

MAKRO



REDESIGN SUPPLY CHAIN PROCESS

During our summer, we were faced with two main questions: how should Makro design the future flow of information between relevant actors and their information systems upon the implementation of a cross-docking center?

How should a testing protocol for the future flow of information be designed?

RESULTS

Our work resulted in a set of deliverables that represent our advice for Makro. In one deliverable, the full end-to-end supply chain process was mapped in a Swimlane chart. Another deliverable identifies scenarios necessary for specific software tests of the entire new system. The last deliverable consists of an elaborate planning for the implementation of the new retail management software and the cross-docking center. These deliverables together serve as guidelines used by Makro during the entire implementation process, which is due to be fulfilled by July 2018.

OUR WORK

In the capital of Colombia, Bogotá D.C., we conducted research for Makro Colombia. Makro plans to improve the process of ordering and receiving merchandise by implementing a cross-docking center and new retail management software. In order to obtain a grasp of the supply chain process, we interviewed supply chain specialists, logistics experts, IT developers and other employees of Makro. Using our newly acquired knowledge of Makro's logistical and communication processes, we identified key requirements for its future supply chain and redesigned the structure of its information exchange.



Sietze de Wit



Joost van Berckel



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