

Welcome to the ninth lesson of the DoD Supply Chain Fundamentals module, SCOR Hierarchy Levels.

In this lesson you will learn to recognize the characteristics of SCOR model hierarchy levels.

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 SCOR® hierarchy levels?

- A SCOR® requires documentation through level 3. >
- B Level 4 is out of scope for SCOR® documentation. >
- C Level 3 defines scope and differentiates business. >
- D Six sigma projects mostly operate at levels 1-3. >

Feedback:

The correct answer is "Level 4 is out of scope for SCOR® documentation".

Recall for a minute: how does your agency manage work processes? How does your agency organize and link your work process data? Things like scope, performance and process metrics, job details, specific tasks? Can you recall tasks you've had in recording and organizing similar data, maybe for a process improvement project? As you read through the following information on how SCOR organizes work process data, see if you can find points of similarity/difference with your own agency. Compare how your agency currently organizes work process data with how SCOR® organizes it. Perhaps it will help you in the future with mapping work processes or in supervising someone's efforts.

Learning Objective

- **Recognize characteristics of SCOR® model hierarchy of levels.**

By the end of this lesson, you should be able to distinguish the characteristics of detailed description for each level of complexity in the SCOR® model.

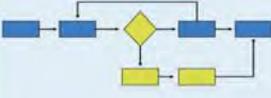
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Recall Prior Learning

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In the previous lessons, you read that there are different levels of complexity in the SCOR® model for recording and describing supply chain work processes. This lesson describes characteristics for each of these levels.

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Level 1	Level 2	Level 3	Level 4	Level 5
Scope	Configuration	Activity	Workflow	Transactions
S Source	S1 Source Stocked Product	S1.2 Receive Product		EDI XML
Differentiates Business	Differentiates Complexity	Names Tasks	Sequence Steps	Links Transactions
Defines Scope	Differentiates Capabilities	Links, Metrics, Tasks and Practices	Job Details	Details of Automation
Framework Language	Framework Language	Framework Language	Industry or Company Language	Technology Specific Language
Standard SCOR practices			Company/Industry definitions	

The chart on the slide shows an example process for a level. Why are there levels? Because a decision at each process level has a different level of significance.

Once you've mapped the level 1 area, if you don't have a problem in a particular area, you do not need to map further down.

Each step down in the framework for mapping, measuring, and changing, adds roughly 3x to 10x the complexity of work. "If it isn't broken, don't model it!"

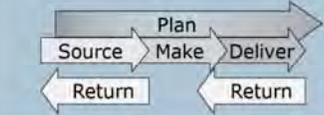
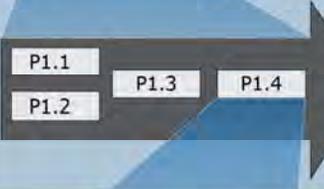
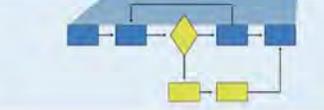
SCOR® projects operate at Level 1–3, typically in the millions and hundreds of millions in change/improvement.

This hierarchy also supports why we do level-by-level modeling.

Impact of a significant change by level:

- **Level 1 = 10,000; add/remove warehouse, plant, planning group**
- **Level 2 = 100; consolidating warehouses, manufacturing, suppliers**
- **Level 3 = 10; changing loading/unloading steps, manufacturing testing**
- **Level 4 = 1; changing the order, or the detail of individual person's task**
- **Level 5 = 0.1; changing the format of a message**

Not in Scope

Level			
#	Description	Schematic	Comments
1	Top Level (Process Types)		Level 1 defines the scope and content for the Supply Chain Operations Reference-model. Here basis of competition performance targets are set.
2	Configuration Level (Process Categories)		A company's supply chain can be "configured-to-order" at Level 2 from the core "process categories." Companies implement their operations strategy through the configuration they choose for their supply chain.
3	Process Element Level (Decompose Process Elements)		Level 3 defines a company's ability to compete successfully in its chosen markets, and consists of: <ul style="list-style-type: none"> • Process element definitions • Process element information inputs, and outputs • Process performance metrics • Best practices, where applicable • System capabilities required to support best practices • Systems/tools
4	Implementation Level (Decompose Process Elements)		

There are 3 levels of complexity for standard SCOR® practices. The levels 4 and 5 are not SCOR® standard. However, agencies may record company-specific details through levels 4 and 5.

The levels for complexity of detailed description starts broadest at level 1 and becomes progressively smaller in scope and more detailed from 2 through 5.

Each level 1 process has multiple level 2 processes. Each level 2 process breaks down into multiple level 3 processes. Levels 4 and 5 are out of scope for SCOR® documentation, but agencies may record company-specific, more detailed, multiple levels through levels 4 and 5.

Which of the following is a characteristic of SCOR® hierarchy levels?

- A If you don't have a problem at level 2, then you don't need to map level 1. >
- B Each level 2 process has multiple level 1 processes. >
- C Level 4 contains multiple level 3 and 2 processes. >
- D Level 4 sequences steps, documents job details and workflow. >

Feedback:

The correct answer is, "Level 4 sequences steps, documents job details and workflow." Level 1 process encompasses multiple level 2 processes. Level 3 contains multiple level 4 processes. If you have no problem in level 1, you don't need to map level 2.

You have completed the learning portion of the SCOR Hierarchy Levels 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.

Which of the following is a characteristic of SCOR® hierarchy levels?

- A Tasks and job details are named at level 2.
- B Complexity and capabilities are differentiated at level 3.
- C Level 1 defines Scope and differentiates business.
- D Level 1 contains links, metrics, tasks and practices.

Feedback:

The correct answer is, "Level 1 defines Scope and differentiates business." Complexity and capability are differentiated at level 2. Tasks are named at level 3. Level 3 contains links, metrics, tasks and practices.

Which of the following is a characteristic of SCOR® hierarchy levels?

- A Scope is defined at level 2.
- B Process metrics and best practices are listed at level 3.
- C Process element definitions are listed at level 4.
- D The supply chain is "configured-to-order" and complexity differentiated at level 3.

Feedback:

The correct answer is, "Process metrics and best practices are listed at level 3." Elements are defined at level 3. Scope is defined at level 1. "Configured-to-order" is at level 2.

Which of the following is a characteristic of SCOR® hierarchy levels?

- A Scope is defined at level 2.
- B Sequence steps and job details are listed at level 3.
- C SCOR® projects operate at levels 4-5.
- D Process elements are decomposed at level 1.

Feedback:

The correct answer is, "Sequence steps and job details are listed at level 3." SCOR® projects operate at levels 1-3. Process elements are decomposed at level 3. Scope is defined at level 1. This was your third and final attempt, but you will be allowed to progress to other lessons and graduate. [Review This Lesson](#)

In this lesson, you learned about the level of detailed descriptions for each of the levels in the SCOR® hierarchy of levels. The levels of detailed, complex description starts broadest at level 1, and becomes progressively smaller in scope and more detailed from 2 through 5. In the next lesson, you will learn how the SCOR® coding identifies and distinguishes descriptive details for each of these levels.

Can you recall from a previous lesson which of the following is a characteristic of SCOR® people section?

- A A side benefit of the management framework is improving the environmental footprint.
- B Mitigates risk of an undesired event taking place.
- C Assesses if organization is successfully improving overall supply chain operational performance.
- D Skills management framework complements process, metrics, and practice reference components.

Feedback:

The answer is "Skills management framework complements process, metrics, and practice reference components."

You have completed the content for this lesson.

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