

ABOUT MARINO ASSOCIATES

- Full Service Business Consulting and Education Firm
- In Third Decade of Business
- Some Clients ; AT&T, Eastman Kodak, Canbera, Arris, Hussy Seating, New England Confectionary, Fuji Films, Symbol, Thermax, Branson, Distek, Fabrico
- Firm of well-experienced Professionals

EXPERTISE

- *Strategic Planning*
- *Lean Supply Chain Management*
- *Enterprise Resource Planning(ERP) Systems Implementation and Optimization*
- *Sales & Operations Planning*
- *Business Process Analysis*
- *Lean Manufacturing*
- *Six Sigma Process*
- *Customer Relationship Management*
- *Education and Training*
- *Management Mentoring*

Process Improvement Phases

- Assessment
- Education / Training
- Design and Project Planning
- Implementation

Assessment

- Review of Current Situation (Order-to-cash Flow)
- Develop Value Maps of Business Process both the “As Is” State and the “To Be” State
- Gap Analysis between the “As Is” and “To Be” Maps
- Verify Business Processes with key users and accountable functions
- Analyze areas of most concern
- Review for Causes
- Establish Priorities

Education / Training

- Involve all individuals who will be Participating in Project(s)
- Convey Order-to-Cash Concepts
- Discuss Assessment findings and conclusions
- Review Priority Issues
- Select Project(s)
- Develop Detail Plan

Design and Project Planning

- Develop Project Scope(s) & Objectives
- Form Program Steering Committee
- Determine number of projects & Timing
- Create Teams & Assign Responsibilities
- Resolve Resource Issues
- Publish Project Charter(s)
- Generate Initial Project Plan(s)
- Formalize a Program kick-off Announcement

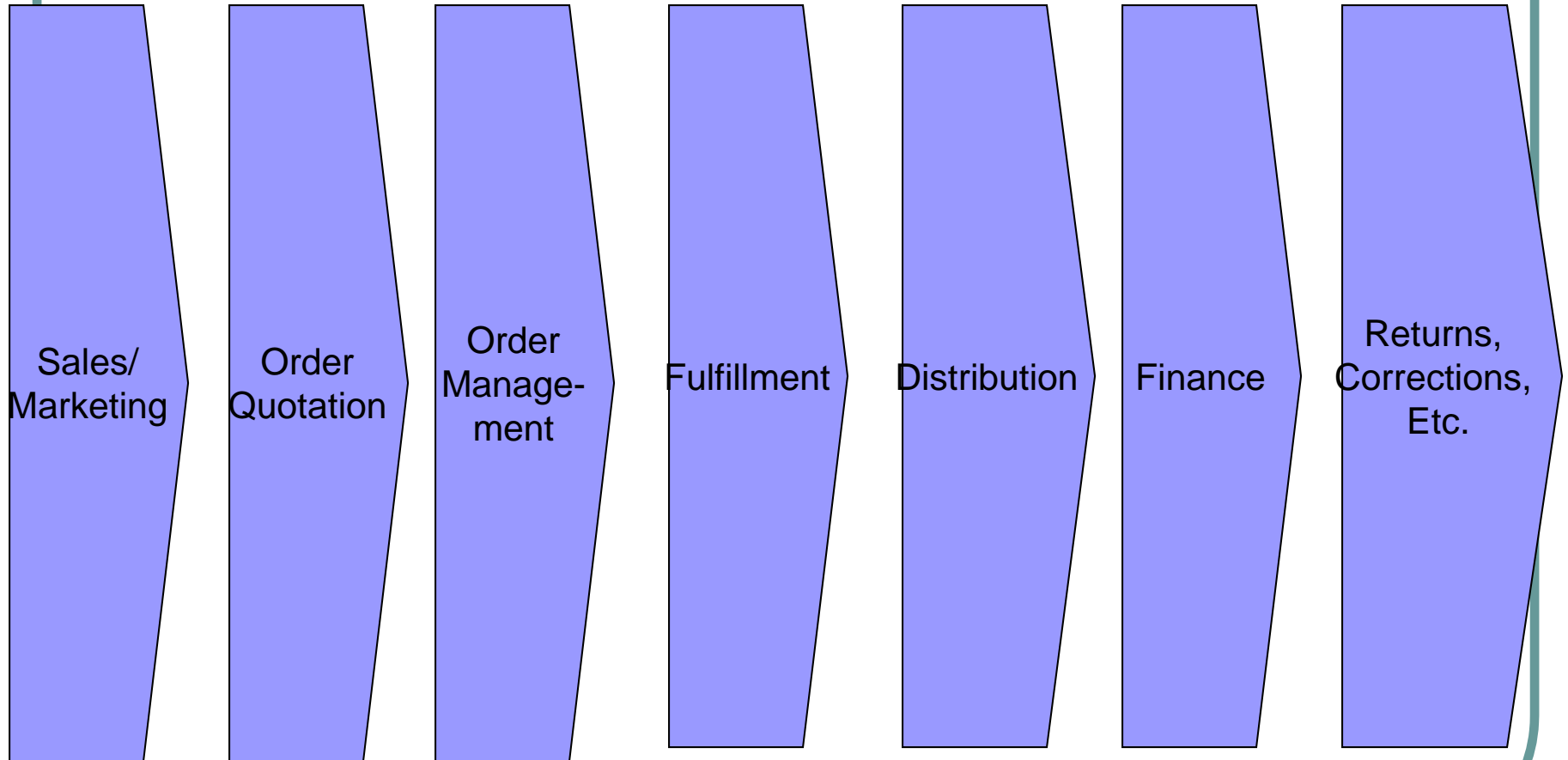
Implementation

- Team(s) Develop more detailed Project Plans
- Teams Conduct Detailed Resource Review
- Formalize Project Status Reporting
- Review Project Timing Issues
- Begin to Address Tasks

Order to Cash Flow

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Order to Cash Flow



Sales/ Marketing

- Customer Development
- Customer Classification
- Level of Collaboration
- Initial Service Negotiation

Order Quotation

- Order Configuration
- Pricing
- Delivery Schedule
- Transportation
- Open Customer Master File

Order Management

- Final Configurations
- Order Entry
- Relate to Quotation
- Final Pricing
- Credit Analysis
- Establish Customer
Master File
- Ship To
- Bill To
- Establish Customer
Demand
- Establish Future Accounts
Manager Record

Fulfillment

- Procure
- Manufacture
- Assemble
- Quality
- Measure Costs
- Profitability Evaluation
- Customer Notification
- Prepare for Shipment

Distribution

➤ Package

➤ Ship

➤ Track

➤ Verification of Customer Receipt

➤ Customer Billing

Finance

- Credit Analysis
- Customer Billing
- Cash Application
- Collection
- GL Posting and Reporting

Returns,
Corrections,
Etc.

- Return Authorization
- Problem Analysis
- Customer Resolution

Design Worldwide Requirements & Culture

- Areas of Concern
- Symptoms of Problems
- Current Knowledge of Root Causes
- Desired Improvements
- Goals and Objectives

**ARE THE DESIRED CHANGES
TACTICAL OR STRATEGIC?**

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DISCUSSION

Thoughts

Priorities

Timing

Next Steps