



White Paper

Exception Management – Are you drowning in the details?

Using a warehouse management system (WMS) to manage risks and exceptions. This paper will explain how management of exceptions throughout your logistics processes will help you increase your profitability.

We all wear too many hats, we did before the recession and we certainly do now. With too much to do and never enough time to do it things slip through cracks and the customer, or the bottom line, suffers. There must be a better way, and ... there is!

Managing the mundane is the job of your WMS system – managing the exceptions is your role. In a perfect world everything happens as it should, everybody does their job, goods come in, orders go out, billing happens and customers are happy. But, we don't live in a perfect world, we live in a world where details get missed, stock has to be found and mistakes are made. Exception management does not mean sitting back and waiting for these events to happen. It means having visibility of all activities and reacting to unexpected circumstances, *as soon as they occur*.

Exception management can only work where there is significant reliance on your WMS system to manage information and workflows and where those WMS systems have visibility tools and automated alert generators that highlight activities not performed or other process failures, as they happen. Getting buried in the detail won't work; you can only be in one place at one time. Graphical, in your face, real time dashboards with conditional formatting to highlight exceptions, supported by powerful event management auto responders, will free you to serve your customer, not micro-manage your operation. Good WMS systems will highlight exceptions, provide real time visibility of all critical parts of your business and make your life easier.

In an upcoming White Paper I will address the requirements of Business Intelligence elements of 3PL focused WMS systems, how to restructure your workload to accommodate process and information automation and how to capture benefits of timesaving, cost and customer satisfaction. Discover 3 important strategies for success and see how a compelling ROI from freeing up resources can be achieved.

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