

Welcome to the fifth lesson of the DoD Supply Chain Fundamentals module, SCOR Model Processes.

In this lesson you will learn to recognize the characteristics the SCOR model processes.

You will be given an opportunity to test out of this lesson. If you pass the test question, you can decide to continue, or skip to the next lesson.

Which of the following is a characteristic of the "SCOR Model processes?"

- A Describes material flow complexity at level four. >
- B A set of pre-defined descriptions for activities. >
- C Uses different colors to identify customers. >
- D Measures the speed at which products and services are provided. >

**Feedback:**

The correct answer is "A set of pre-defined descriptions for activities".

Your management team wants to identify redundant activities and those business units contributing to long lead times. How do you save time for the team by quickly cutting through miles of flowcharts and reams of references to get to the relevant information?

The SCOR® supply chain model lets your team save time by identifying work at three different levels of the process. By knowing the level of complexity, you can more quickly find the specific answers to your questions.

This lesson explains three defined levels to SCOR® processes and the characteristics of each.

**Learning Objective**

- Recognize characteristics of SCOR® model processes.

In the previous lessons, you read about the structure of the Supply Chain, the processes for managing this structure, and how to measure the Supply Chain's effectiveness with metrics and attributes. In this lesson, you'll read about three levels of complexity for recording processes in the Supply Chain. In later lessons, you will learn the metrics for effectiveness that are associated with each of the three levels of process complexity.

### SCOR® Model Structure: Processes

- The Process section in SCOR® provides a set of pre-defined descriptions for activities most companies perform to effectively execute their supply chains.
- Level indicates the span of the process: A level 3 process is focused on a more detailed activity.
- A level 1 process spans multiple level 3 processes.

The five macro-level SCOR® processes Plan, Source, Make, Deliver, and Return are well-known and widely adopted.

There are three defined levels to SCOR® processes, but there can be many more within an organization. An organization can map SCOR® processes at multiple detailed levels as needed.

### Level 1 processes include the following:

#### Planning and control processes:

- Plan Supply-Chain: Drive overall plan and budget
- Plan Source, Plan Make, Plan Deliver, Plan Return
- Enable: Prepare and monitor performance

#### Execution processes:

- Source: Inbound Materials
- Make: Value-add to materials for finished products
- Deliver: Receive and fulfill orders

#### Reverse processes:

- Return: Correct Source, Make and/or Deliver flaws

### Level 1 processes include the following:

- Plan processes: position resources and funds
- Enable processes: prepare and monitor
- Execution processes: deliver refreshed and new products and new technology products
- Reverse processes: corrective action

**SCOR® identifies two more levels of process:**

- Level 2 process categories determine the capabilities within the level 1 processes. The key level 2 processes are Make-to-Stock vs. Make-to-Order vs. Engineer-to-Order for Source, Make and Deliver processes and Defective vs. MRO vs. Excess for the Return process. The level 2 processes for Plan are Plan Supply Chain, Plan Source, Plan Make, Plan Deliver, and Plan Return
- Level 3 processes are process steps that are performed in a certain sequence in order to plan supply chain activities, source materials, make products, deliver goods and services and handle product returns. Companies may develop standard process descriptions of activities within the level 3 processes — so called level 4 processes. Level 4 processes are generally industry, product, location and/or technology specific.

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## Level 2 Process

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The level at which processes need to be described depends on the project. For most projects, level 2 process diagrams help identify structural issues in the supply chain, such as, "Why do we have a warehouse feeding a warehouse?," or "Lead-time is long due to where we source some of these materials."

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Level 3 process diagrams help identify decision points, triggers, and process disconnects. For example: A sourcing model where inventory ownership is taken only after it is shipped to the customer, also called "supplier owned inventory", is described at level 3.

Another sourcing alternative vendor managed inventory is also defined at level 3. Both need the standard level 3 processes, but they are differentiated by the way they are sequenced and by who performs them.

Which of the following is a characteristic of the "SCOR® Model processes?"

- A A level 1 process spans multiple level 3 processes. >
- B Level 3 process spans levels 1 and 2 processes. >
- C There are 4 defined levels to SCOR®. >
- D The level 2 process categories are industry, product, or technology specific. >

**Feedback:**

A level 1 process spans multiple level 3 processes. Level 3 does not span levels 1 and 2. Level 2 process categories determine the capabilities within level 1. There are only 3 defined levels.

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## Post-Test Introduction

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You have completed the learning portion of the SCOR Model Processes lesson. Next you will be given three attempts to demonstrate mastery of the learning objective.

If you fail all three attempts, you can still progress to the remaining lessons and graduate; however, you are encouraged to restudy the lesson to increase your understanding of the content.

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Which of the following is a characteristic of the "SCOR® Model processes?"

- A They measure the ability to change in response to changes in the market. >
- B There are 4 defined levels to SCOR® processes. >
- C The processes describe the effectiveness in managing assets in support of demand satisfaction. >
- D There are 3 defined levels to SCOR® processes. >

**Feedback:**

The correct answer is, "There are 3 defined levels to SCOR® processes."

Which of the following is a characteristic of the "SCOR® Model processes?"

- A The metrics at level 2 are the starting point of improvement projects. >
- B The processes at level 3 measure overall Supply Chain performance and health. >
- C Level 1 processes highlight information, people, and system interaction issues. >
- D Level 2 process categories determine capabilities within the level 1 processes. >

**Feedback:**

The correct answer is, "Level 2 process categories determine capabilities within the level 1 processes."

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Which of the following is a characteristic of the "SCOR® Model processes?"

- A Level 3 process diagrams identify decision points, triggers and process disconnects. [→](#)
- B Measures the ability to deliver on-time, complete, and in the right condition. [→](#)
- C Consists of Business Scope, Geographic Map, Thread, and Workflow diagrams. [→](#)
- D There are 4 defined levels to SCOR® processes. [→](#)

**Feedback:**

The correct answer is, "Level 3 process diagrams identify decision points, triggers and process disconnects."

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## Summary

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In this lesson, you learned about three levels of complexity for recording processes in the Supply Chain. Level 3 process diagrams help identify decision points, triggers, and process disconnects. In the next lesson, you will learn about SCOR classification of practices.

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Can you recall from a previous lesson which of the following is a characteristic of SCOR metrics and attributes?

- [A](#) SCOR metrics serve as diagnostic attributes. ➤
- [B](#) Performance metrics include Reliability, Agility, and Cost. ➤
- [C](#) Measurements describe strategies. ➤
- [D](#) Key Performance Indicators (KPIs) represent the overall performance. ➤

**Feedback:**

The answer is "Key Performance Indicators (KPIs) represent the overall performance."

You have completed the content for this lesson.

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