

Abstract:

The tested company supplies a wholesome solution for plastic and metal integrated items and products for the international vehicle industry. The company deals in development, production, delivery to front warehouses in Europe and storage of the items. It also supplies service in various subjects concerning the product along its shelf life. The core products are manufactured by one sub-contractor. Purchasing of most raw materials for production is the sub-contractor's responsibility, and the rest is purchased by the M company from various but regular suppliers. Products, such as: office supplies, counseling services and so forth are purchased from various supplies when needed.

Supply regulations, customary in the vehicle industry, are very strict, and breaching delivery date or supplying the amount of items ordered, is very severe and might cause problems in the production line of vehicle industry, since it depends on hundreds or even thousands items. In case the production line is stopped due to lack of supplies or belated delivery, the supplier will face heavy fines for each vehicle that cannot be delivered on time. The various suppliers, including M Company, are bound by these supply regulations, for accurate and strict planning of production time, amounts, delivery time, quality and optimal storage planning, delivery way and the capacity of the delivery tools.

The purchasing process is a core process; it was found that data errors have a direct influence on the company's profit since the pricing of the products does not include extra costs that do not belong to a planned and well produced process.

The purpose for this research is to detect "disruptions" in the purchasing process, as reflected in the organizational IT system of a company, indicating data errors and their financial implications.

Key words:

Data errors, disrupted process, Process mining tools, ERP system