ORDER EXECUTION
COST SAVINGS ASSESMENT
QUESTIONAIRE

Factory Insite
I N C O R P O R A T E D

Tailored Solutions for the Manufacturing Environment

▽ identify ▽simplify ▽automate

Please fill in all the areas that apply to your company.

Company Name: _____ Your Name: _____
Address: _____Your Title: _____
City/State/Zip: _____ Date: _____
Phone Number: _____

1. How many calls per week do you get from a customer trying to track down where an order is? _____
2. How much time do you spend for each customer status inquiry? _____min
3. What is the average hourly labor rate for customer service representatives? $_____
4. Do orders from customers ever get lost? Yes/No
5. How many shop orders do you complete each week? _____
6. Do you release shop orders on paper or can the operators view electronically? Paper/electronic
7. How much time does it take an employee to determine which order to process? _____min
8. What is the average hourly labor rate for direct labor? $_____
9. Do you keep track of customer satisfaction? Y/N.
10. If so what percentage of your customers are happy? _____
11. How much time per week do you spend preparing paper travelers? _____min
12. How many paper traveler packets do you go through per week? _____
13. How much does the printing and paper for each traveler cost? $_____
14. Average hourly wage of scheduling employees? $_____
15. How many employees do you have working on preparing shop orders? _____
16. How much time is spent per order entering ERP transactions? _____min

Customer Queries: (#1*#2/60min per hour)*#3*52weeks= $_____annual labor savings
Electronic list savings: (#5*#7/60 min per hour)*#8*52weeks= $_____annual labor saved
Expense of Travelers: (((#11/60min per hour)*#14) + (#12*#13))*52weeks= $_____annual
ERP Entry Time: (#5*#16)/60min per hour)*#8*52weeks= $_____ annual savings