

A magnifying glass with a silver rim and a red handle is positioned over the central text. The handle has the "COGNOS" logo repeated in white. The lens of the magnifying glass is centered on the main text.

**GAIN VISIBILITY
INTO SUPPLY CHAIN
PERFORMANCE**



GET THE OPERATIONS INTELLIGENCE YOU NEED WHEN YOU NEED IT



As an Operations executive, you need quick and ready access to accurate and timely information to effectively manage

inventories, drive better procurement terms, improve customer deliveries, and match supply with demand. Cognos delivers that information into your hands. We're the world's leading provider of business intelligence to over 20,000 businesses in 135 countries, including 75 per cent of the Fortune 1000.



COGNOS GIVES YOU BETTER VISIBILITY INTO CRITICAL OPERATIONS AND SUPPLY CHAIN INFORMATION SO YOU CAN MAKE BETTER, MORE INFORMED DECISIONS

Whether you need the “big picture” overview or you want to zero-in on specific operations details, Cognos business intelligence (BI) lets you quickly identify trends and unlock new efficiencies.

Our solutions help you improve production processes, supplier performance, materials management, and customer responsiveness by providing key insight into your supply chain. Inside, you will find a sampling of some of the reports you can create with Cognos BI to drive performance and ROI.

**TO LEARN HOW YOU CAN BETTER MEASURE AND
MANAGE YOUR OPERATIONS PERFORMANCE, VISIT
www.cognos.com/operations2 AND SIGN UP FOR A FREE
WEB SEMINAR. HEAR DIRECTLY FROM A VP OF
MANUFACTURING ON HOW BUSINESS INTELLIGENCE
CAN PROVIDE VISIBILITY INTO YOUR SUPPLY CHAIN.**



GET THE "BIG PICTURE" OF PLANT PERFORMANCE



Cognos can provide you with a graphical, at-a-glance representation of all your production facilities and how they are performing. By simply clicking on a location, you are able to detect any performance issues, and "drill down" into each facility to see what is driving performance.

REGIONAL PLANT PERFORMANCE MAP



REGIONAL PLANT PERFORMANCE MAP

Plant Performance

Color = Quality Rating
Size = Production Throughput



Sales Products Retail Procurement Inventory Shipping Campaigns Marketing Finance

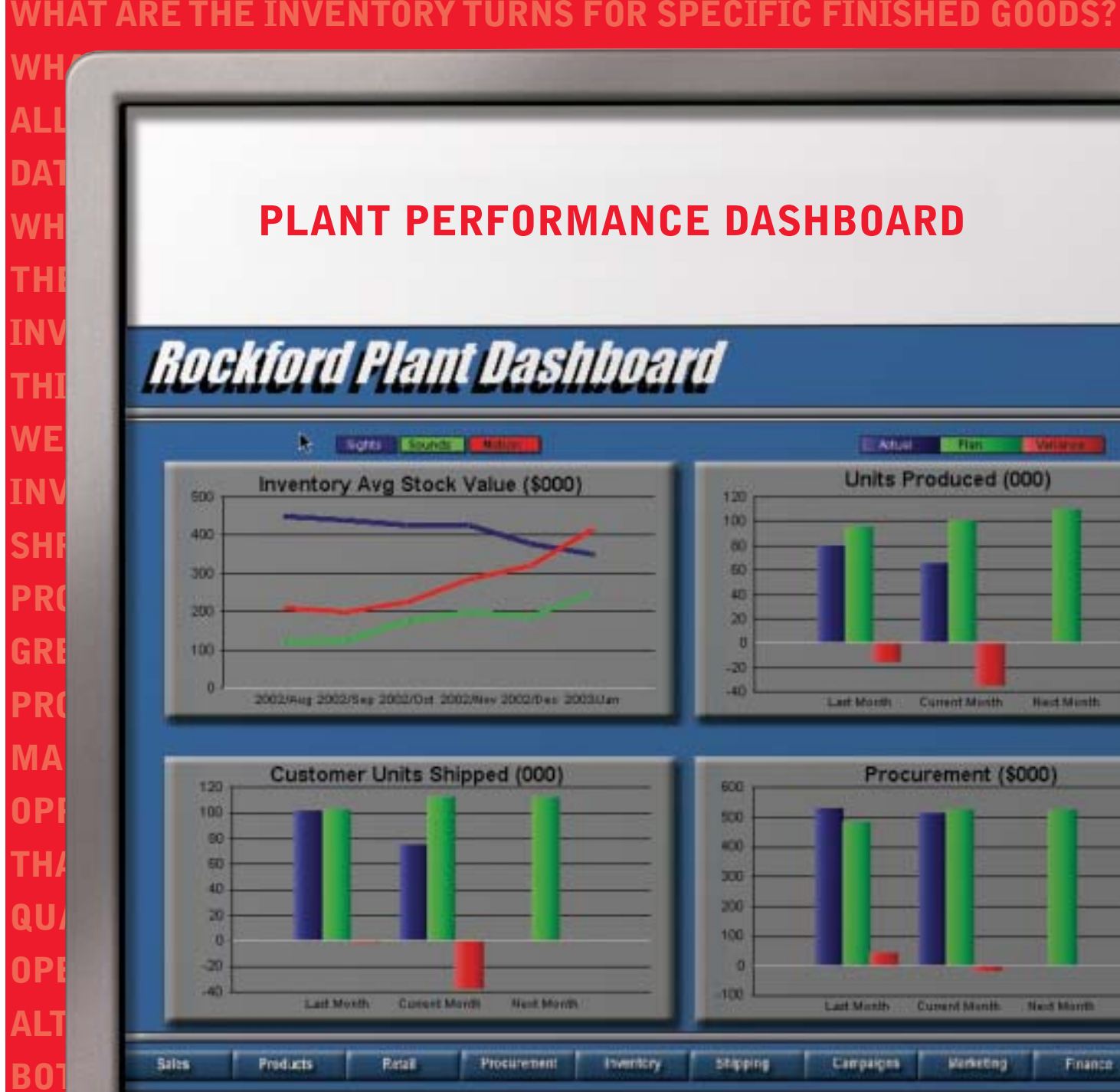


AUDIT PRODUCTION FACILITIES FROM YOUR DESKTOP



A Cognos digital dashboard enables you to display visual reports of each plant's operation. You can drill down into key metrics of each report, such as procurement, materials management, production, customer demand, and safety to gain greater insight into overall plant performance.

Plant Performance Dashboard



CARRY THE RIGHT INVENTORY



Cognos enables you to manage inventory investment at optimal levels by identifying usage and coverage trends. This visibility helps you to reduce excessive or unnecessary carrying costs and inventory write-downs, enabling you to free-up working capital and boost profitability. You can see how trends in the value of inventory compare with inventory turns and days of coverage so you can uncover opportunities and issues in materials management.

Material Management Report



WHAT ARE THE INVENTORY TURNS FOR SPECIFIC FINISHED GOODS?
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MATERIAL MANAGEMENT REPORT

Inventory Analysis Key Product Line Metrics

| Quarter | Blue Line | Red Line | Green Line |
|---------|-----------|----------|------------|
| 02-Q1 | 500 | 200 | 150 |
| 02-Q2 | 450 | 250 | 200 |
| 02-Q3 | 450 | 300 | 200 |
| 02-Q4 | 400 | 350 | 200 |
| 03-Q1 | 350 | 450 | 250 |

| Quarter | Blue Line | Red Line | Green Line |
|---------|-----------|----------|------------|
| 02-Q1 | 3 | 10 | 4 |
| 02-Q2 | 4 | 6 | 6 |
| 02-Q3 | 5 | 6 | 5 |
| 02-Q4 | 7 | 6 | 5 |
| 03-Q1 | 7 | 4 | 5 |

Sights Sounds Motion

Sales Products Retail Procurement Inventory Shipping Campaigns Marketing

ELIMINATE PRODUCTION DELAYS AND DISRUPTIONS



Cognos enables full visibility of upcoming jobs and their priority by combining information from routings, existing production schedules, and plant capacity. You can also factor in downtime, vacation schedules, and preventive maintenance to meet customer demand and commitments so you are able to run at optimal capacity with fewer surprises.

Production Scheduling Report

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PRODUCTION SCHEDULING REPORT

Digital20

Production Schedule

| Work Order | Product | Quantity | Due Date | Run Hours | Priority | Prior Work Center | Current Sta |
|------------|------------------------------------|----------|-------------|-----------|----------|-------------------|---------------|
| R 125 | RP-VH20 | 125 | Mar-14-2003 | 25.5 | 2 | Fabrication | Production st |
| R 676 | SportWave CD XS | 500 | Mar-17-2003 | 75.3 | 2 | Stockroom | In queue |
| R 373 | Locator GPS | 250 | Mar-19-2003 | 35.2 | 2 | Painting | In queue |
| R 683 | Gamma PDA 3001 | 1,000 | Mar-25-2003 | 150.4 | 1 | Fabrication | Production h |
| T 003 | RP-VH23 | 210 | Mar-27-2003 | 30.1 | 3 | Fabrication | At prior work |
| T 300 | RP-VH24 | 150 | Mar-28-2003 | 28.2 | 4 | Fabrication | At prior work |
| T 333 | SportWave MP3 | 625 | Apr-01-2003 | 81.9 | 1 | Stockroom | Not picked |
| X 234 | SportWave MiniDisk | 320 | Apr-03-2003 | 68.8 | 2 | Painting | Not started |
| X 320 | Gamma PDA 2010 | 450 | Apr-06-2003 | 72.1 | 1 | Fabrication | Not started |
| X 450 | Locator GPS ES | 250 | Apr-08-2003 | 36.5 | 3 | Painting | Not started |

Clicking here shows related orders that might be run concurrently for production efficiency.

Clicking here provides visibility to inventory status for shop components.

IMMEDIATE RESPONSES TO YOUR URGENT PRIORITIES



With pro-active event notification, any user across the organization or value chain can be kept informed of critical events – materials part shortages, quantities required, quantities rejected, customer shipments at risk – whether they're in the office or on the road. Early notification of potential disruptions enables corrective action or alternative measures to meet material, production, and customer requirements.


Event Notification



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EVENT NOTIFICATION

From: Inventory Performance System **To:** SupplyChainManager
Subject: NoticeCast Alert - Inventory Levels below expectations! **Cc:**



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Supply Chain Alert

Based on current conditions, the Sales Forecast shows the inventory level for *Gamma PDA 3001* has fallen below target levels. We need to take immediate action, please see details below.

Projected Inventory Levels

| Date | Physical Inventory Count | Product | Forecast 1 Quarter Out | Forecast 2 Quarter Out | Inventory Analysis | Product |
|---------------|--------------------------|----------------|------------------------|------------------------|--------------------------|------------------------|
| March 4, 2003 | 1163 | Gamma PDA 3001 | 500 | 1,200 | View Now | View S |

DRIVE SUPPLIER PERFORMANCE



Effective suppliers are critical to your success. Using Cognos, you can monitor key indicators – such as on-time delivery, quality performance, reliability, and average lead-time – across multiple locations and different suppliers, and view current status and trends versus previous periods. You can identify strategic suppliers, optimize your suppliers across materials, and negotiate better terms. The result: reduced cost of goods sold, higher quality of materials, and increased reliability of supply.

Supplier Relationship Scorecard



SUPPLIER RELATIONSHIP SCORECARD

COGNOS
Metrics Manager

Welcome Purchasing Manager

Scorecards

Metric Types

All Metrics

Wave Sound & Vision

All Metrics

Supplier Relationship

Wave Sound & Vision

Big Electronics

Venture Trading

Meridien Technologies

Slater Systems

No filter

None

| Status | Trend | | Title |
|--------|-------|-----|------------------------------|
| ◆ | ▼ | 🚩 | On-Time Delivery |
| ◆ | ▼ | ... | Quality Performance |
| ◆ | ▲ | ... | Accuracy of Order |
| ■ | ▼ | ... | Average Lead Time |
| ● | ▲ | ... | Price Target (vs. Last Year) |
| ● | ▲ | ... | Spend to Commitment Level |
| ◆ | ▼ | ... | Overall Performance Rating |

Hint: Data has expired. High priority
 No action Acknowledged

UNDERSTAND HOW YOUR OPERATIONS ARE REALLY PERFORMING



Cognos lets you uncover the true performance of your production operations. By identifying variances in material usage, downtime, labor and overhead by shift, operation and supplier, you can drive to maximum productivity across all areas of the enterprise.

Downtime Analysis

DOWNTIME ANALYSIS



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Machine Downtime Analysis

| | | Hours | | Percent Downtime |
|--------------------|--------------------------------|--------------|--------------|------------------|
| | | Downtime | Runtime | |
| Assembler 1 | DownTime Reason | 1,271 | 4,358 | 22.00% |
| | Scheduled Maintenance (+) | 645 | | 11.00% |
| | Unscheduled Maintenance (+) | 100 | | 2.0% |
| | Product Setup Exceeds Standard | 400 | | 7.0% |
| | Operator Injury | 50 | | 1.0% |
| | Late Supplier Delivery | 76 | | 1.0% |
| Assembler 2 | DownTime Reason | 3,468 | 2,365 | 33.00% |
| | Scheduled Maintenance (+) | 2,268 | | 22.00% |
| | Unscheduled Maintenance (+) | 847 | | 8.0% |
| | Product Setup Exceeds Standard | 345 | | 3.0% |
| Assembler 3 | DownTime Reason | 1,117 | 4,854 | 21.00% |
| | Scheduled Maintenance (+) | 256 | | 5.0% |
| | Unscheduled Maintenance (+) | 200 | | 4.0% |
| | Product Setup Exceeds Standard | 529 | | 10.0% |
| | Late Supplier Delivery | 57 | | 1.0% |
| | Quality Hold | 75 | | 1.0% |
| Assembler 4 | DownTime Reason | 1,642 | 4,208 | 30.00% |



IMPROVE YOUR OPERATIONS EFFECTIVENESS WITH COGNOS BUSINESS INTELLIGENCE – VISIT www.cognos.com/operations2



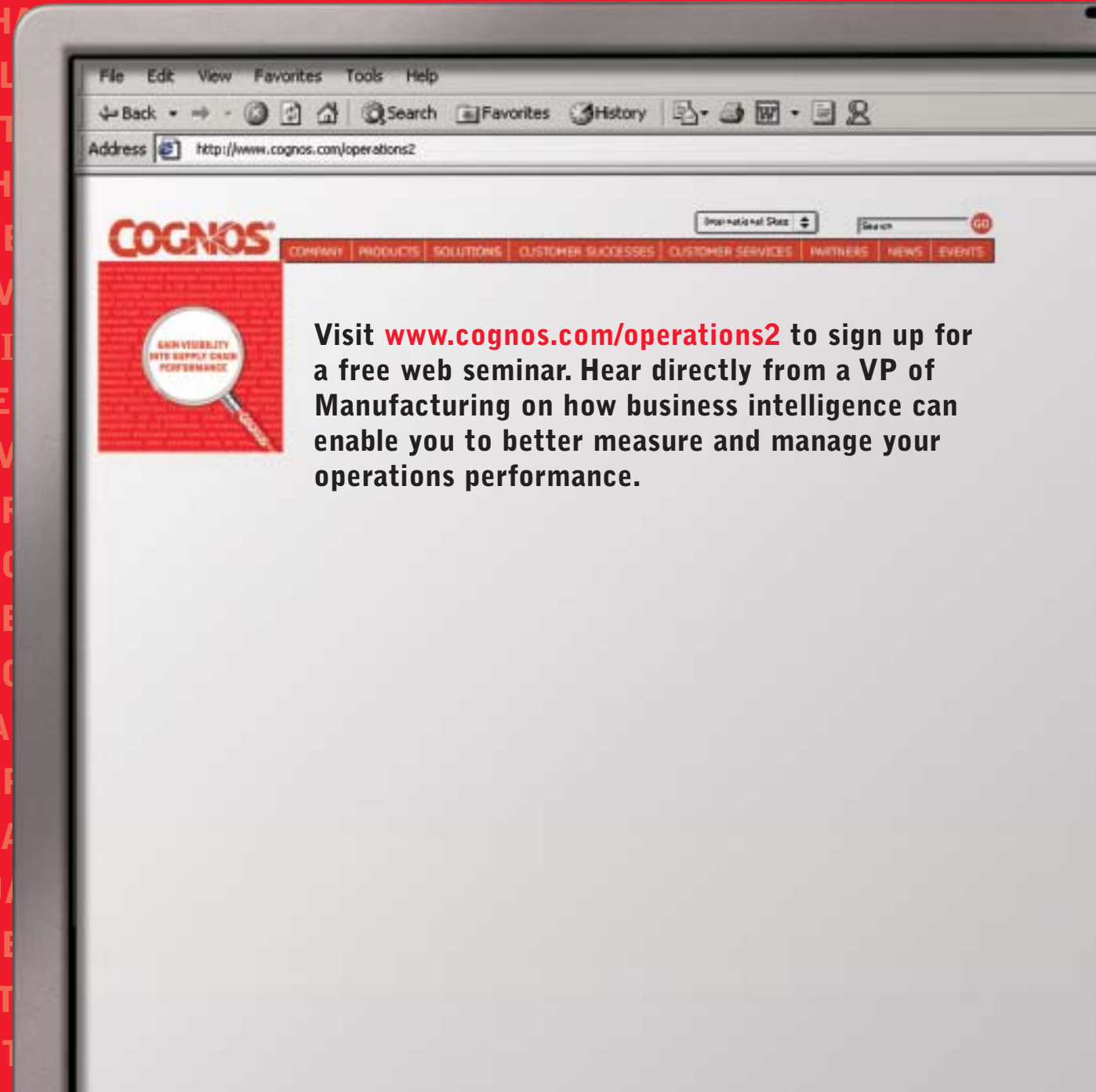
Trusted by more than 2.5 million users worldwide, only Cognos provides you with the clarity and insight you need to accurately measure the performance of your entire supply chain so you can effectively manage

materials, production, and suppliers.

COGNOS
THE NEXT LEVEL
OF PERFORMANCE™

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Visit www.cognos.com/operations2 to sign up for a free web seminar. Hear directly from a VP of Manufacturing on how business intelligence can enable you to better measure and manage your operations performance.