



# BEST PRACTICES FOR RESPONDING TO SUPPLY CHAIN DISRUPTIONS

## PRE-DISRUPTION:

**Build ahead if possible, covering any past-due/Customer Care and Aftermarket (CCA) requirements (e.g., service parts)**

- Establish specific parts forecast vs. firm orders; to avoid oversupply of outdated/soon-to-be outdated parts

**Establish possible minimum labor force required to maintain different tiers of operation**

- Critical operations
- Normal operations
- Minimal operations

**Transparent communication with the suppliers**

- Full utilization of supplier portals.
- Establish specific cadence and points of contact (POC)

**Mitigate delivery exposure to establish 'a cushion' to reduce cancel or delayed orders**

**Determine list of alternative suppliers for specific parts where feasible**

**Establish security protocols of high value areas to avoid disruption(s)**

## DURING THE DISRUPTION:

**Increase security personnel/priority level to DOH locations**

**EDI messaging**

**Get containers back from customers**

**Establish/execute spot production schedule (all employees still accessing facility)**

- Continued Customer Care and Aftermarket (CCA) requirements (e.g., service parts) coverage

**Maintenance/upkeep on machines**

**Incorporate new machinery/replacement equipment where plausibly applicable**

**Be forthcoming with the OEMs if they expect there to be any issues**

**Proactively communicate with suppliers on current expectations**

**Re-confirm where they will receive information**

**Determine what Finished Goods (FG) and WIP DOH will you build to**

**Preparing cardboard or procuring extra containers in advance**

- Ensure all supplies needed for projects are onsite in advance

**Hiring/training initiative(s)**

- Establish numbers needed to accommodate anticipated accelerated schedule
- Utilize previously crossed-trained employees/ plug in new hires at less complex posts/job responsibilities

**Establish security protocol of employee re-entry**

## AFTER DISRUPTION:

**Increase shifts**

- Extend swing shifts
- 2 shift departments, 3rd shift added

**5-day shifts convert to 6/7 days**