URN etd-0407109-183726-2213
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Statistics This thesis had been viewed 50 times. Download 0 times.
Department
Year 2007
Semester 2
Degree Master
Type of Document Master's Thesis
Language English
Title An Evaluation Model for R-B Advanced Available-to-promise
Date of Defense 0000-00-00
Page Count 59

Keyword
Advanced Available-to-promise (AATP)
Batch mode
Real-time mode

Abstract
With an increasingly competitive market, how to improve the overall performance and profit of the supply chain has become an important subject for all manufacturers along the supply chain. As for order management, the traditional method for ordering and promising among manufacturers along the supply chain is Advanced Available-to-promise (AATP) which promises the customers in advance, however, both the Batch mode and Real-time mode of AATP cannot achieve an optimal solution between order promising and respond effect. Therefore, in this research, a new mode, capable of controlling both order promising and respond effect, called Real-time Batch Advanced Available-to-promise (R-B AATP) mode, is proposed.

The R-B AATP mode proposed in this research makes improvements mainly on order promising. When a customer makes an inquiry, for example, due dates, quantities of orders, etc, the supplier will first investigate the ordering database to see if the customer orders can be promised or not, and give the customers a definite answer as whether the orders can be promised. Then after a fixed time interval, the suppliers will re-arrange all the promised orders made during the time interval, and inform the customers an adjusted quantity of the ordered product. Thus, the respond effect is kept through the real-time response to customers at their first inquiries; on the other hand, the profit from orders can be improved during the re-arrangement of the promised orders.

In addition to the proposed new method, a comprehensive approach considering both real-time and batch mode, together with the integrity of the both, is proposed. Such evaluation approach is very flexible, because it is able to evaluate various items according to various business environments, so that profit and respond effect can both be achieved. Hence, the evaluation approach, R-B AATP, proposed in this research can be a useful tool to evaluate the AAPT mode for all manufacturers along the supply chain.
Advisory Committee - advisor

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Date of Submission 2008-07-06