Service Parts Management Technology Checklist

Current challenges impacting the Service Supply Chain will not be solved by maintaining the status quo. Use this checklist to assess technology required to support a digital transformation of your service delivery. For a more detailed list of evaluation criteria, contact Baxter Planning.

1. Forecasting

☐ Multiple options to address the unique complexities of service parts demand forecasting

☐ Including utilization of install base planning

2. Plan for your entire network

☐ Distribution centers

☐ Regional hubs

☐ Branch offices

☐ Forward stocking locations

☐ Technician inventory locations

☐ Unmanned / smart sockers

☐ Customer on-site

3. Part number supersession (Chaining)

☐ One-way

☐ Two-way

4. Integration flexibility to support data from multiple sources

5. Partnerships

☐ Experience working with your current providers:
- Service logistics provider / 3PL
- Field service management
- ERP
- CRM

6. Reverse logistics / supports circular economy

7. Advanced support options delivered by supply chain professionals with service experience

8. Product vision, development roadmap, and a demonstrated history of innovation

9. Execution support

☐ Align parts delivery with planning intent: visibility with predictive and proactive alerts end to end

for each workflow
- Customer orders
- New buy orders
- Repair orders
- Warehouse replenishment and redeployment orders
- Returns parts

☐ Ability to benchmark performance across network locations, partners, and carriers

☐ Understand and proactively target weak links in the process lifecycle

☐ Elimination of swivel chair processes

☐ Automate repetitive activities and drive efficiency for your planning teams

☐ Real-time understanding of each milestone in the order journey

☐ Real-time alerts when a milestone is late or misses a cutoff that will impact the service level

☐ Proactively providing alternative sourcing to meet customer SLA needs

☐ World-wide visibility and options for customer escalations when local network cannot meet customer SLAs

10. Measurement and continuous improvement tools

☐ Adoption scorecard based on best practices

☐ Dashboards

☐ Automated root cause analysis

☐ Targeted issue alerting

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