

ORDER MANAGEMENT SOP			
Company name: Leading Star			
Dept: BU3			
Module: Order Management			
SOP Name: SOP1.Ordermanagement (MTO)			
Date: May/23/2023 update			
Version: V3			
Creator: OANH			
Approval: LUCY			
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Changing note: Update order on ERP system & receive auto MTO order			
Purpose: + Control FG order to be shipped on time.			
Scope: MS/PPC/Production planning/Cutting/ Sewing/ Shipping.			
HOT:95%.			
KPI: Confirmation LT: 48h.			
Abbreviation:			
SOP	Job Discription	Person In Charge	Time
1.Receive Auto MTO New Order	1. Receive auto MTO new order via LINK	PRO MS	Wednesday & Friday weekly
2.Check Information of Order	2. Check duplication + Check leadtime + Check if order can meet MOQ + Check under MOQ if have order to combine + Check fabric + Check accessories + Check vessel + Check price + Check UE, PCB	PRO MS	Wednesday & Friday weekly
Confirm?	3.1 Refuse		
3.2 Waiting enough information	+ 3.1 Production can't start production due to some contrains: MOQ, end season... 3.2. Pending fabric plan from SPL, end of season order. Implantation order: Waiting SPL feedback 2 weeks. Replenishment :Waiting SPL feedback till Tuesday next week + Update Order to status SU in LINK If Order SU=>Check FC pull out firm order ealier & combine order within 2 week After 2 week=>ask SPL delete order. + Send email to SPL on Friday and next Tuesday	PRO MS	Friday and next Tuesday weekly
Enough			
3.2 Confirm in LINK	+ 3.2 Confirm in LINK:	PRO MS	Friday weekly
On time ?	4.2 Confirm Po on time in tolerant EHD=CHD (+/-) 4 days Confirm on link. 4.1 Alert SPL new EHD and fill the reason inform by email.	PRO MS	Friday & Next Tuesday weekly
4.2 Confirm EHD on time			
4.1 Confirm EHD not on time Alert SPL reason.	5.1 Import order on ERP system 5.2 & then export & send to PPC dept. Update status of ETA fabric, ACC to PPC for po ON TIME (4.1) in the same file. Update New EHD ( confirm EHD not on time) to PPC in same file.	PRO MS	Friday weekly
5.1 Import & Export order on ERP System			
5.2 Tranfer to PPC Production			
6.1 Follow production schedule	1. Follow cutting schedule every week 2. Follow production planning	PRO MS	Weekly
On time ?	3. Follow booking shipment Order from PPC every week 4. Follow booking shipment from shipping every week 5. Follow actual shipment every week	PRO MS	Weekly
6.1 Follow shipment			
6.2 Alert SPL, fill in reason and take action			
7. Analyse HOT and review performance	2. Review HOT and reason on weekly meeting 3. Analyse root cause drop HOT	PRO MS	On Monday/weekly