

# Set up kick-ass analyses for your ABC Viewer users

There was a time when only you (and a few others) needed to understand your analyses. That time is now history.

Today, your analyses have to be self-explanatory and inviting, and they need to encourage others to change their everyday routines.

This document will set you on the right track.



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# From figures-whizz to communications expert

Before you make a start on building analyses for ABC Viewer, you need to be aware that:



**No-one ever contemplates starting to use yet another IT system unless it makes their everyday lives considerably easier. The same applies to your ABC analyses.**

When you set up your first analysis, you should focus above all on the people who will be using your analyses:

- What challenges do they face on a day-to-day basis?
- How can the analyses help them to achieve their goals?

## Motivation as a driving force

Simply by introducing ABC Viewer, you have started work on changing your colleagues' everyday situation. This is rarely met with unbridled enthusiasm from all sides. Most people like to keep doing things 'the way we've always done them'.

As a result, your easiest task in the process is setting up the analysis in ABC Analyzer. The real work is reserved for motivating your future Viewer users, and making sure that they take ownership of the tool going forward.

It is therefore important that when you introduce the tool **it is set up exclusively to help the people who are to use it – and that they can quickly see the results of their changed behaviour.**



For technical information about sharing analyses and authorisation management, see [http://files.abcsoftwork.com/embed/Ops%C3%A6t\\_templates\\_ABC\\_Viewer](http://files.abcsoftwork.com/embed/Ops%C3%A6t_templates_ABC_Viewer)

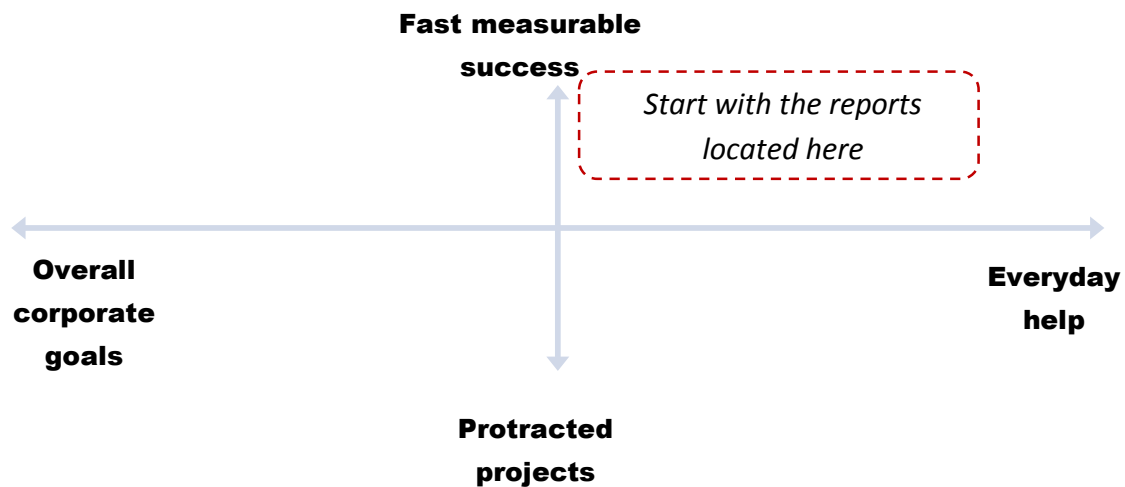
# Make it easy to love ABC Viewer

How can you achieve success through the implementation of ABC Viewer?

To start with, forget about your overall corporate objectives. Concentrate exclusively on the person who is actually to use ABC Viewer. When he/she is delighted with the tool and understands the reasoning behind the changes, the battle is more than halfway won.

## Choose ‘the right reports’

The reports constitute the most important aspect of your analysis. You almost certainly have all kinds of ideas for the reports you want to give them. Start by positioning them in the grid below, and then build up your analysis using the ones positioned in the top right-hand area.



Try to avoid ‘sneaking in’ reports that only benefit the company’s overall goals. Users tend to view reports of this kind as extra work, irritating, and a complete waste of time and effort. When you present ABC Viewer and the analyses for the first time, you are likely to encounter:

# Three levels of resistance

**Don't forget!** This is completely normal. Resistance towards or scepticism about change is natural, and a knee-jerk reaction in most people.

Your colleagues' typical attitude to the new project:

- **50% will be neutral and adopt a wait-and-see attitude**
- **30% will back you up and be supportive**
- **20% will normally be sceptical and/or work against you**

Think about the type of resistance<sup>1</sup> you can expect to encounter in the initial phase; prepare for it by making sure to have the right arguments and the right presentation.

Level 1 "I DON'T UNDERSTAND IT" – RATIONAL RESISTANCE –	Level 2 "I DON'T LIKE IT" – EMOTIONAL RESISTANCE –	Level 3 "I DON'T LIKE YOU" – LACK OF CONFIDENCE –
<ul style="list-style-type: none"><li>• It is completely natural to question something new.</li><li>• Fear can be attributable to a lack of understanding of the project: Why do we have to change?</li><li>• Explain why it is a good idea to use the tool, and then demonstrate how it works.</li></ul>	<ul style="list-style-type: none"><li>• Fear can be attributable to the risk of losing face, control, power or status.</li><li>• Uncertainty about the consequences: 'Do I risk becoming a victim of efficiency?'</li><li>• Enter actively into a dialogue; eliminate uncertainty about consequences, and deal with the issue of potential loss of status/the right 'to decide for ourselves'.</li></ul>	<ul style="list-style-type: none"><li>• Resistance to the project manager or to what he/she represents.</li><li>• Does this resistance stem from bad experience from previous projects? If it does, recognise errors and attempt to avoid them.</li><li>• Is the resistance based on a personal relationship? If so, consider having someone else make the presentation.</li></ul>

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<sup>1</sup> The three levels of resistance are taken from Rick Maurer's book about change management entitled 'Resistance to change'.

# Four good reasons to use your analyses

You have all the right arguments why your colleagues should start working with ABC Viewer, but you cannot expect your colleagues to understand them unless you explain them properly.

Make sure that the following good arguments apply to the reports, and then communicate them clearly:

## ARGUMENT 1:

### **“It will make it easier for you to achieve previously defined objectives”**

Most purchasers and store managers are already measured against multiple KPIs. Set up reports that make it easier to achieve these goals. For instance, are they tasked with reducing the value of their stocks? Then set up reports that make it easier for them to do so.

## ARGUMENT 2:

### **“It will make it easier for you to generate measurable results”**

It is always easier to deal with some tasks than others. Use the 80/20 principle and focus on the ‘quick wins’ when setting up reports. When – after a month or so – the Viewer users start to see the results of their changed behaviour, they will be enjoying the feeling of success, and the project will suddenly start to make more sense. Remember to celebrate successes – both large and small!

## ARGUMENT 3:

### **“It will eliminate errors”**

Every department is affected by ‘things that keep on going wrong’ when people are under pressure: stocks of high-turnover products that run out, and new products that are not selling and have to be sent back, etc. Think about the challenges that create the most extra work in the department. And don’t be shy about asking your colleagues. Set up reports that help to prevent such situations.

## ARGUMENT 4:

### **“It will do away with xx boring assignments”**

Make sure to free up time on an everyday basis to allow users to work with the program and to take action on the reports you have set up. Discuss the assignments that have lower priority than the reports. You will often find that your ABC analyses highlight the tasks that take up a lot of time today without generating much value in return.

## Three quick questions about your reports

Once you have defined the general arguments, it is time to take a closer look at the individual reports.

Viewer users must never have any doubts about

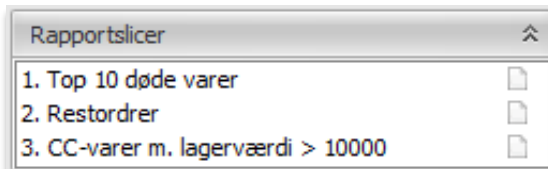
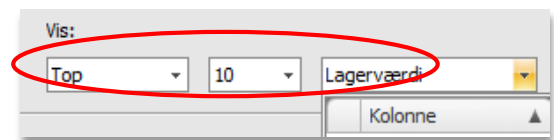
- ✓ **What** is the report to be used for?
- ✓ **How often** it it to be used?
- ✓ **What actions** does it require of them?

You must therefore make sure that every report has a clearly defined purpose and that the Viewer users can clearly see it and know what is required of them.

## Make it simple to use ABC Viewer

### 'Top 3, 10 or 50' reports

Break large, unwieldy assignments down into smaller tasks. No-one wants to start work on a clean-up list comprising thousands of product numbers. So use the 'Top 10' function.



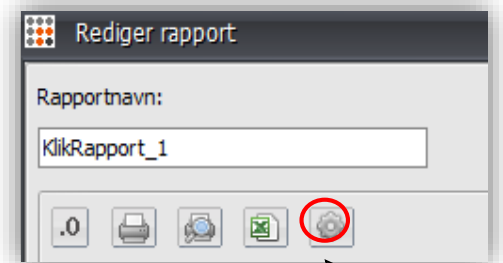
### Show which assignments are most important

Prioritise the assignments by numbering the reports from 1 to 9. This makes it easy to show which reports the Viewer users are to start and finish with.

### Delete all unnecessary information

Too much information creates confusion and blurs focus. So remove all unnecessary columns from the reports.

Hide the columns on the 'Data' tab to conceal them in the Viewer users' click reports and in drop-down menus on Overview, KPI and in the cross-reference table.



**Lock and hide columns**  
here.

## Ten kick-ass ideas for reports

When you build up your analysis, it is essential *not* to create too many reports – it is actually preferable to start with too few. We recommend **max. 7 reports** to a template.

Here are some examples of efficient reports:

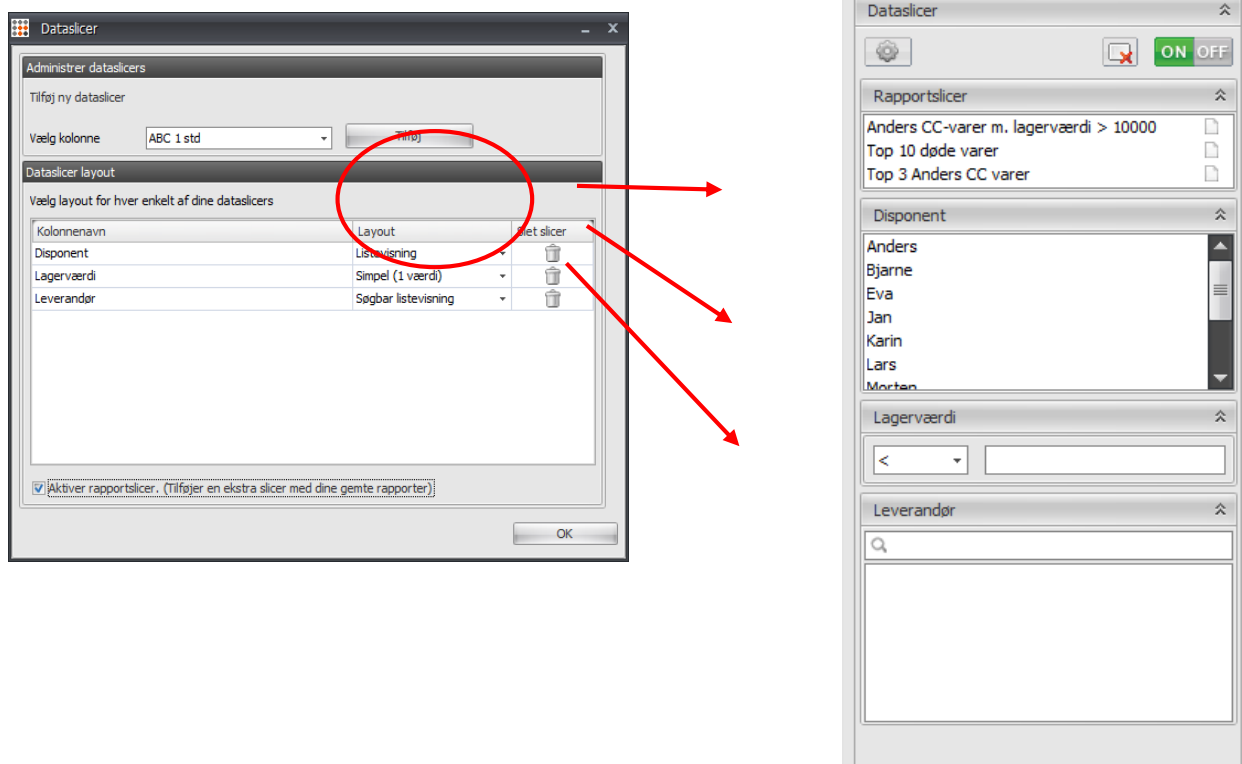
1. **Back-orders on AA products:** Contains all AA products that are on back-order and/or out of stock. This report is an 'alarm report' and should ideally always be empty!
2. **Top 10 dead products** Contains the ten 'dead' products that take up most time/energy/space in the warehouse. Set up actions and update the report on a weekly basis to watch your stock of dead products steadily decrease.
3. **Top 10 surplus stocks** Contains the ten products with the biggest stock surplus.
4. **New products not selling** Contains products that are being phased in but are not selling. Should they be returned or given a boost to kick-start sales?
5. **Shooting stars:** Which new products are selling extraordinarily well? Check that you have enough in stock to keep pace with demand!
6. **Products set to die in three weeks:** Contains products that are sure to move into the 'Dead products' category within three weeks. This report gives the purchasers the opportunity to make a last-minute effort.
7. **Important products on the verge of back-order status:** Are there less than two weeks left before stocks hit zero? Or is the lead time longer than stocks can cover? Pick up on these potential problems before they arise.
8. **Problem products:** Products that sell only rarely and attract few buyers. Can you replace these products with other ones? Can you set up agreements with the few buyers to eliminate the risk of ending up with a pile of unsellable products?
9. **AC products with very short delivery times:** It might be a good idea to move these products to the 'Buy to order' category so you do not have to stock them.
10. **From AA to CC:** Which products used to sell really well, but have now switched category to CC? Adjust the purchasing volumes.

If you need help to set up one or more of these reports, contact our support department by email to: [support@abcsoftwork.com](mailto:support@abcsoftwork.com) or give us a call.

## Data slicers: Choose the right layout

Now that you have set the reports up, it is time to make it simple to slice them up correctly. When you add data slicers, you need to choose the right layout to make it simple for Viewer users to find the information they need. (The red circle shows where you select the layout function).

ABC Viewer users will see the data slicers that were visible when you saved the template, and with the layout you selected.



## Frequently used data slicers + layout

- **Purchaser/dispatcher:** Simple value
- **Supplier:** Searchable list display
- **Product group:** Searchable list display
- **ABC category:** Grid display
- **Turnover:** Simple
- **Surplus stocks:** Simple



# After a good start: maintain motivation

Once you have got off to a good start and generated the first results with ABC Viewer, it is essential to maintain the users' motivation.

This requires more than just good analytical skills.

## **1 Maintain the good habits**

Make sure that the users still have time to work with ABC Viewer on a daily basis. Set up the analyses so that they underpin Group-level goals, and show understanding that Viewer takes time away from other tasks.

## **2 Introduce competitions to boost motivation**

Competitions motivate most people. Make sure that Viewer users 'can see' how their colleagues are doing. It is always a bit more fun when you're doing better than your colleagues.

## **3 KPIs: Set up goals and highlight individual performance**

Set realistic goals for individual employees and help them to achieve them. Unrealistic goals and lack of assistance kill motivation. Print out KPIs and display them prominently.

## **4 Highlight backing from the management**

Staff on the factory floor are inevitably affected by what happens in the 'corridors of power' (i.e. management). Why optimise if the management doesn't appreciate it?

## **5 Celebrate victories, large and small**

Every time you reach a subsidiary goal – celebrate it! Buy a cake or give away cinema tickets ... Make sure to publish your success stories and share your good ideas among colleagues and/or stores. Good ideas need to be shared so that everyone can benefit from them!

## **6 Link pay to performance**

Consider paying bonuses to skilled staff, but take care: if pay is determined by specific KPIs, employees will focus heavily on these and may lose sight of the common goal.

## **7 Greater freedom for skilled employees**

If you are setting up analyses for store managers, you might consider allowing them more or less scope to manage their stocks themselves, depending on how skilled they are. For example, involve them in decisions about choosing new products or adjusting order volumes.