Chapter 9

Achieving Operational Excellence and Customer Intimacy: Enterprise Applications

LEARNING TRACK 1: SAP BUSINESS PROCESS MAP

See Figure 1 on page 2.

This C-Business Map illustrates the procurement process for a new piece of equipment. Through the high measure of integration between Plant Maintenance, Materials Management, and Asset Accounting, all process steps run with optimal system support and are largely automated. This guarantees a smooth process flow, as well as big time savings.

Value Potentials	Business Benefits	Maintenance Engineer Material Manager Asset Accountant Business Benefits Value Potentials
Up to 50% improvement in control over costs	Integration of cost-bearing department through inte- grated approval process	Inspect and process requirement modification Select material and create order Automatic data comparison between assets and equipment through serialization Up to 100% reduction in workload Up to 100% reduction in workload
Up to 75% more effective workflows	Comprehensive workflow connections for optimization of process flows	Enter asset number in purchase order Automatic asset archiving Linking of material and equipment data through serialization Linking of material and equipment data through serialization Up to 100% higher transparency
Up to 60% decrease in maintenance expenditure	High degree of automation for data maintenance	Receive goods: serialization and equipment created Withdraw goods of serialized equipment Install and maintain equipment Receive goods: Serialization and equipment Synchronization between equipment and asset Depreciation of assets right from goods receipt postings
Up to 50% reduction in bad purchases	Direct selection of material required in maintenance order through integration with Materials Management	Source: "Discussions with Customers" The value potentials shown in this table have been reported by selected SAP customers or independent third parties as referenced herein. However, there is no guarantee that such value potentials can be realized in any particular customer-specific business processes, and SAP does not make any representations and disclaims any liability as to the appropriateness of the referenced value potentials for any specific customer situation. Copyright ©SAP AG 2003.

The process map shows how SAP enterprise software can integrate different enterprise areas into one smooth process flow for the procurement of a new piece of equipment for a maintenance engineer.

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