

4. Mapping

Purpose, participants and application

- **Purpose**
 - To establish a shared overview of the company's supply chains.
- **Participants**
 - The cross-functional team.
- **Application**
 - To be used in phase 1.

Procedure

- Participants from the different functional areas gather in a room where it's possible to sketch the company's supply chain, either on a whiteboard or on brown paper that can be hung on a wall (see tool at www.salesandoperationsplanning.dk).
- The participants should have prepared themselves based on Tool 1: 'Process for Day 1: Mapping - including fact-based questions'.
- One starts on the far right of the whiteboard/brown paper by visualizing customers and customer segments, then moves to the left where distribution channels are drawn, followed by inventories and main production processes, ending with procurement on the far left. Information processes/flow are likewise outlined.
- Avoid delving into too many details. The dialogue is what's important.

Example of an overall mapping

