WIRTSCHAFTS UNIVERSITÄT WIEN VIENNA UNIVERSITY OF ECONOMICS AND BUSINESS

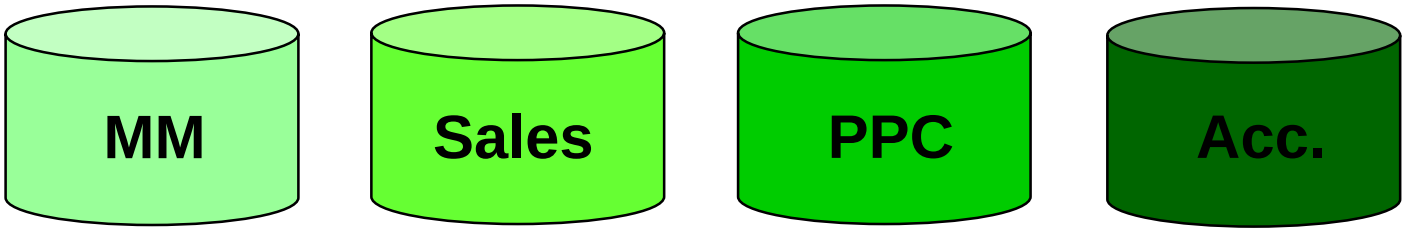
EFMD EQUIS ACCREDITED

ERP4PA – The Service Yard

Robert Müller-Török
Alexander Prosser

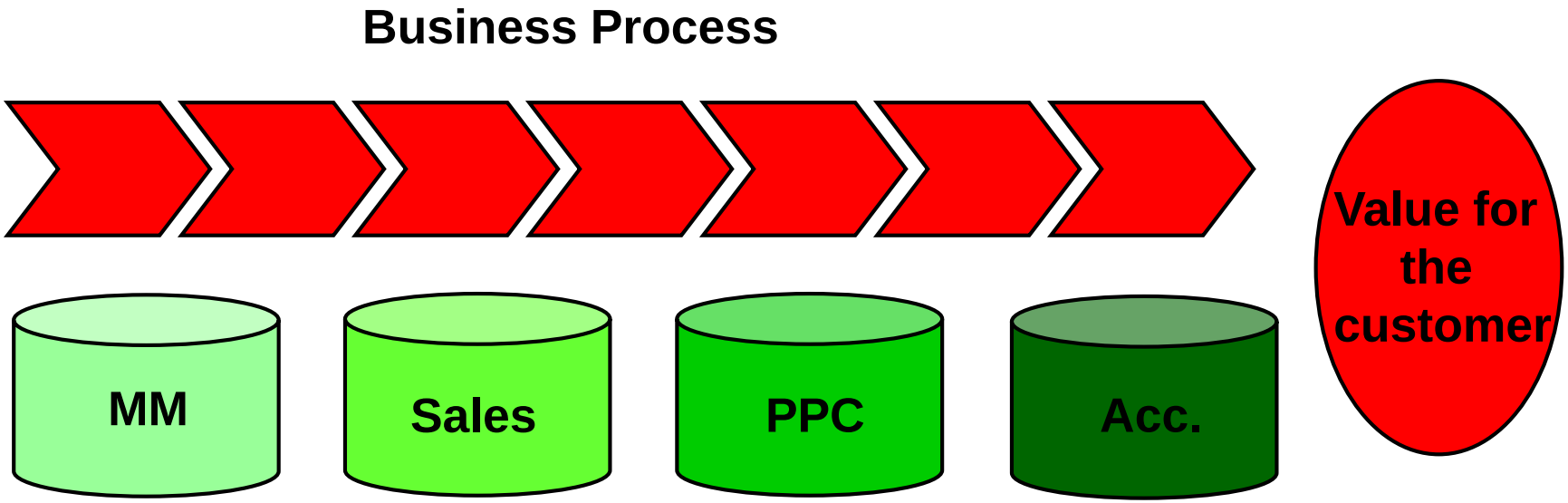
Private sector

1980-ies: Functional software



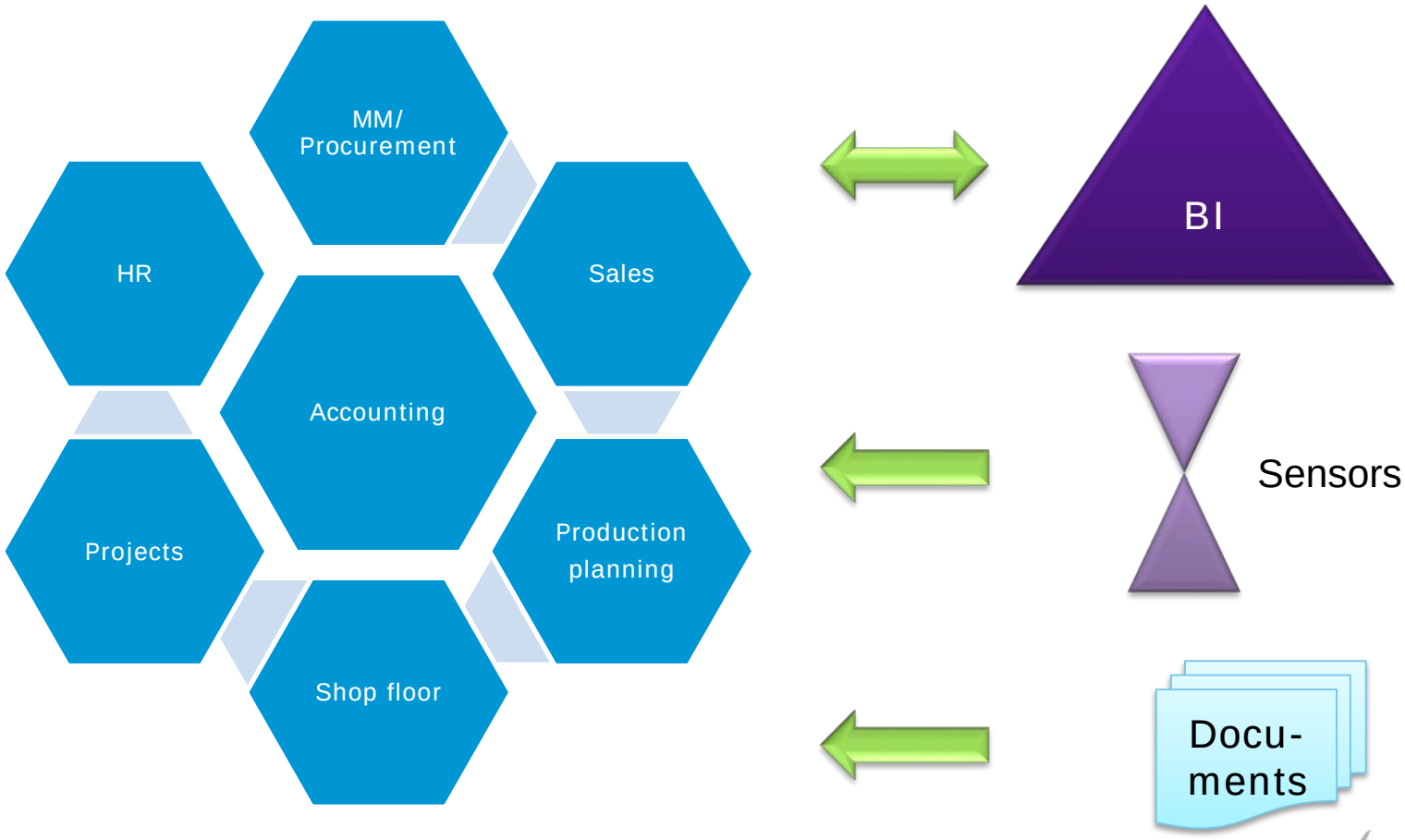
Private sector

1990-ies: Process orientation:



Private sector

Private sector

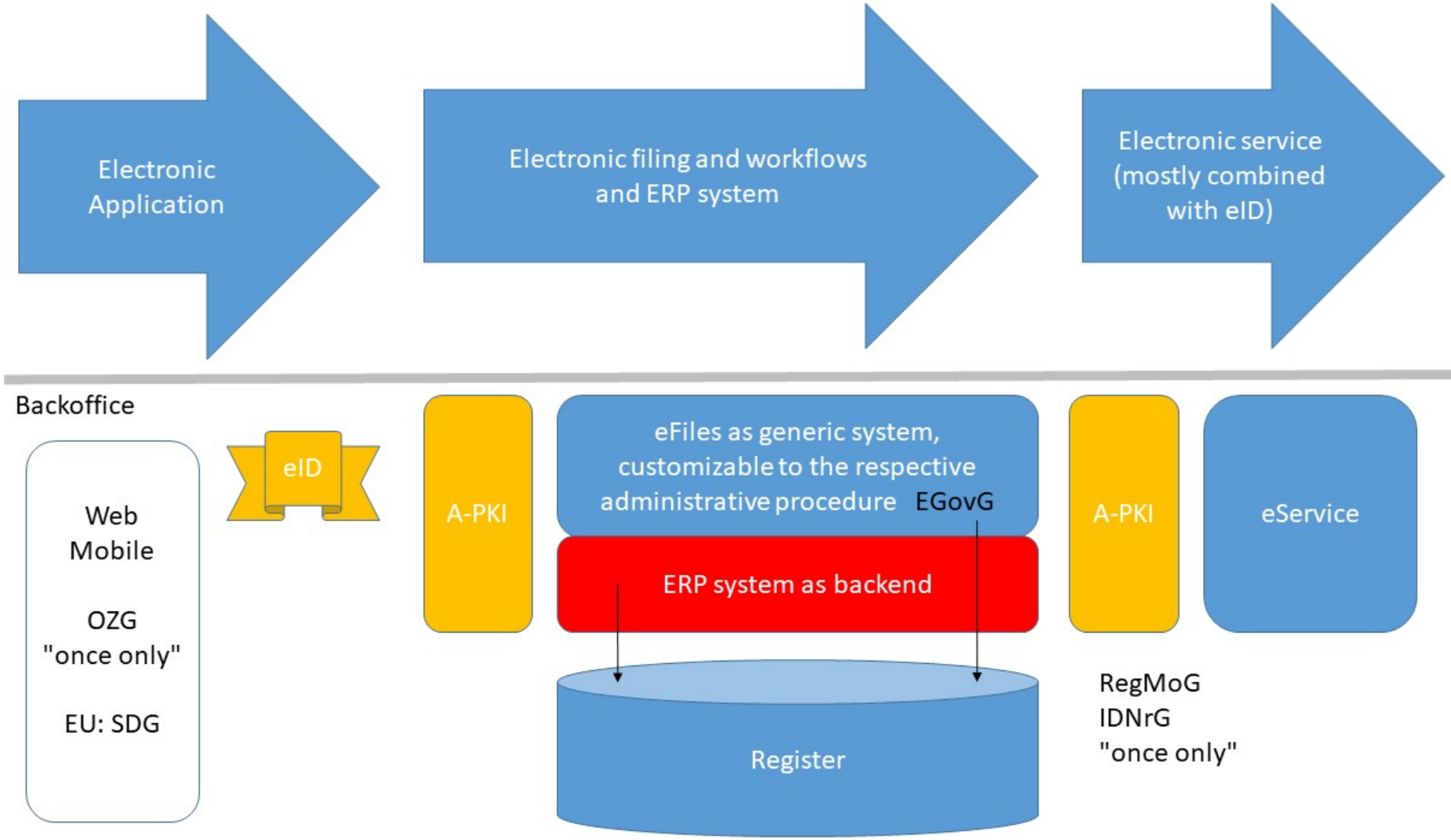


And the public sector ?

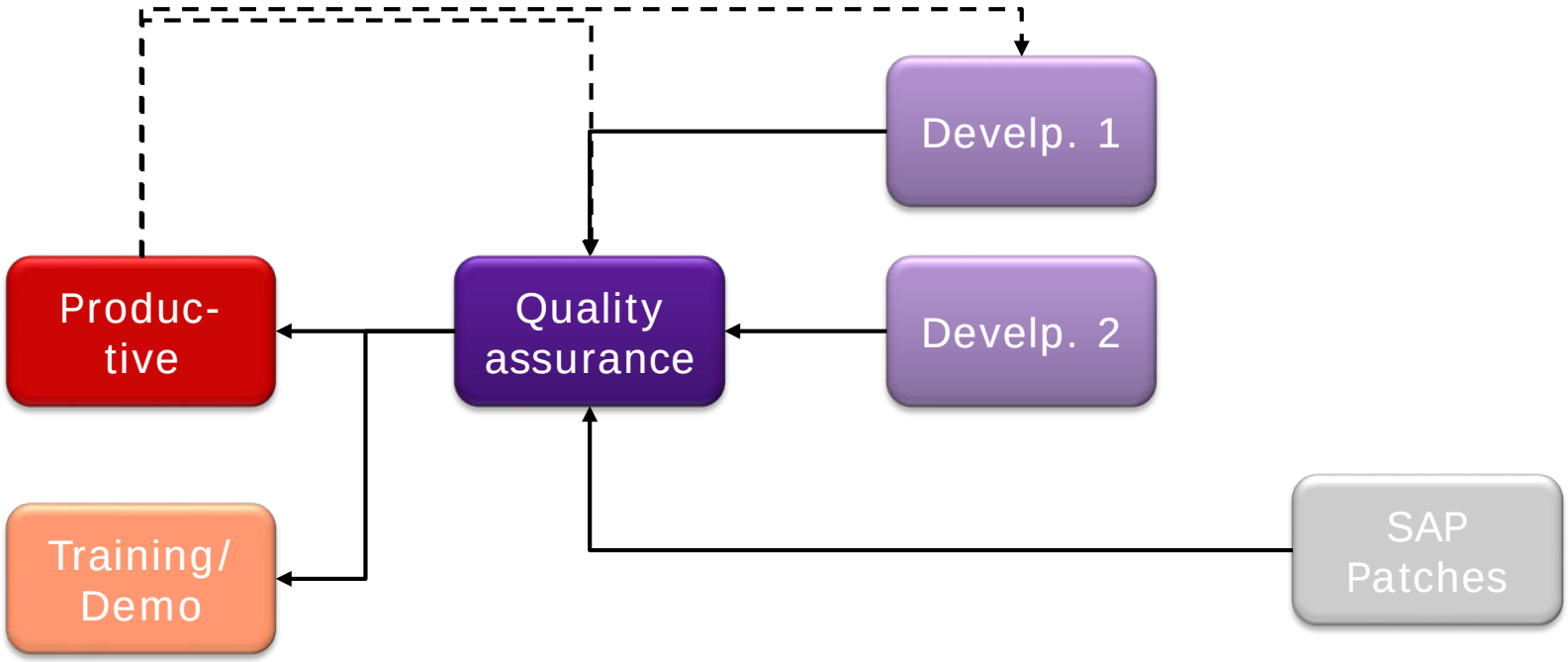
… and public sector higher education ?

Source: Wikipedia.org

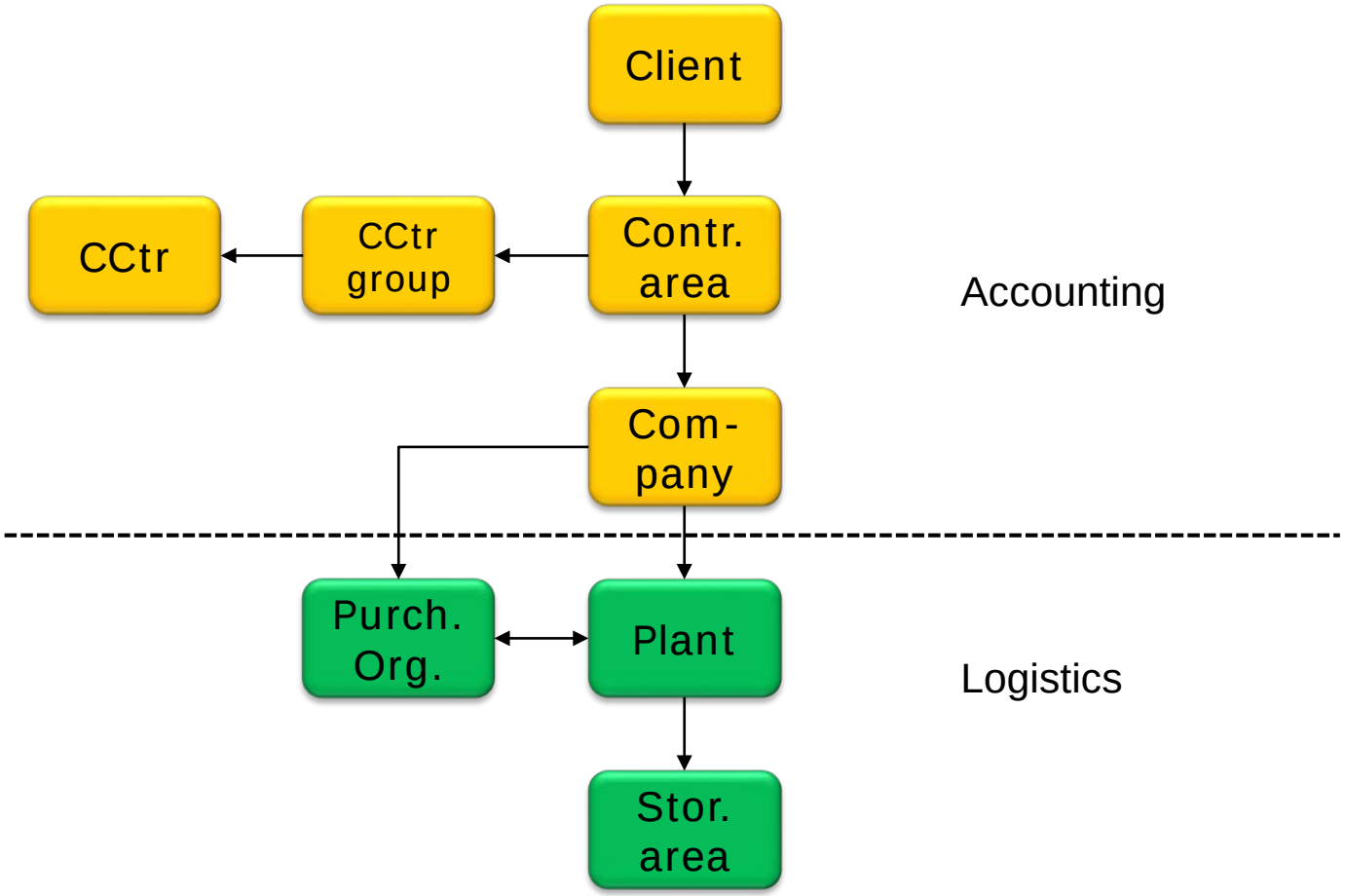
The Big Picture



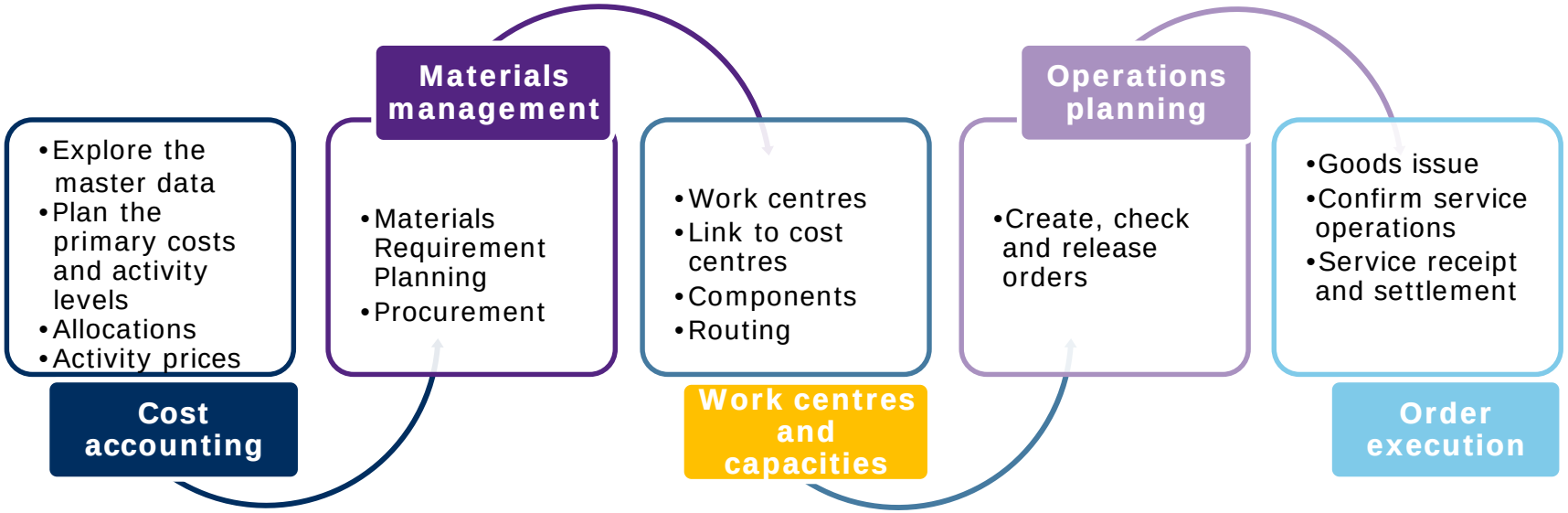
Client Systems

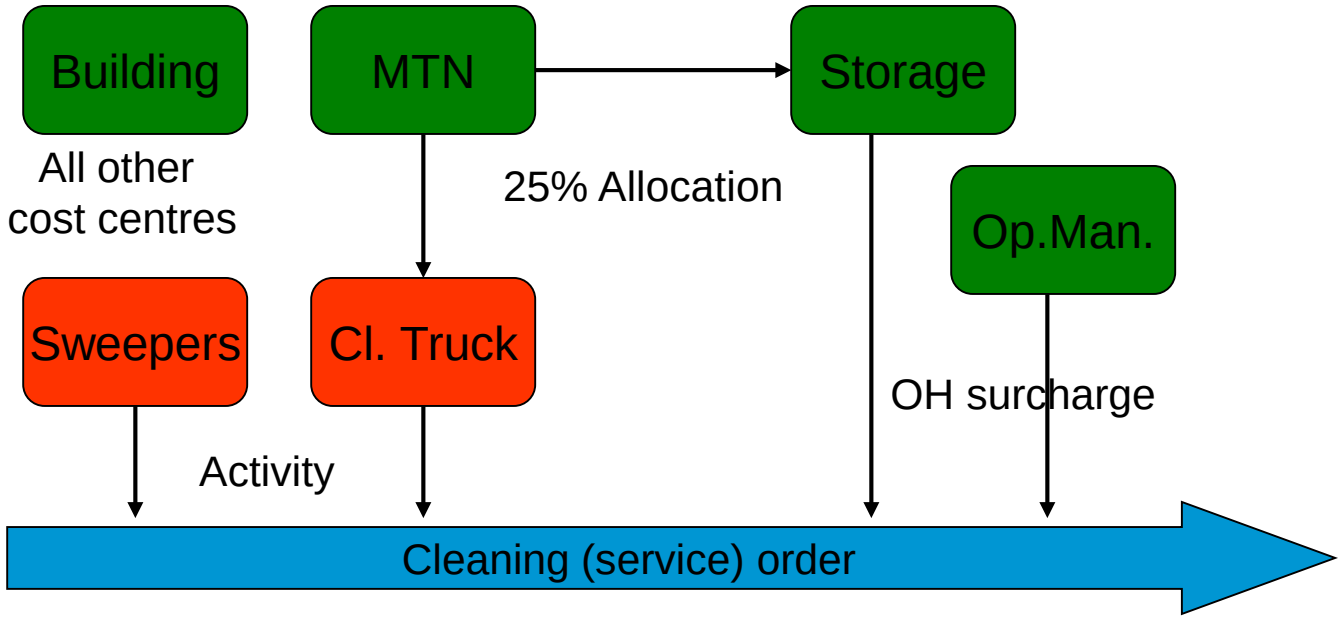


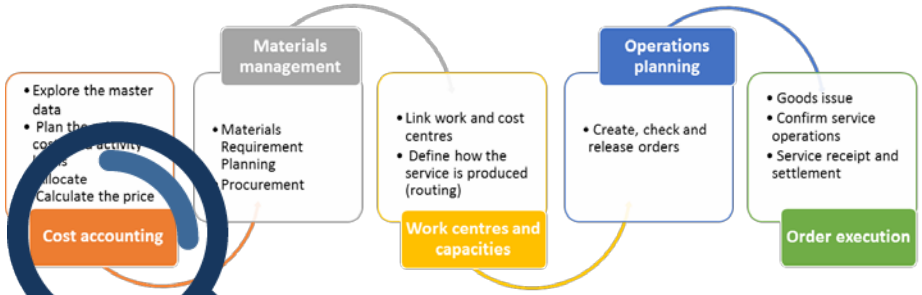
Organisational Structure



Overview

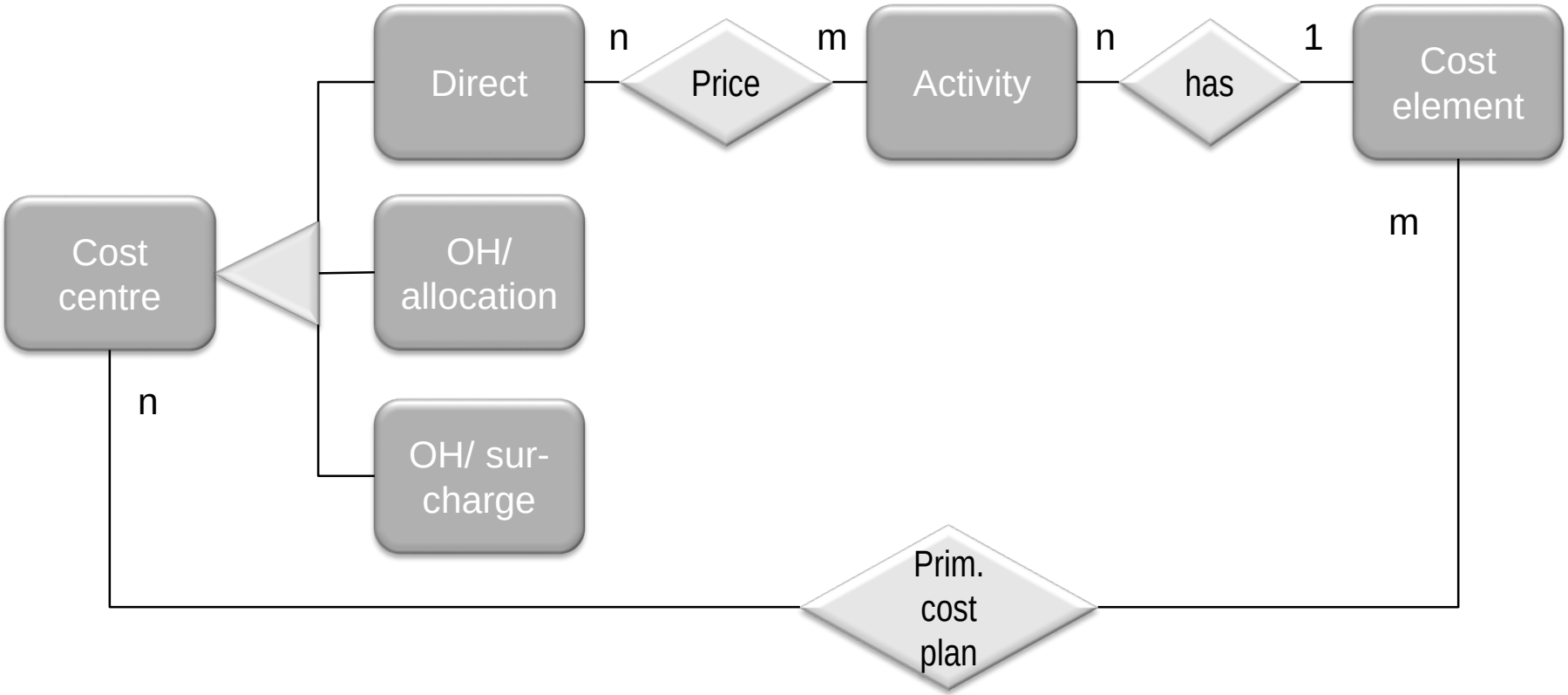

Cost accounting
•Explore the master data
•Plan the primary costs and activity levels
•Allocations
•Activity prices
Materials management
•Materials Requirement Planning
•Procurement
Work centres and capacities
•Work centres
•Link to cost centres
•Components
•Routing
Operations planning
•Create, check and release orders
Order execution
•Goods issue
•Confirm service operations
•Service receipt and settlement

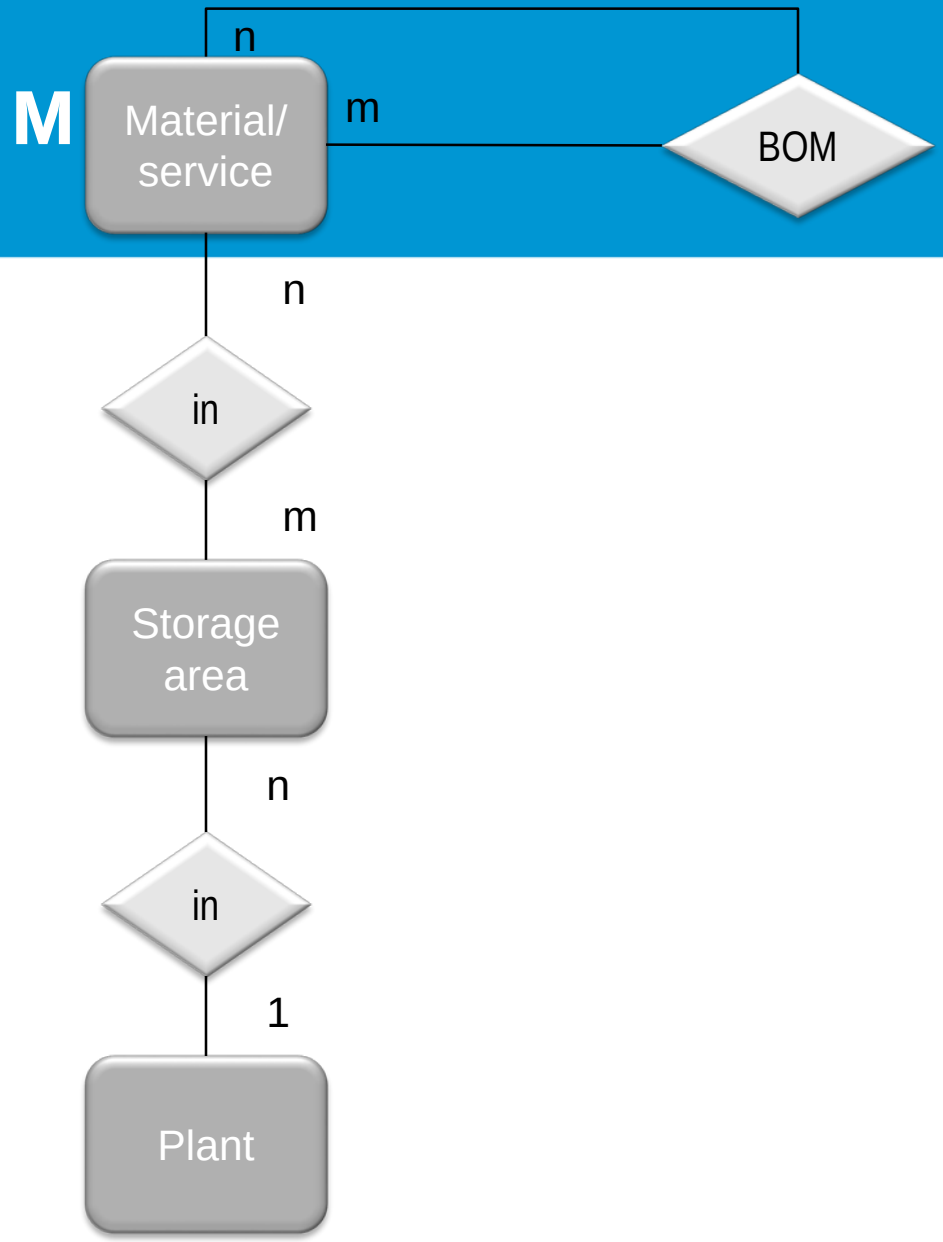

Building
MTN
Storage
All other cost centres
25% Allocation
Op.Man.
Sweepers
Cl. Truck
OH surcharge
Activity
Cleaning (service) order



Master data	• Activities • Cost centres • Cost elements
Primary cost planning	• Activity planning • Primary cost planning
Allocations	• Planning the statistical key figure • Planning report
Price calculation	• Activity prices

Cost Accounting




M
Material/ service
n
m
BOM
n
in
m
Storage area
n
in
1
Plant

The materials

Broom, high-visibility jacket, garbage bags

Rotating brush

Fuel, water

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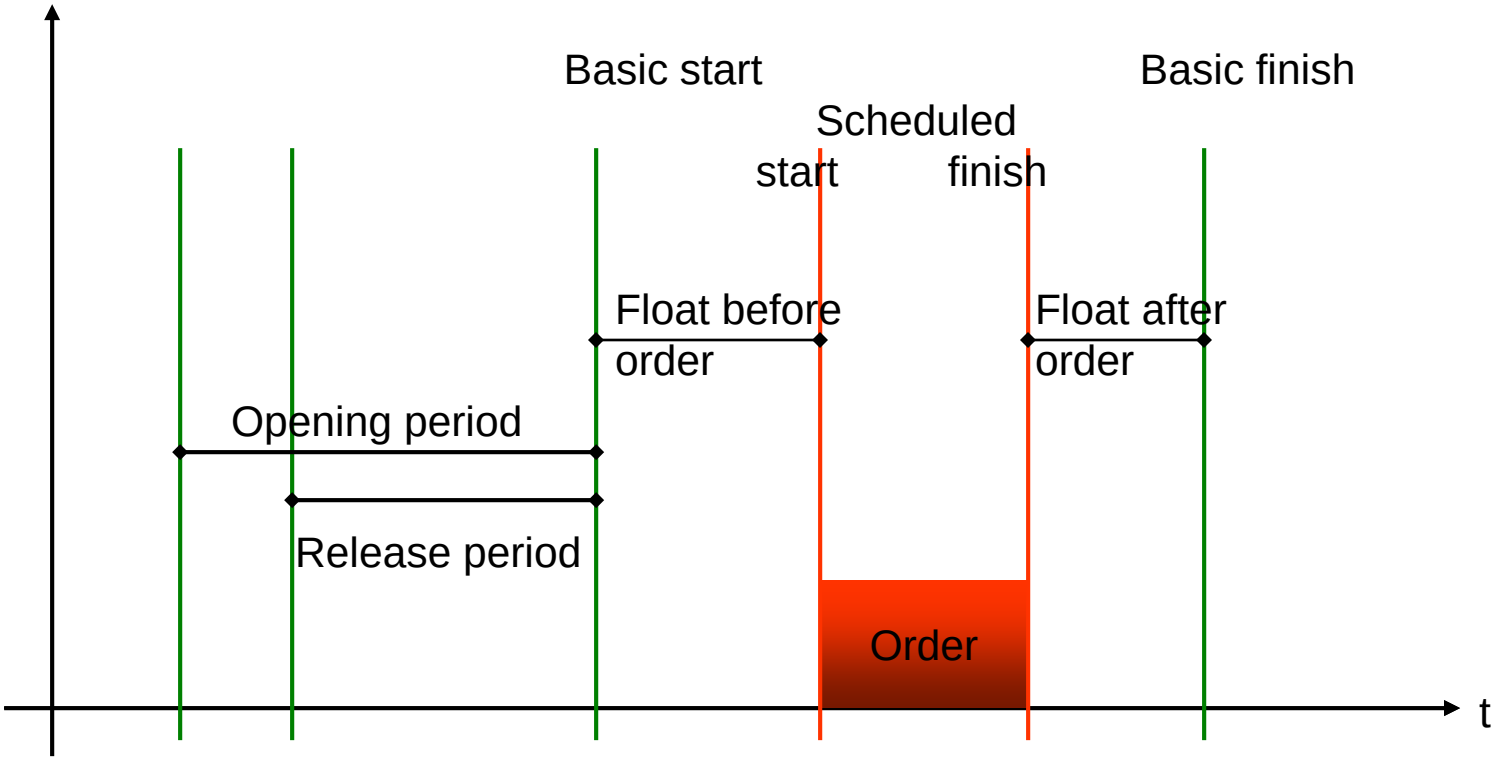
MM

Tab	Organisational Unit/s
Basic Data	Material only
Classification	Material only
Sales/Export	Sales organisation/Distribution channel
Purchasing/Import	Plant
MRP	Plant/Storage location
Forecasting	Plant
General plant data/Storage	Plant/Storage location
Warehouse management	Plant (plus warehouse references not used in this case study)
Quality management	Plant
Accounting/Costing	Plant

MM


Basic start
Basic finish
Scheduled
start
finish
Float before
order
Float after
order
Opening period
Release period
Order
t

Procurement

Municipii Supplementum: Broom, jacket, garbage bags

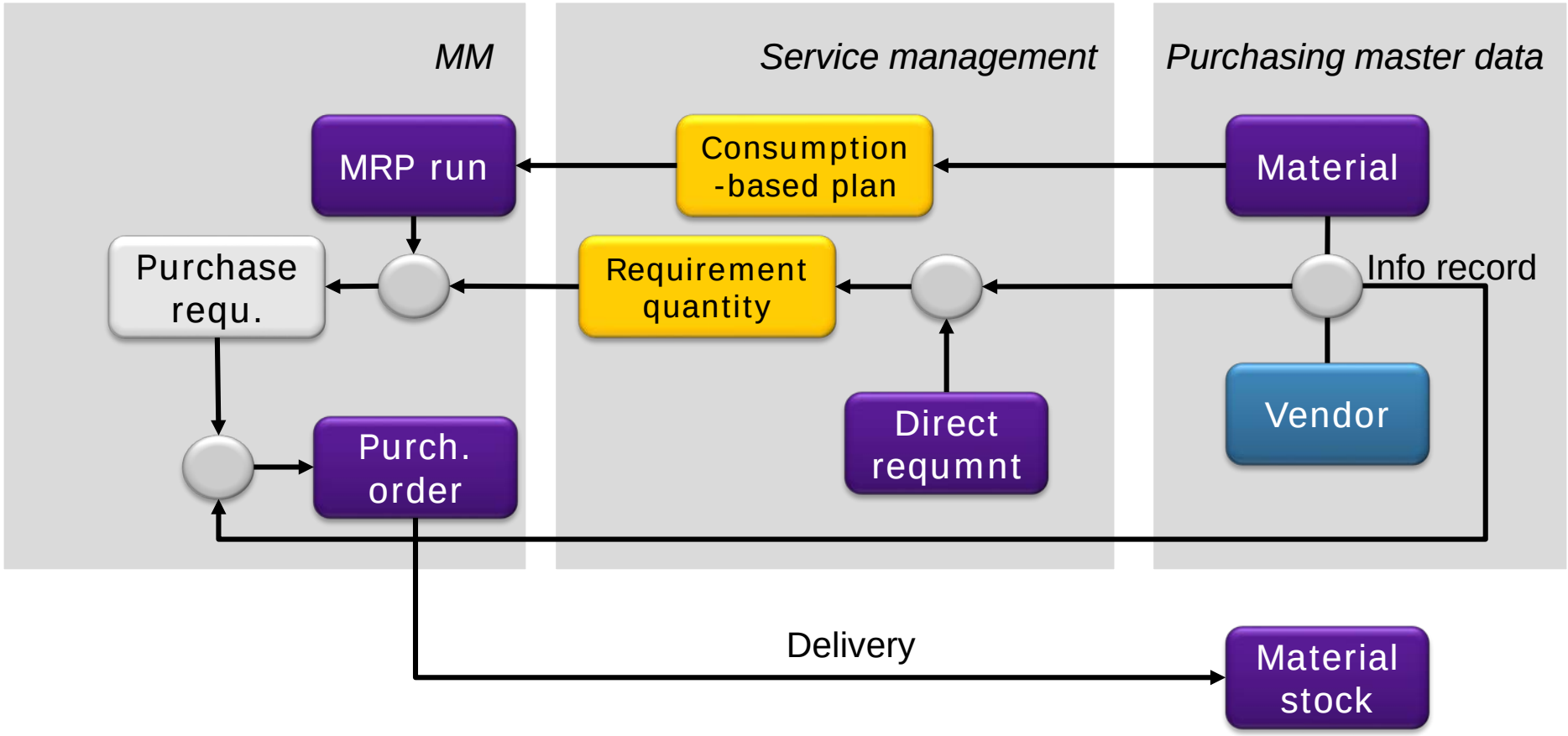
Carrum: Rotating brush (original manufacturer)

Raedae: Rotating brush

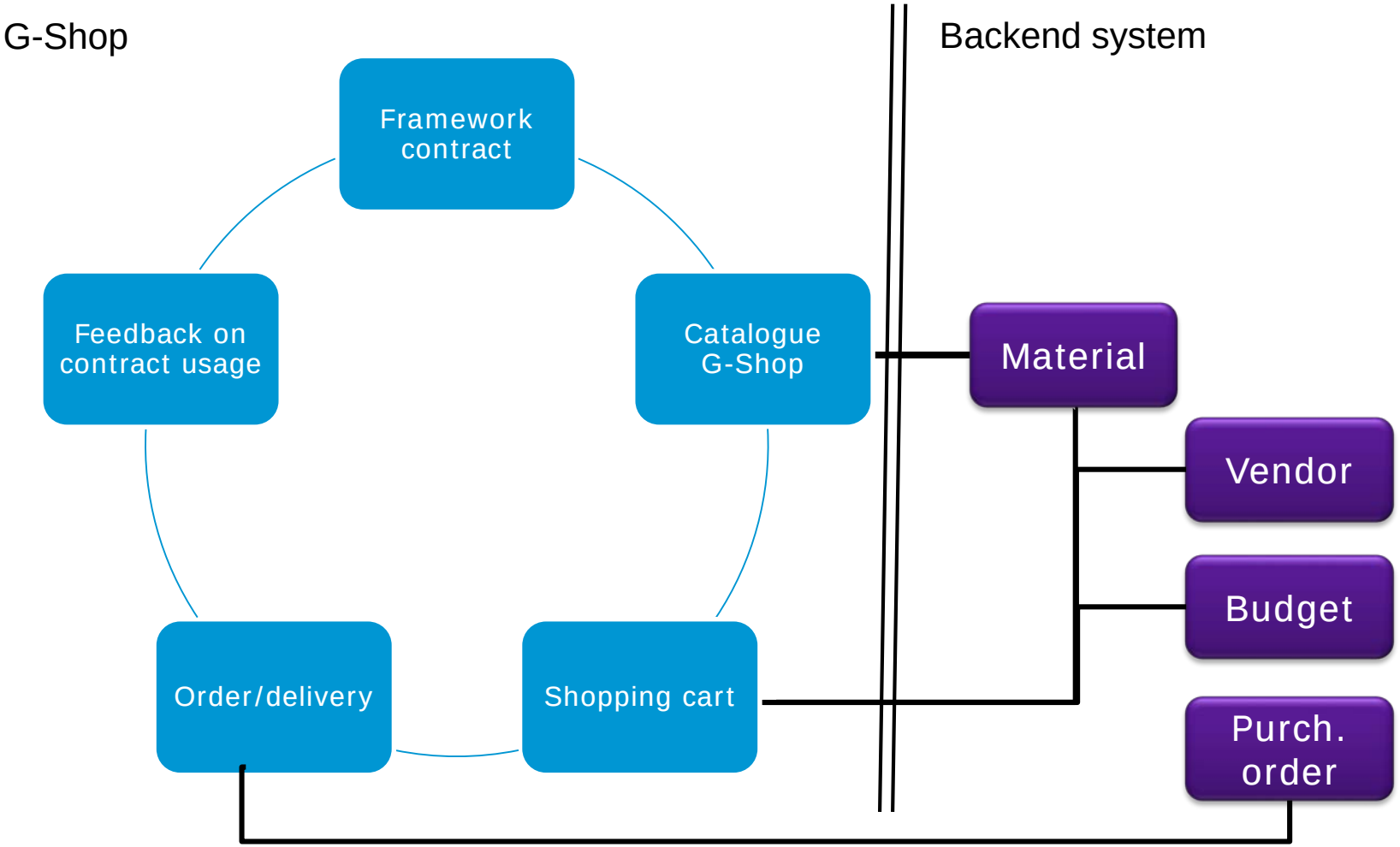
Crassus Olea: Fuel

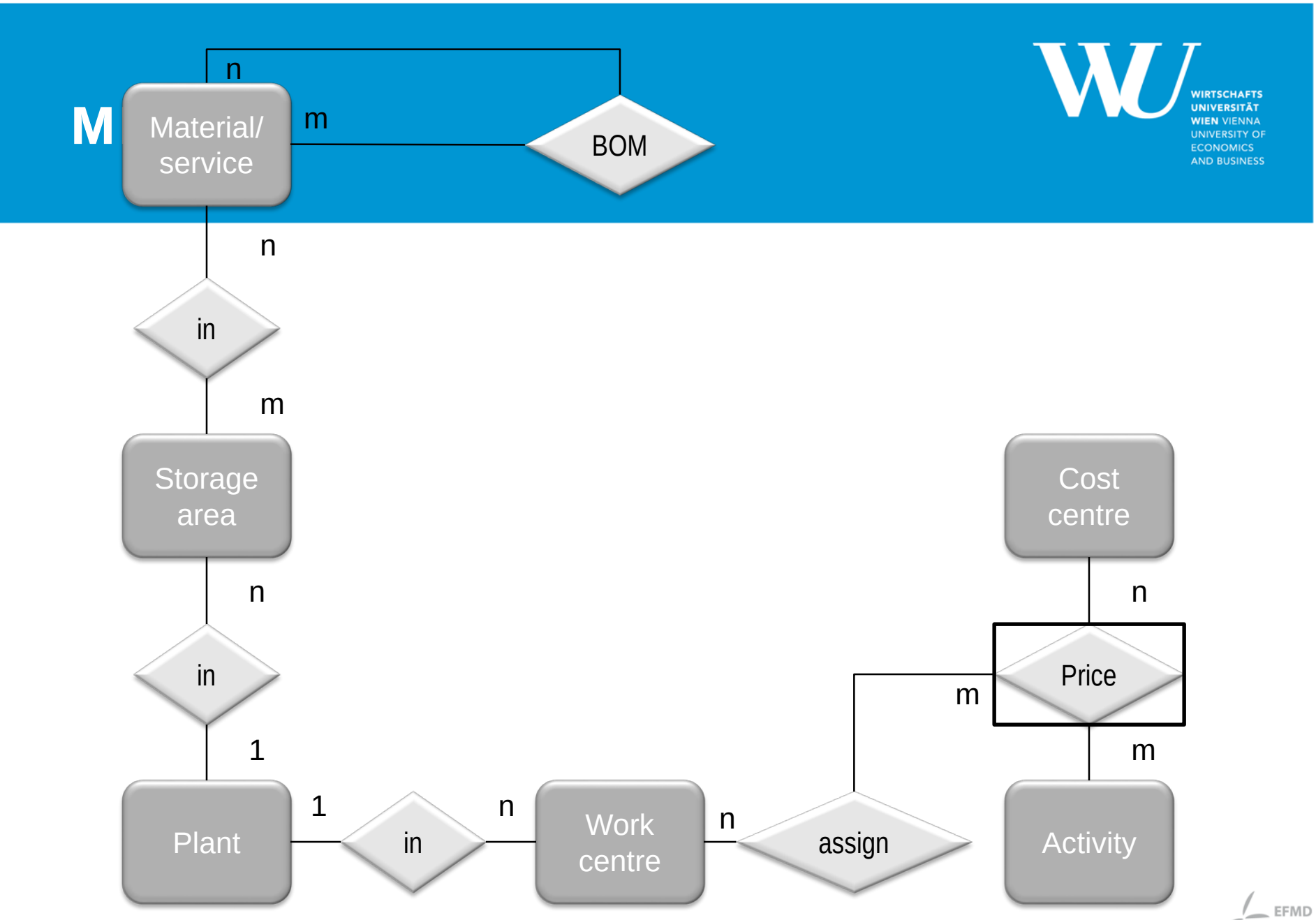
Civitas Waterworks: Water

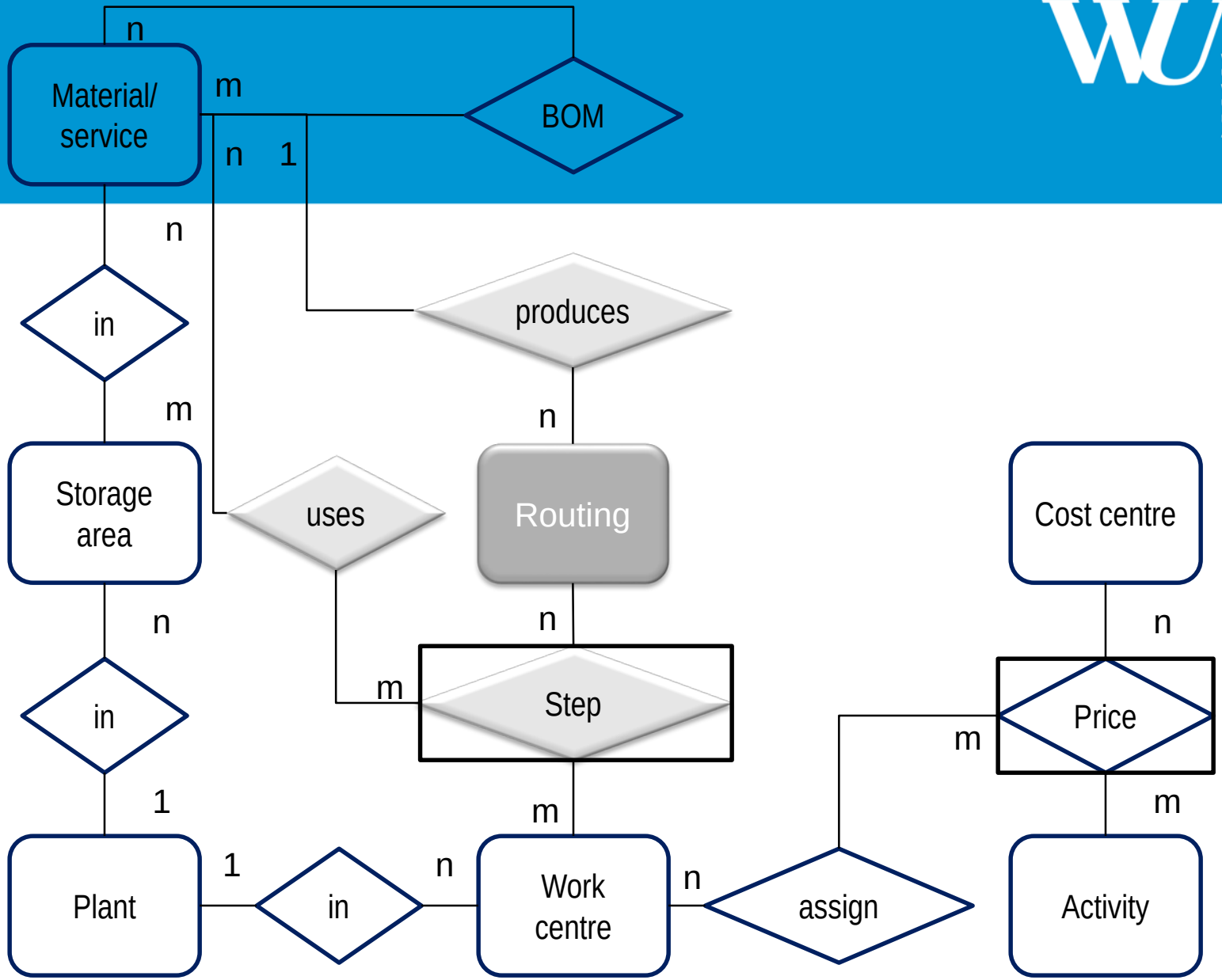
Procurement



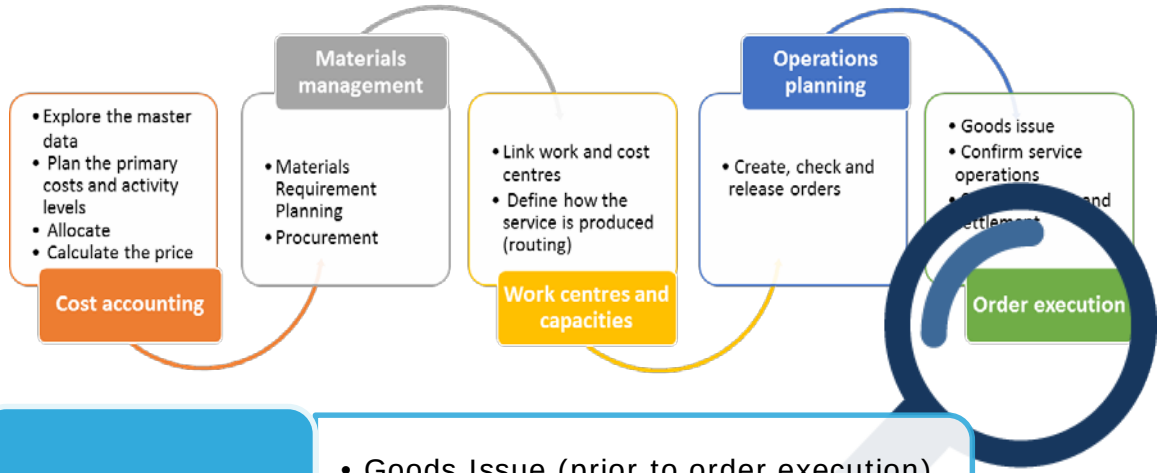
Procurement (G-Shop)




M
Material/ service
n
m
BOM
n
in
m
Storage area
n
in
1
Plant
1
in
n
Work centre
n
assign
m
Price
n
Cost centre
m
Activity

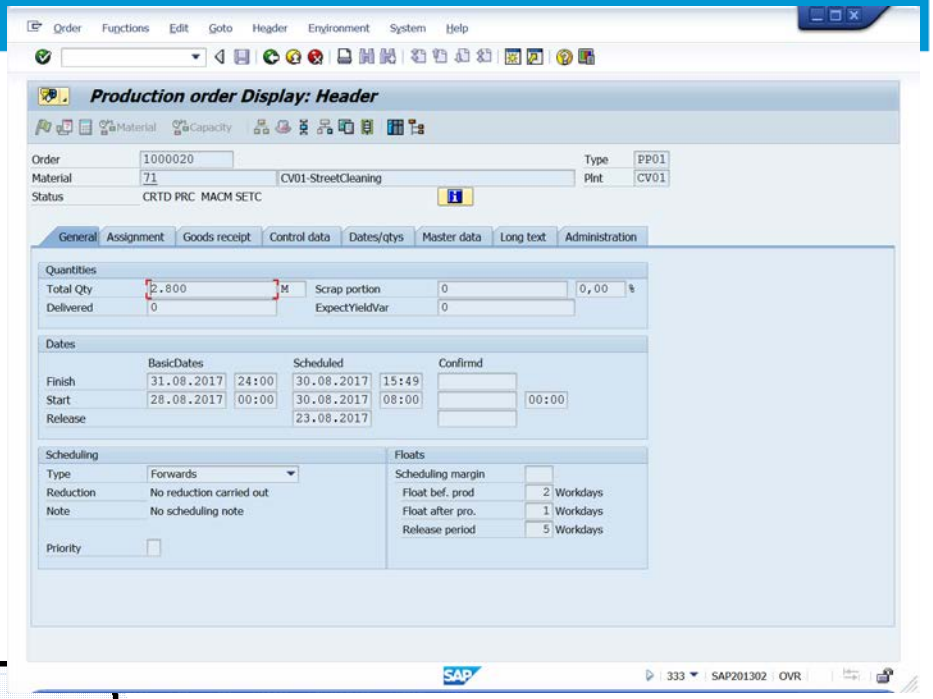

n
Material/
service
m
BOM
n
1
n
in
produces
m
n
Storage
area
uses
Routing
Cost centre
n
n
n
in
m
Step
Price
m
1
m
m
Plant
1
in
n
Work
centre
n
assign
Activity

Overview



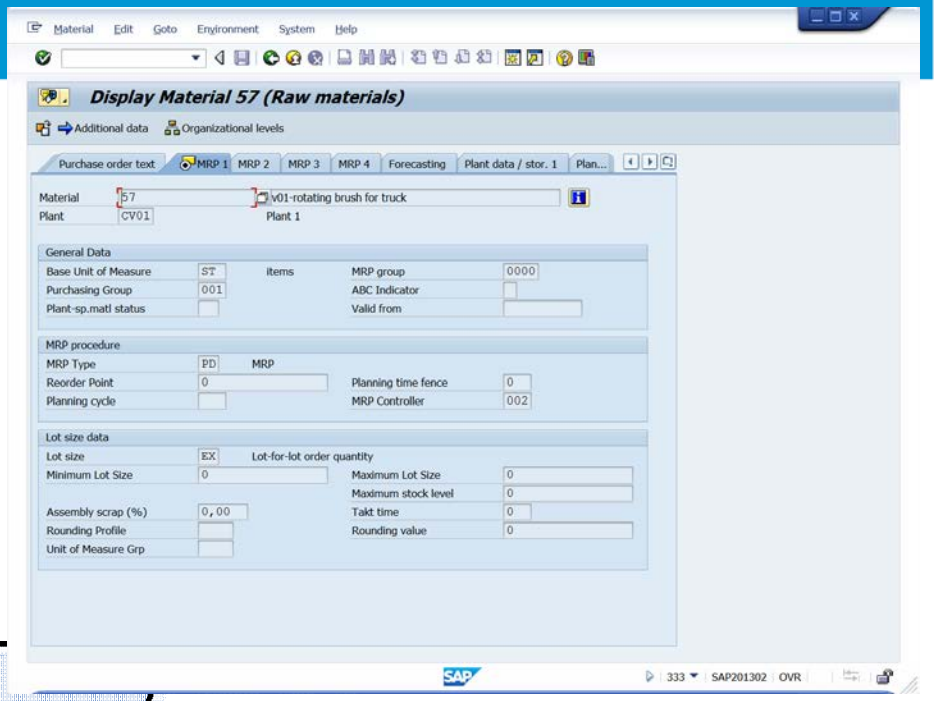
Goods issue	• Goods Issue (prior to order execution) • Goods Issue (after the order execution)
Confirm service operations	• Confirmation of Service Order
Service receipt and settlement	•Calculation of overheads in actual costs • Service Receipt and order settlement

Overview



Operational process

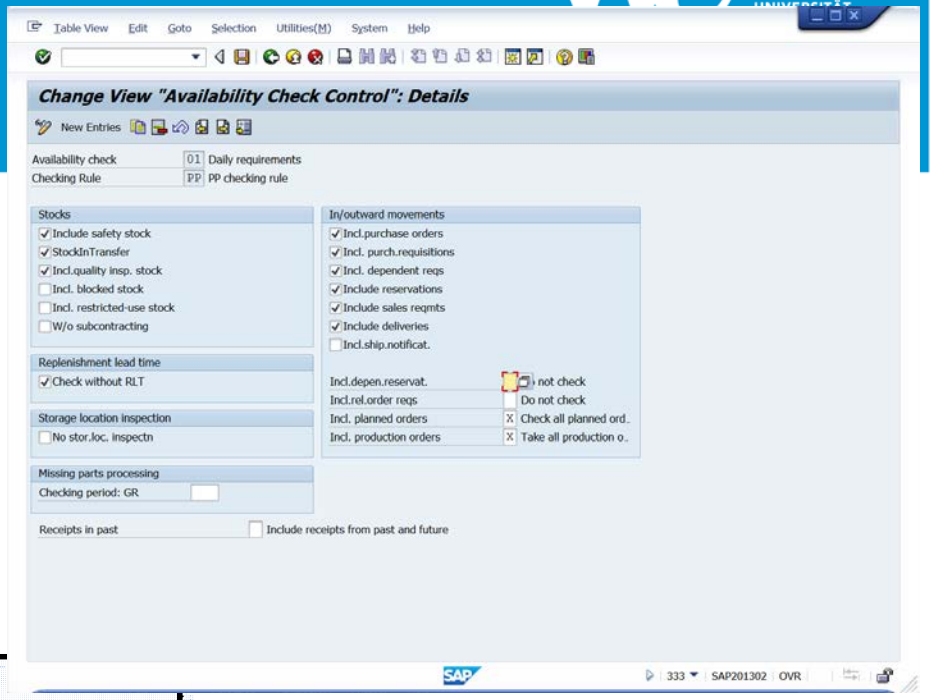
Overview



Master data

Operational process

Overview

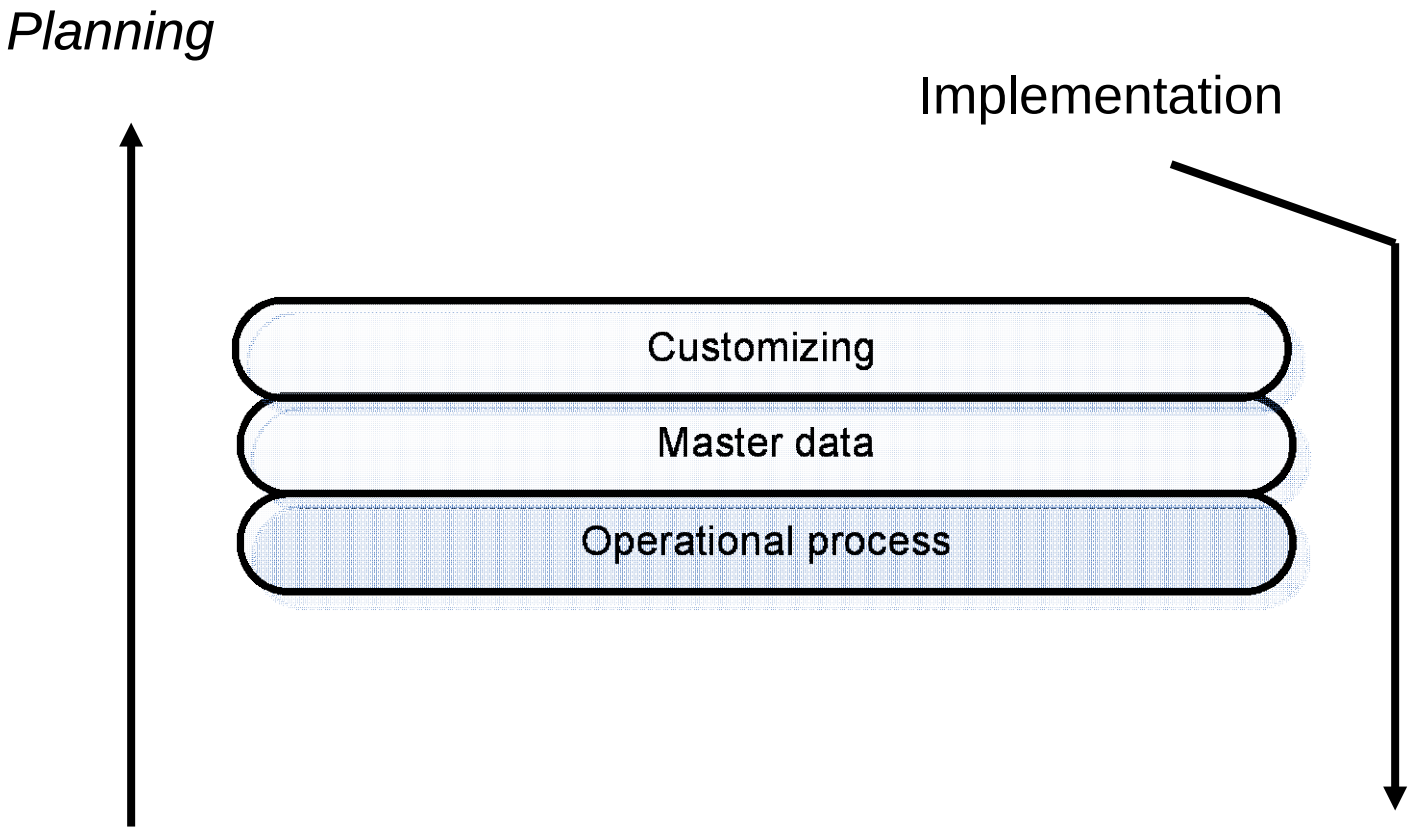


Customizing

Master data

Operational process

Overview


Planning
Implementation
Customizing
Master data
Operational process