MTS SIPOC Diagram CMI Benelux.

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Suppliers	Input	Process	Output	Customers
Music shops **CMI**	Order entry Sales prognoses (ERP data)	Forecast of customer needs	Forecasts	**External customers of CMI** Regular music shops (e.g. feedback) Large chains (e.g. Makro, Inno, Gamma) Toy stores (e.g. Bart Smit, Megatoys, Intertoys Kijkshop
Manufacturers St. Louis, Mexico and Japan	Forecast ERP Materials (e.g. Guitars, amplifiers, keyboards, triangles)	Production process	Customer products	
	Transport conditions EXW.	Distribution to R'dam	Container drop off	
Barge companies (train/inland vessel) **Trucking company**	Barge	Distribution to DC Venlo	Container drop off	
DC Venlo	Check on # Containers and/truck plate Pre alert list Check on damage/missing items	Reception of goods	Goods receipt/Tran. doc.	**Internal customers CMI**
Logistical partner Kuehne & Nagel	Incoming products	Storage	Cycle counts, wall to wall count, administrative stock administration KPI's (e.g. on-time goods receipt or stock accuracy)	**Internal customers CMI** **DC Venlo**
Trucking company	Trigger from ERP Order from Sales reps. (Items, #items, Req. Del. Date + Time, GI Date)	Delivery to customers	EDI message for WMS Information on delivery	**Kuehne & Nagel** **External customers**
	Shipping papers	Customer receipt	Shipping papers Ordered products	**Truck drivers** **External customers**