

# Role Architect Research Chart for Business Replenishment Analyst

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## Role Architect Chart for Business Replenishment Analyst

**Leaders and managers of high performing organizations understand the importance of having clearly defined job descriptions that are alive and tell the accurate story of what the job entails.**

The information contained in this report is the outcome of the analysis created by the Customer Replenishment Analyst Team.

The report contains the following:

Job description inclusive of specialized skills and core competencies

Outline of Primary Areas of Responsibilities

Primary Areas of Responsibilities breakout by frequency, criticality, and difficulty to learn

The content of this book can be helpful to Human Resource Professionals, Learning & Development Managers, Business Unit Leaders and Employees in the area of:

*Attracting and Retaining Critical Talent – understanding and identifying key competencies for defined roles can be integrated into interview guides or recruiting strategies to ensure you are attracting the right person for the right job*

*Training- learning gaps are identified for defined roles and training programs can be developed to close gaps to ensure employees are equipped with the necessary tools/resources to be successful in their role.*

*Associate Planning & Development – moving employees from their current state to a future state is critical to help employees grow within the organization. Employees own their development and by providing them with information for desired positions, they are able to conduct self-assessments and incorporate findings into development plans.* The purpose of this content can be utilized for job postings and/or to identify development opportunities for new hires and current employees.

## Role Architect Chart for Business Replenishment Analyst

### Job Description

#### **Job Title**

- Customer Replenishment Analyst

#### **Reports To (Title)**

- Customer Replenishment Team Leader

#### **Job Creation Date**

- November 12, 2008

#### **Business Levels**

- US Division
- Customer Supply & Logistics Business Unit
- Customer Service Department

#### **Job Purpose**

- *To enhance business relationships and influence/improve supply chain strategies/processes by collaborating with Trade/Internal customers to effectively attain agreed upon objectives*

#### **Key Responsibilities**

- **Business Management** – Manage business processes including order processing and replenishment while ensuring compliance with ABC's policies and procedures and attaining agreed upon corporate objectives.
- **Customer Focused Management** –Manage and support internal/external customer relationships while maintaining a holistic approach.
- **Business Information & Analytical Insight** – Synthesize and analyze data while applying critical and conceptual thinking to problem solving and decision making, as well as effectively communicating results.
- **Information Management** – In reporting and validating data we manage and use technology and operational expertise to communicate effectively

#### **Accountability**

- Collaborate with account management on logistics and overall improvements to support account profitability
- Process customer orders to outbound logistics in a timely manner.
- Make cost effective logistics recommendations to meet account requirements.
- Ensure timely order deliveries through appropriate tracking.
- Demonstrate understanding of, and utilize logistic planning and inventory management practices.
- Responsible for decision making as it effects accounts/ABC outcome.
- Communicate issues effectively to accounts or appropriate audience.
- Provide backup responsibilities to other positions, as needed.
- Understand Sarbanes Oxley requirements.

#### **Complexity**

- Ability to balance understanding of customer replenishment processes while managing traditional Customer Service responsibilities.
- Ability to learn trade customers account systems required to support replenishment objectives.
- Understand end-to-end Supply Chain process, i.e., demand, supply, logistics, and delivery; while understanding how decisions impact the entire processes.

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- An in-depth understanding of ABC policies are required to ensure adherence to government guidelines, i.e., Robinson-Patman and Sarbanes Oxley
- Customer relationship management
- Negotiate with customers to ensure win-win outcomes
- Exhibit ability to analyze and make decisions that impact ABC and customer
- Perform validation monitoring to maintain data integrity and ad hoc analysis
- Ability to constantly change directions and re-prioritize accordingly
- Ability to collaborate with all levels of internal/external customers with an open mind

### ***Specialized Knowledge***

- 2+ years Customer Replenishment experience and/or 5+ years Customer Service Logistics experience supporting mid/large customers
- Solid understanding of supply chain policies and procedures
- Supply Chain knowledge and logistic concepts
- Solid understanding of the impact of Customer Replenishment to ABC business area and processes
- Solid understanding of order/warehouse management
- Strong analytical and problem solving skills.
- Excellent problem identification and resolution skills including “out of box” thinking
- Demonstrated interpersonal/negotiation skills
- Demonstrated solid oral and written communication skills.
- Demonstrated excellent organization skills and the ability to manage multiple priorities
- Collaborate with all stakeholders to drive ABC initiatives
- Demonstrated skills initiating, conducting, preparing and presenting formal detailed planning analysis (i.e. brand analysis, scenario evaluation, and consumption analysis)

### **Core Competencies**

- Communicating Effectively
- Aligning to Customers
- Building Relationships
- Gathering Intelligence
- Resolving Issues
- Solving Problems
- Using Technology
- Managing Knowledge

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**Job Purpose Statement:** To enhance business relationships and influence/improve supply chain strategies/processes by collaborating with Trade/Internal customers to effectively attain agreed upon objectives.

Primary Areas of Responsibility		Duties		
1	Business Management	Objective Tracking	Replenishment	Order Processing
		Compliance		
2	Customer Focused Management	Relationship Building	Support Internal/External Teams	Think Holistically
3	Business Information & Analytic Insight	Apply Critical & Conceptual Thinking to Problem Solving & Decision Making	Synthesize & Analyze Data	Communicate Effectively
4	Information Management	Report and Data Validation	Knowledge Transfer	Manage & Use Technology to Communicate Effectively

## Role Architect Chart for Business Replenishment Analyst

PAR	DUTY	TASK
Business Management	Replenishment	Generate customer replenishment orders that maintain fine balance of required warehouse inventory and in stock position @ stores
		Analyze and make recommendations to inventory levels/DC outs (SSO's/Single line orders)
		Track and confirm receipt of orders in ABC system
		Manage replenishment plans for finished goods from ABC RDC to customer facilities to support demand planning processes while meeting customer specific objectives/minimize excess inventory
		Adjust items in customer system to obtain accurate replenishment
		Obtain certification or training for customer replenishment system i.e. E3
	Order Processing	Validate/review order for pricing, quantities, discontinues, extended dating, etc.
		Logistical load balancing, i.e. truckload & LTL
		Ensure optimal order fill for turn business-100% for promotional orders
		Monitor /Analyze out of stocks and make appropriate decision, i.e. Shipping out of Region, Bopping, backorder/BOL, hold, etc
		Expedite orders to meet delivery date via most cost effective means
		Collaborate with Analyst, Planner, & customers re: open stock vs. bonus pack
		Ship delivery management
	Compliance	Adhere to all Sarbanes Oxley requirements
		Adhere to Customer Service's SOP's i.e. recalls
		Act with integrity and conduct business ethically
		Adhere to Robinson-Patman Act
	Objective Tracking	Analyze scorecard information for objective tracking
		Analyze monthly account specific reports for objective tracking

## Role Architect Chart for Business Replenishment Analyst

PAR	DUTY	TASK
Customer Focused Management	Relationship Building	Collaborate/educate customers daily business
		Meet/exceed customer requirements
		Build solid relationships with trading partners to align mutual interests
		Effectively communicate with key stakeholders (RDC's, Planning and Trade Customers)
		Manage conflict with open and honest communication
		Maintain solid relationships with Customers, Sales Team, Planning and other required internal/external groups to effectively support Customer Replenishment initiatives
	Support Internal/External Teams	Planning – Recommendations of quantities for supply issues, new items and product history, recap order estimates for deployment to RDC's, shipping orders out of region, promotional orders, monthly club meeting to set forecast for 12 month period, product run out, expedite of put always, and recommending transfer of product from RDC's
		Distribution – Alert of logistical requirement changes, consolidate orders into most efficient loads, and release orders as soon as possible during closing, ensuring return authorizations are in data base for inbound/returned product
		Sales – Item support DCS, promotional deductions, out of stocks, deal sheets, unsaleables, returns, recalls, daily DOI, promotional order activity, and communicate proactive supply issues
		Trade Customer- Supply Trade Customer with information regarding, replenishment, fill rate, delivery performance, cuts, short ships, shipping information, item switches, ASN notification and identification, timely rollbacks, product set ups and pricing
		Customer Service Representatives- Ensure orders are entered and delivered for DC and account calls, trends, delivery and receiving issues. Advise of new or changed customer requirements
	Think Holistically	Review business as a whole and make sound decisions based on best interest of ABC and customer

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PAR	DUTY	TASK
Business Information & Analytical Insight	Apply Critical & Conceptual Thinking to Problem Solving & Decision Making	Analyze and use data to drive business solutions.
		Collaborate with others on decisions that impact ABC financially
		Set clear goals during decision process
		Involve stakeholder or cross functional teams where applicable
	Synthesize & Analyze Data	Ensure 100% of delivery performance and order fill on launch items and track measurements
		Report unsaleables as a percent of sales
		Service Levels and Delivery Performances- reduce cycle time (PO date to delivery date),bill of lading averages, late delivery and remedy reports, receipt discrepancies, and track truck load vs. LTL shipments
		Analyze data and make recommendations
	Communicate Effectively	Participate in collaborative discussion between Planning, Customer and Sales on matters related to product availability, specific market impacts and any related costs
		Represent Customer Service on cross functional teams
		Maintain communication between customers on issues that affect business issues



## Role Architect Chart for Business Replenishment Analyst

		DUTY	TASK
Information Management	Report and Data Validation		Hold Order Report- Validate Order Status
			Allocation Tracking- Verify order quantities against allocations
			Cut Reports- Publish to internal and external customers
			Maintenance Reports – To ensure compliance with credit balances and cleared/processed correctly
			Generate/Validate customer specific reporting
	Knowledge Transfer		Customer Master – Provide information for new account set up and shipping to new Distribution Center
			Provide Bill of Lading report to customer monthly.
			Recap order dollar and quantity by RDC's to the Sales Organization, RDC's, Planning and Supply Management Team
			Communicate to internal/external customers (web cut reports, cuts, and shipping information)
	Manage & Use Technology to Communicate Effectively		Utilize basic technologies such as Sales Net, Cognos, Focus, Quick place, DCS, Trade Customer internet sites, and Microsoft Office
			Use effective email, voice mail, and instant messaging etiquette.

## Role Architect Chart for Business Replenishment Analyst

### Top 20 Tasks by Total Average

Customer Focused Management	Think Holistically	Review business as a whole and make sound decision based on best interest of ABC and customer
Business Management	Compliance	Adhere to all Sarbanes Oxley requirements
Customer Focused Management	Relationship Building	Maintain solid relationships with Customers, Sales Team, Planning and other required internal/external groups to effectively support CPFR initiatives
Customer Focused Management	Relationship Building	Manage conflict with open and honest communication
Information Management	Manage & Use Technology to Communicate Effectively	Utilize basic technologies such as Accounts Receivable, Sales Net, Cognos, Focus, Quickplace, Trade Customer internet sites, and Microsoft Office
Customer Focused Management	Support Internal/External Teams	Sales – Item support DCS, promotional deductions, out of stocks, deal sheets, unsaleables, returns, recalls, daily DOI, promotional order activity, and communicate proactive supply issues.
Customer Focused Management	Support Internal/External Teams	CPFR Analyst – Support the CPFR Analyst in the execution of replenishment plans for finished goods from ABC RDC's to customer facilities to support demand planning processes while meeting customer specific objectives assuming responsibilities of the Customer Replenishment Analyst as required.
Customer Focused Management	Relationship Building	Effectively communicate with key stakeholders (RDC's, Planning and Trade Customers)
Business Information/Analytical Insight	Apply Critical & Conceptual Thinking to Problem Solving & Decision Making	Analyze and use data to drive business solutions.
Customer Focused Management	Support Internal/External Teams	Trade Customer- Supply Trade Customer with information regarding, replenishment, fill rate, delivery performance, cuts short ships, shipping information, item switches, ASN's,/notification and identification, timely rollbacks, product set ups and pricing.
Business Management	Order Processing	Monitor /Analyze out of stocks and make appropriate decision, i.e. backorders/BOL, hold, etc
Customer Focused Management	Relationship Building	Align customer interest with ABC/interest and prioritize
Customer Focused Management	Support Internal/External Teams	Distribution – alert of logistical requirement changes, consolidate orders into most efficient loads, release orders as soon as possible during closing, ensuring return authorizations are in data base for inbound/returned product/

## Role Architect Chart for Business Replenishment Analyst

Customer Focused Management	Relationship Building	Meet/exceed customer requirements
Business Management	Order Processing	Validate/review order for pricing, quantities, discontinues, extended dating, etc.
Business Management	Compliance	Act with integrity and conduct business ethically
Information Management	Report & Validate Data	Hold Order Report- Validate Order Status
Customer Focused Management	Relationship Building	Collaborate/educate customers daily business
Customer Focused Management	Support Internal/External Teams	Planning – Recommendations of quantities, recap order estimates for deployment to RDC's, shipping orders out of region, promotional orders, monthly club meeting to set forecast for 12 month period, product run out, expedite of put always, and recommending transfer of product from RDC's.
Business Information/Analytical Insight	Communicate Effectively	Maintain communication between internal/external customers on issues that affect business.

## Role Architect Chart for Business Replenishment Analyst

### Top 20 Tasks by Frequency

Business Management	Compliance	Adhere to all Sarbanes Oxley requirements
Customer Focused Management	Relationship Building	Maintain solid relationships with Customers, Sales Team, Planning and other required internal/external groups to effectively support CPFR initiatives
Information Management	Manage & Use Technology to Communicate Effectively	Utilize basic technologies such as Accounts Receivable, Sales Net, Cognos, Focus, Quickplace, DCS, Trade Customer internet sites, Documentum, and Microsoft Office
Customer Focused Management	Relationship Building	Effectively communicate with key stakeholders (RDC's, AP, Planning and Trade Customers)
Information Management	Manage & Use Technology to Communicate Effectively	Use effective email, voice mail, and sametime etiquette.
Customer Focused Management	Think Holistically	Review business as a whole and make sound decision based on best interest of ABC and customer
Customer Focused Management	Support Internal/External Teams	Sales – Item support DCS, promotional deductions, out of stocks, deal sheets, unsaleables, returns, recalls, daily DOI, promotional order activity, and communicate proactive supply issues.
Customer Focused Management	Relationship Building	Manage conflict with open and honest communication
Business Information/Analytical Insight	Communicate Effectively	Maintain communication between internal/external customers on issues that affect business.
Customer Focused Management	Relationship Building	Collaborate/educate customers daily business
Business Information/Analytical Insight	Apply Critical & Conceptual Thinking to Problem Solving & Decision Making	Analyze and use data to drive business solutions.
Business Management	Compliance	Comply with Grants of Authority levels
Customer Focused Management	Relationship Building	Meet/exceed customer requirements
Customer Focused Management	Relationship Building	Align customer interest with ABC/interest and prioritize
Business Management	Compliance	Act with integrity and conduct business ethically
Information Management	Report & Validate Data	Hold Order Report- Validate Order Status
Customer Focused Management	Support Internal/External Teams	CPFR Analyst – Support the CPFR Analyst in the execution of replenishment plans for finished goods from ABC RDC's to customer facilities to support demand planning processes while meeting customer specific objectives assuming responsibilities of the CPFR Analyst as required.

Role Architect Chart for Business Replenishment Analyst

Business Management	Order Processing	Monitor /Analyze out of stocks and make appropriate decision, i.e. SOOR, Bopping, backorder/BOL, hold, etc
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## Role Architect Chart for Business Replenishment Analyst

### Top 20 Tasks by Criticality

Business Management	Compliance	Adhere to all Sarbanes Oxley requirements
Customer Focused Management	Think Holistically	Review business as a whole and make sound decision based on best interest of ABC and customer
Business Management	Compliance	Act with integrity and conduct business ethically
Information Management	Manage & Use Technology to Communicate Effectively	Utilize basic technologies such as Accounts Receivable, Sales Net, Cognos, Focus, Quickplace, DCS, Trade Customer internet sites, Documentum, and Microsoft Office
Information Management	Report & Validate Data	Hold Order Report- Validate Order Status
Customer Focused Management	Support Internal/External Teams	Trade Customer- Supply Trade Customer with information regarding, replenishment, fill rate, delivery performance, cuts short ships, shipping information, item switches, ASN's,/notification and identification, timely rollbacks, product set ups and pricing.
Customer Focused Management	Support Internal/External Teams	Planning – Recommendations of quantities, recap order estimates for deployment to RDC's, shipping orders out of region, promotional orders, monthly club meeting to set forecast for 12 month period, product run out, expedite of put aways, and recommending transfer of product from RDC's.
Customer Focused Management	Relationship Building	Manage conflict with open and honest communication
Customer Focused Management	Support Internal/External Teams	Financial Trade Relations – Provide information on past due invoices and key data that effects ABC/Customer accounts
Customer Focused Management	Relationship Building	Maintain solid relationships with Customers, Sales Team, Planning and other required internal/external groups to effectively support CPFR initiatives
Customer Focused Management	Relationship Building	Effectively communicate with key stakeholders (RDC's, AP, Planning and Trade Customers)
Customer Focused Management	Support Internal/External Teams	Sales – Item support DCS, promotional deductions, out of stocks, deal sheets, unsaleables, returns, recalls, daily DOI, promotional order activity, and communicate proactive supply issues.
Business Management	Order Processing	Validate/review order for pricing, quantities, discontinues, extended dating, etc.

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Customer Focused Management	Support Internal/External Teams	Distribution – alert of logistical requirement changes, consolidate orders into most efficient loads, release orders as soon as possible during closing, ensuring return authorizations are in data base for inbound/returned product/
Information Management	Manage & Use Technology to Communicate Effectively	Use effective email, voice mail, and sametime etiquette.
Customer Focused Management	Relationship Building	Align customer interest with ABC/interest and prioritize
Customer Focused Management	Support Internal/External Teams	CPFR Analyst – Support the CPFR Analyst in the execution of replenishment plans for finished goods from ABC RDC's to customer facilities to support demand planning processes while meeting customer specific objectives assuming responsibilities of the CPFR Analyst as required.
Business Management	Order Processing	Monitor /Analyze out of stocks and make appropriate decision, i.e. SOOR, Bopping, backorder/BOL, hold, etc
Business Management	Order Processing	Ensure optimal order fill for turn business-100% for promotional orders
Business Information/Analytical Insight	Communicate Effectively	Participate in collaborative discussion between Planning, Customer and Sales on mattes related to product availability, specific market impacts and any related costs

## Role Architect Chart for Business Replenishment Analyst

### Top 20 Tasks by Difficult to Learn

Customer Focused Management	Support Internal/External Teams	CPFR Analyst – Support the CPFR Analyst in the execution of replenishment plans for finished goods from ABC RDC's to customer facilities to support demand planning processes while meeting customer specific objectives assuming responsibilities of the CPFR Analyst as required.
Customer Focused Management	Think Holistically	Review business as a whole and make sound decision based on best interest of ABC and customer
Customer Focused Management	Relationship Building	Manage conflict with open and honest communication
Customer Focused Management	Relationship Building	Maintain solid relationships with Customers, Sales Team, Planning and other required internal/external groups to effectively support CPFR initiatives
Business Information/Analytical Insight	Synthesize & Analyze Data	Scorecarding- Ensure 100% of delivery performance and order fill on launch items and track measurements, report unsaleables as a % of sales, ensure compliance with EDI/ASN tracking, Bill of Lading averages, track truckloads vs. LTL shipments, resolution timing of deduction balances, reduce cycle time(po date to delivery date), resolve late delinquencies and escalate if necessary, track deduction type (dollar total of deduction types), service and delivery performance levels, daily reports, receipt discrepancy, late delivery and remedy report. Analyze data and make recommendations and adjustments
Customer Focused Management	Support Internal/External Teams	Trade Customer- Supply Trade Customer with information regarding, replenishment, fill rate, delivery performance, cuts short ships, shipping information, item switches, ASN's,/notification and identification, timely rollbacks, product set ups and pricing.
Customer Focused Management	Support Internal/External Teams	Distribution – alert of logistical requirement changes, consolidate orders into most efficient loads, release orders as soon as possible during closing, ensuring return authorizations are in data base for inbound/returned product/
Business Management	Order Processing	Monitor /Analyze out of stocks and make appropriate decisions.
Customer Focused Management	Support Internal/External Teams	Sales – Item support DCS, promotional deductions, out of stocks, deal sheets, unsaleables, returns, recalls, daily DOI,



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		promotional order activity, and communicate proactive supply issues.
Customer Focused Management	Relationship Building	Align customer interest with ABC/interest and prioritize
Business Information/Analytical Insight	Apply Critical & Conceptual Thinking to Problem Solving & Decision Making	Analyze and use data to drive business solutions.
Customer Focused Management	Support Internal/External Teams	Planning – Recommendations of quantities, recap order estimates for deployment to RDC's, shipping orders out of region, promotional orders, monthly club meeting to set forecast for 12 month period, product run out, expedite of put aways, and recommending transfer of product from RDC's.
Business Information/Analytical Insight	Communicate Effectively	Participate in collaborative discussion between Planning, Customer and Sales on matters related to product availability, specific market impacts and any related costs
Business Management	Compliance	Adhere to all Sarbanes Oxley requirements
Business Information/Analytical Insight	Apply Critical & Conceptual Thinking to Problem Solving & Decision Making	Set clear goals during decision process
Customer Focused Management	Relationship Building	Meet/exceed customer requirements
Business Management	Order Processing	Ensure optimal order fill for turn business-100% for promotional orders
Business Information/Analytical Insight	Apply Critical & Conceptual Thinking to Problem Solving & Decision Making	Collaborate with others on decisions that impact ABC financially
Business Management	Order Processing	Validate/review order for pricing, quantities, discontinues, extended dating, etc.