



# Supply Chain Visualization: Process Handbook

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CCS

*MIT - Center for Coordination Science*



## Wouldn't it be nice ...

- **To have a systematic way of organizing lots of things we know about organizations**
- **To be able to collaboratively create and share this knowledge electronically**
- **To structure this knowledge in a way that helps**
  - **discover new empirical generalizations**
  - **invent new possibilities not yet tried empirically**

# Process Handbook

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# Goal:

## An online knowledge base with...

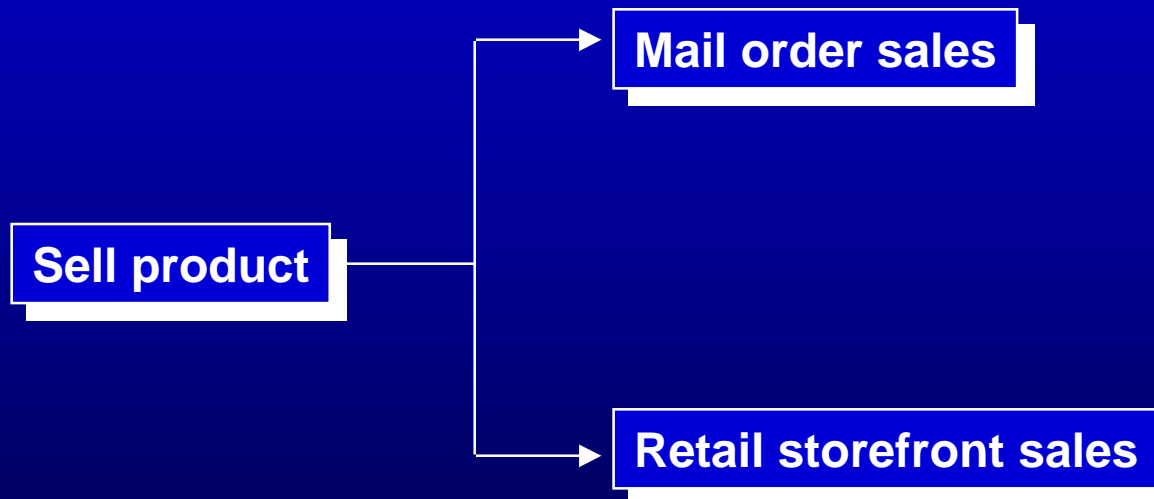
- **Descriptions of the basic activities (and their variations) that exist in all businesses**
- **Examples of specific cases (“typical” or “interesting”)**
- **Many kinds of related knowledge (tips for success, advantages and disadvantages, useful tools, on-line discussion forums, etc.)**
- **Rich, conceptually based, cross-linkages**

# Example: MIT Process Handbook

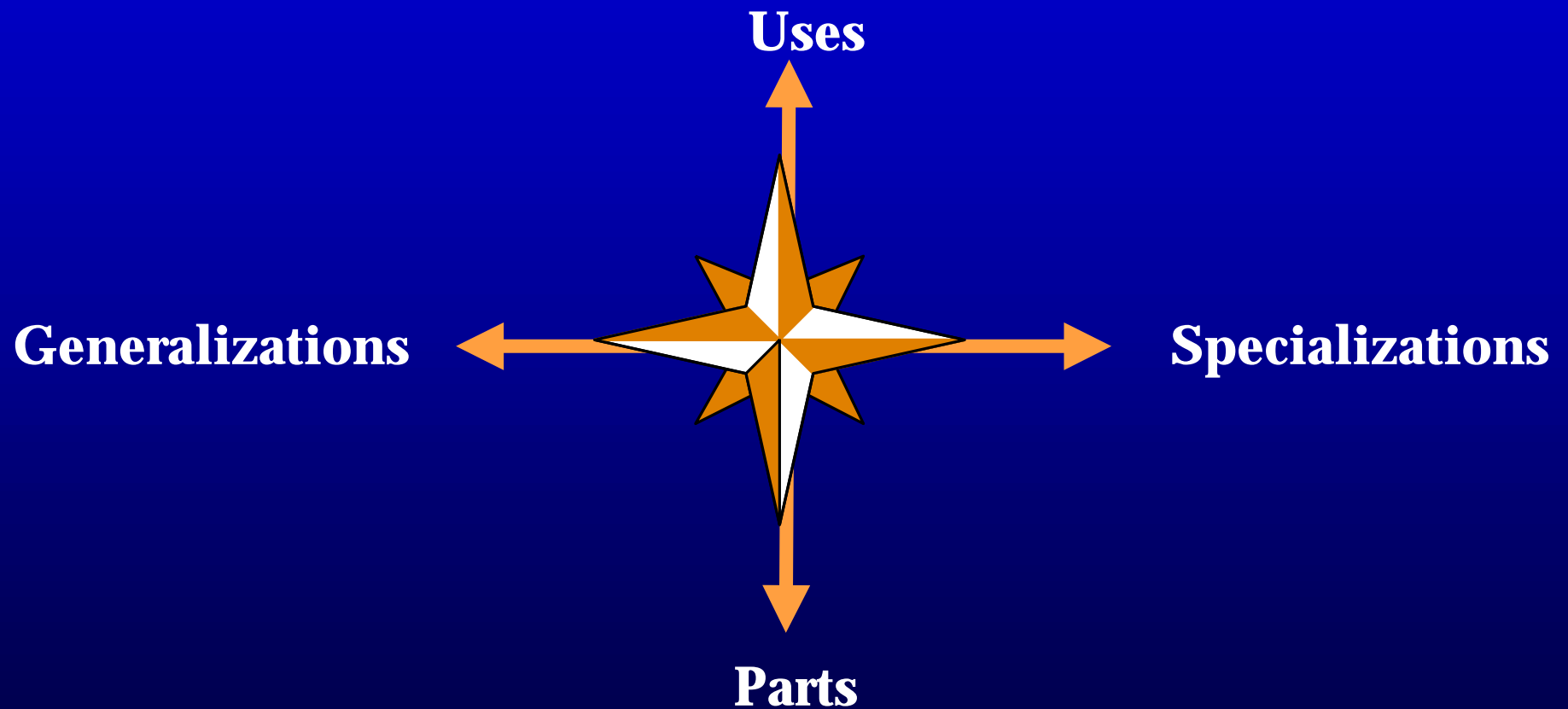
- Includes:
  - Case examples
  - Descriptions of innovative technologies
  - Descriptions of innovative business models
  - Etc...
- Organized by:
  - Business models
  - Business processes
  - Systems Dynamics views

Available on the web at: [ccs.mit.edu/ph](http://ccs.mit.edu/ph)

# Specialization of processes



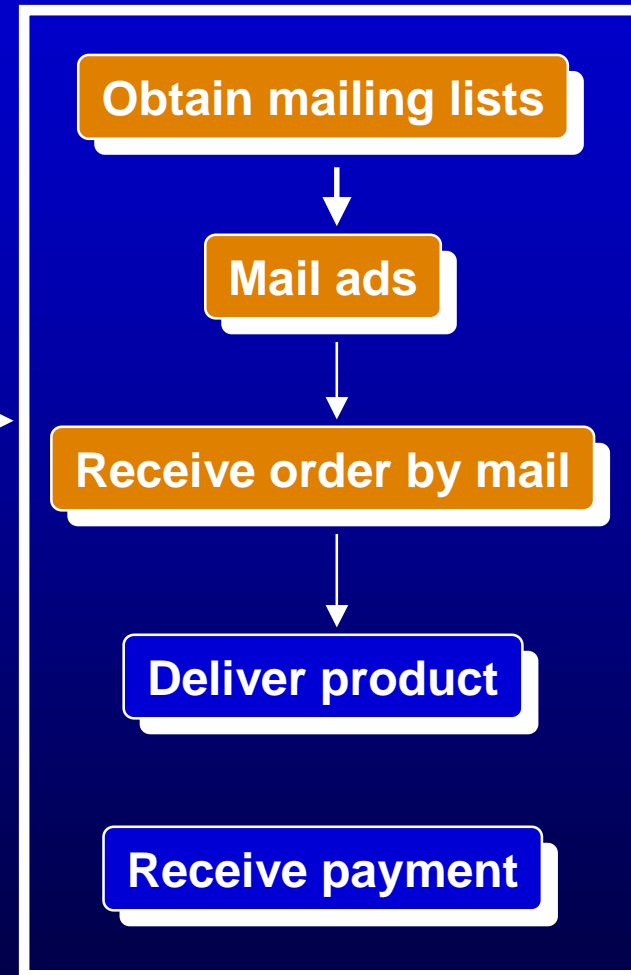
# The Process Compass



# Sell product



# Mail order sales

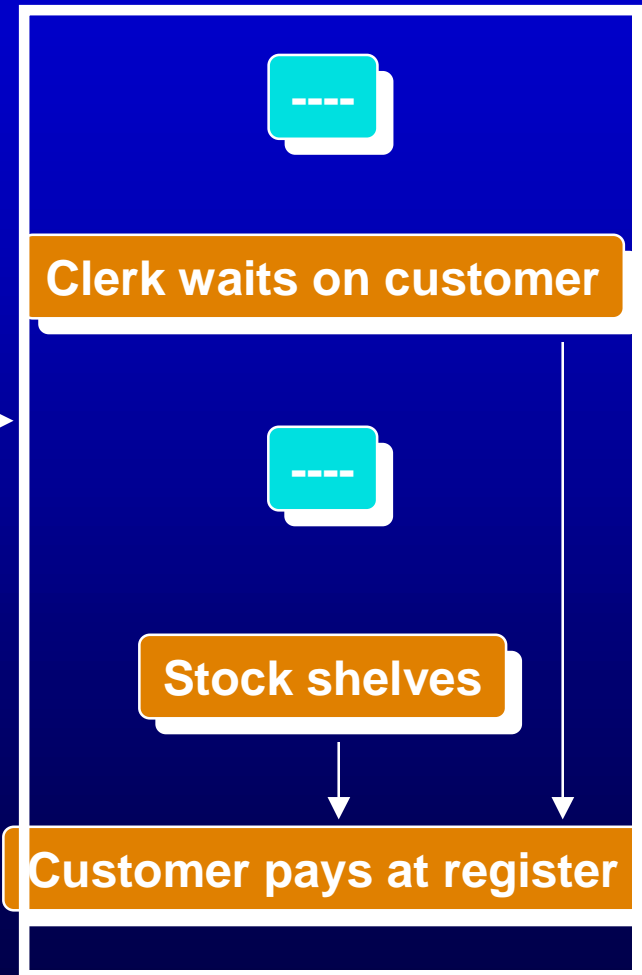




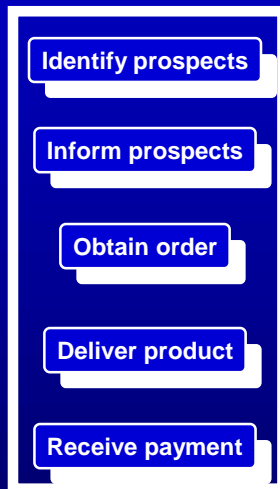
# Sell product



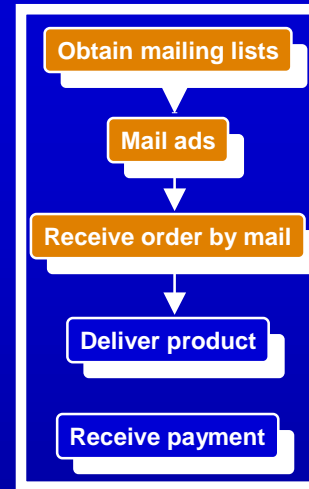
# Retail store sales



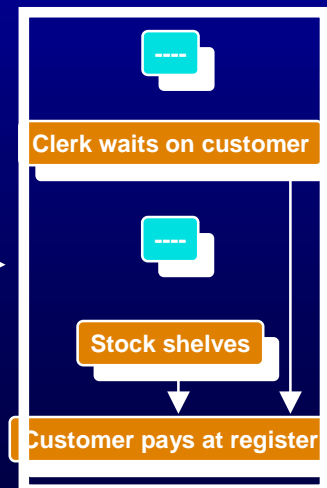
## Sell product



## Mail order sales



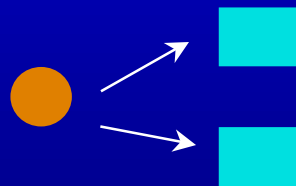
## Retail store sales



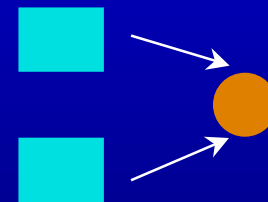
# Three elementary dependency types



**Flow**

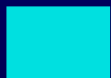


**Sharing**



**Fit**

**Key:**



Activity



Resource

## Dependency

## Example Coordination Processes

### Flow

#### Time

Make to order vs. make to inventory (pull vs push)

#### Place

Transport vs. make at point of use

#### Thing

Ask customer vs. use standard

### Sharing

First come/First serve, priority order, budgets,  
managerial decision, market-like bidding

### Fit

Plan in advance (symphony) or let emerge (jazz)