the deficiencies and to make recommendation to close the gaps.

Goals of Sessions:
♦ To review current processes and information flow
♦ To validate/gather process information through value-added process reviews
♦ To Identify the Voice of the Customer (VOC) and Voice of the Business (VOB) statements for the process.
♦ To identify how the MIS processes relate to the organization's goals
♦ To deliver a document identifying the processes current state, deficiencies and improvement recommendations.

Introduction
♦ Review agenda, clarify goals and objectives and set times for working with individual participants.
♦ Create preliminary VOC and VOB statements for the process.
♦ Review management's report strategies and needs.
♦ Plant Tour/Walk-through of current Work Center / Labor Cost Centers that exist in the current database (please have a complete list available)

Module 1
Estimating
♦ Information flow
♦ What criteria would cause a re-estimate of a newly received job vs. Change Order/Alt.?
♦ Standards setup
    ♦ Who has access to edit estimating standards?
    ♦ How often are standard rates/times reviewed? Is this a formal process?
    ♦ When was the last formal review of estimating standards/rates?
    ♦ Are specific item numbers used in standards? (stock, cartons, plates, etc.)
♦ Estimate entry
♦ Reports
    ♦ How are Estimate printouts used?
    ♦ Is Letter of Quote (LOQ) customized?
    ♦ Are there any customer specific reports or LOQ needed
♦ External systems
♦ Enhancement suggestions

Module 2
Order Entry
♦ Information flow – when does a quote become a job?
♦ How involved are CSR's/Planners in job tracking?
♦ What kind of job ticket is used? What is used in the MIS? How are revisions handled?
♦ What percent of jobs are estimated?
♦ How much information needs to be entered to produce a job ticket?

- What is the work-flow of a production ticket? Does ticket travel, who prints, how often, is the final copy filed after completion?
- Where will the data be entered?
- Are there any unique exceptions for specific customers?
- How are Re-Print jobs identified? Spoilage jobs?
- Are there any unique exceptions for internal jobs?
- How are alterations and overs handled?
- Is Scheduling used? Is it effective?
- Looking up job information
  - Who has access to job information via the system?
- Reports/inquiries
- External systems
- Enhancement suggestions

Module 3

Purchasing/Inventory

- Current inventory management
- Inventory items setup –item types/owned by – department setups
- In-coming raw material processes.
- Purchase Requisitions
  - Are limits and approvals in place?
- Purchase Orders
  - Who has purchasing responsibility? (titles)
- Receipts – GL updates
- AP Pending process
- Adjustments
- Reports/inquiries
- External systems
- Enhancement suggestions

Module 4

Accounts Payable

- Supplier setup/default GL accounts
- Invoice processing
  - PO invoices
  - Misc. invoices
- Cash disbursements
  - Check layout
  - Types of payments
  - Payment completion
- Bank Reconciliation
- Reports/inquiries
- External systems
- Enhancement suggestions

Module 5

Shop Floor

- What is the total number of employees entering shop floor data and employee setup
- What method does shop floor use?
- Shop Floor Data Collection
  - Labor entries: Chargeable vs. non-chargeable
  - Receipt entries
  - Material entries
  - Shipping details
- How much information do shop employees enter?
- How are production and material usage transaction processed?
- Do shop floor employees have access to other modules in the system? What type of info? How do they use it?
- Reports/inquiries
- External systems
- Enhancement suggestions

Module 6

Order Fulfillment

- Information flow – how are orders received?
- How are orders processed and filled?
- How much information is known and entered at the time of shipment?
  - Product shipped?
  - Shipping costs?
  - Handling fees?
- How are items moved into FG inventory? Any other methods used?
- Are kits used? What types – unassembled vs. assembled?
- Are there any unique exceptions for specific customers?
- External systems used?
- Reports
- Improvement requests

Module 7

FSC and SFI Certification

- Is the organization certified? Last audit date? Recommendations from auditors?
- Information flow – how are orders received? Written procedures?
- How are orders processed and filled?
- How are jobs/products identified in productions:
  - Raw material purchase/handling?
  - In-production identification?
  - Product shipped?
  - Finished product storage?
  - Billing?
- Are there any unique exceptions for specific customers?
- External systems used?
- Reports
- Improvement requests

Module 8

Accounts Receivable/Billing

- Reviewing job costs
- Customer setup
- Making corrections to cost sheets
- Pre-invoicing
- Invoice entry – job invoices, direct invoices
- Job Close
- AR/Sales reports
- Collection information
- Cash Receipts
- Adjustments
- Other reports/inquiries
- External systems
- Enhancement suggestions

Module 9

Management Activity and Reports

- Critical metric reports
  - What are they
  - Who gets them
  - How often
  - What is gained
- Department reporting strategy
  - What are they
  - Who gets them
  - How often
  - What is gained
- Reviewing current metric reports
  - Sales reports
  - Customer reports
  - Current status reports
  - Production reports
  - Manufacturing reports
- External systems
- Enhancement suggestions

Conclusion

- Review interviews and preliminary findings from interviews with individual participants.
- Review overview of management objectives with the gathered information.
- Confirm VOC and VOB statements for the process.
- Review process suggestions that can be implemented immediately.
- Review final deliverable report and timing.
- Additional Questions/Needs