

## **Inquiry for a MTO-Product**

Source: [Aitz00], adapted by Farid El Masri, adjusted by Martin Roshkev

### **Transfer the following verbal description into an EPC:**

- a) On receiving an inquiry the sales department checks whether the data is complete or not.
- b) Any missing data is collected by telephone (the sales department is still responsible).
- c) Once the data is complete, the inquiry is processed at the sales & distribution system (SD). Data is: article name, quantity, and date of delivery...
- d) Afterwards, the controlling department determines the preliminary costs of the product and the research & development department (R&D) checks the technical feasibility. The systems used are SD, material management (MM) and production planning (PP). For the case that the feasibility is negative, the sales department declines the inquiry.
- e) In the other case, if the preliminary costing is completed and the feasibility is positive, the raw materials having a long period of delivery are purchased by the purchasing department in advance.
- f) After that the sales department checks whether sufficient production capacity is available or not. If not, inquiry has to be declined as described in d). If yes, the offer is sent to the customer.



