



Background

DAILYWIN was founded in 1978; it produces and sells electronic watches, quartz watches and other watch components such as cassette mechanisms and watchcases. DAILYWIN is based in Hong Kong, but its business extends through more than ten countries and regions all over the world; its products are exported principally to North America, Europe and Asia.

Critical Issue

DAILYWIN is challenged by growth in many directions: expanding client groups; increasingly varied product categories; multiplying types and sizes of components; and more detailed purchasing perimeters. Any problem or loss of control in any one of these areas could result in late delivery. In addition to their internal challenges, change requests often pop up from clients, increasing the pressure for DAILYWIN to deliver the goods on time and at the expected standard of quality.

The original supplier business management system used by DAILYWIN was limited to internal users. Suppliers who had to confirm changes of dates and components with the DAILYWIN staff could only communicate with them off-line rather than through the system. This was not an efficient use of management time. Nor was it possible to do real-time tracking of business and deals; significant bottlenecks occurred and late delivery problems were not readily corrected. Moreover, the management of the supplier lifecycle involves many departments such as the purchasing department, the quality control department, the R&D department and the financial department. Delegation of assignments among departments is unavoidable. DAILYWIN needs a flexible and intelligent system that will guarantee efficient management of interdepartmental assignments management.

Last but not least, DAILYWIN needs multi-level reports with real time and exact information, which is essential for the managers - to have a general view of the business information for each supplier. With comprehensive information, managers will have a pretty good idea of what to do.

Solution Needed

DAILYWIN needs an automated and intelligent web-based, cooperative platform to integrate suppliers into the system and make it possible for collaborative management of supplier business. Information will be shared on a timely basis; late delivery rates will be largely reduced; the quality of goods will be improved. Internal communications and workflow among departments will be simplified; employees' job efficiency will increase. In addition, the system must catch key business data and provide real-time reports for managers.

We Provided

WisageTech consultancy services used in conjunction with the 8thManage Supplier Management Software makes the above solutions possible. To be precise:

- 8thManage Supplier Management Software supports the seamless integration of supplier business and project management. Suppliers can be project members and cooperate with members of other departments to deal with supplier business in the same work platform. Any change during the supplier business process will be presented and confirmed via the system, which guarantees a better chance for suppliers to deliver goods in time and at the expected standard of quality
- 8thManage Supplier Management Software provides an efficient and automated work platform, which makes it possible for the delegation and tracking of assignments among groups. The system will send out alerts for those who are involved in the work. The individual work calendar of 8thManage can provide timely, updating work information of each employee. The calendar will remind employees to follow up overdue work items and plan well for future work
- 8thManage Supplier Management Software provides multi-level reports with real-time business information, giving managers an accurate overview and helping them to develop optimal business plans

Result

- The prompt delivery rate of suppliers increased by 30%
- The rate of defective components delivered by suppliers decreased by 40%
- The percentage of assignments that are finished on schedule increased by 90%
- The total cost of internal communication (telephone charges) and communication with suppliers (telephone charges and traveling expenses) decreased by 30%