

Data and Document Exchange with Suppliers

Recommendation for a document exchange-system between Straumann and Suppliers

Graduate



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Problem: Straumann is the global leader in dental implants solutions, as well as regenerative and esthetic dentistry. With the headquarter in Basel, Switzerland Straumann is a manufacturer and distributor for customers worldwide. Due to acquisitions and rapid growth, Straumann Group is facing challenges in document management activities.

Currently, the document exchange between Straumann and the suppliers mostly happens per e-mail. The suppliers are defined as a party which is not delivering finished medical devices, in other words just components of medical devices or services. Straumann needs a document exchange platform that could handle the amount of documents in daily business. The scope of this work is to make a recommendation for such a platform.

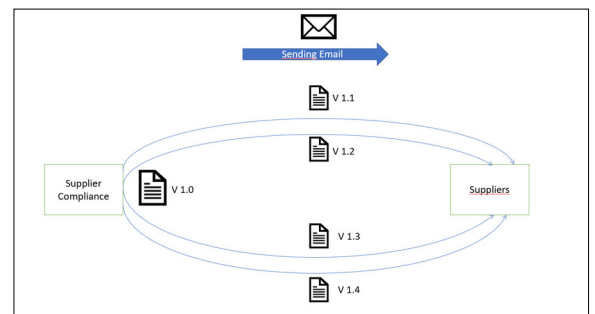
Approach: To define selection criteria for a document exchange platform, a stakeholder analysis was performed and success criteria were defined. In addition, the current documentflows were analysed to understand the weaknesses and the waste in the current process of document exchange with suppliers. Process flow and waste-analysis were based on Lean aspects, such as the 8 types of waste in the offices. Finally possible technical solutions were sought, tested and a criterion based recommendation was given for the best possible solution.

Result: As a result, widely accepted criteria for a document exchange platform were derived, considering processes, usage, stakeholder needs and regulations. Furthermore an overview of the market for potential software solutions was made, which was created with the help of the defined requirements. With the help of a criterion-based analysis, a recommendation was given for "Dropbox Business" and "Veeva".

The next steps for Straumann will be testing the recommended solutions internally to become familiar with the systems and to create a cost-benefit analysis.

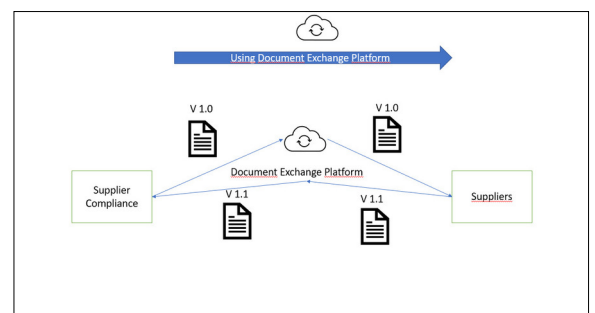
Problem by using mail as document exchange

Own presentation



Using a document exchange platform

Own presentation



Criterion based analysis Procad PROOM

Own presentation

Requirements Straumann		Procad - Proom	
Requirements	Weightings	Complied/Not Complied	Weighted
FR 2.1 & 2.3	7,2327%	1	0,072327044
FR 2.2 & 2.4	6,9182%	1	0,06918239
FR 2.5	2,5157%	1	0,025157233
FR 2.6	7,2327%	1	0,072327044
FR 2.7	2,8302%	0	0
FR 3.1	9,4340%	1	0,094339623
FR 3.2	7,5472%	1	0,075471698
NFR 1.1	7,5472%	1	0,075471698
NFR 1.2	7,5472%	1	0,075471698
NFR 1.3	6,9182%	1	0,06918239
NFR 1.4	5,9748%	1	0,059748428
NFR 1.5	8,1761%	1	0,081761006
NFR 2.1	1,8868%	0	0
NFR 2.2	1,2579%	0	0
NFR 2.3	0,6289%	1	0,006289308
NFR 2.4	1,5723%	0	0
NFR 3.1	7,8616%	1	0,078616352
NFR 3.2	6,9182%	1	0,06918239
Total			92,45283019

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