

## Γλωσσάρι

### ABC Analysis

References ranking method in descending order of shipments quantities. A class generally represents 80 % of the shipments (representing generally 20 % of the references), B class consists of 15 % of the shipments (representing generally 30 % of the references), C class consists of 5 % of the shipments (representing generally 50 % of the references). This method allows prioritisation and can be applied to others fields as storage, supply, suppliers

### ABC Classification

See ABC Analysis.

It is the analysis of items through the classification in three different categories: A class refers to high value small volume; B class refers to medium value and medium volume and C class refers to low value and high volume.

### Active inventory

The active inventory is composed by the real inventory minus the safety stock

### Activity Based Costing — ABC

Costs analyze according to the activities and resources used in an organization. It identifies direct and indirect costs for each resource and assigns the cost of the activity to all products based on the consumption of resources for each activity.

### Activity Based Management — ABM

Management based on Activity Based Costing

### Advanced Planner and Optimizer — APO

Sales forecasts and Supply Planning module in SAP

### Advanced Planning and Scheduling — APS

APS is a manufacturing management process which allocates raw materials and production capacity to fulfill demand for manufactured products. It is used in APS systems.

### Advanced Planning System — APS

Planning system of all company's flows (materials, information and financial) which synchronize and optimize activities and their interfaces in a global way according to customer service rate objectives and margins on activities.

### Advanced Shipping Notice — ASN

It is an electronic message which informs about pending deliveries. It aims at providing the required information to prepare the receiving process.

### Air waybill AWB

It is an evidence of the carriage contract made with an international courier company for goods transportation

#### Allotment

Type of orders preparation in which all the goods of a same reference are taken then distributed between the various orders to satisfy through this preparation.

#### AM

Investment management in SAP

#### Applications package

Software product conceived to be supplied to several users with the aim of the same use.

#### Articulated trailer

It is a trailer which front part, devoid of wheels and engine, articulates itself on the rear part of a lorry.

#### ATA carnet

It is an international customs document established in 1961 by the Brussels Agreement. It allows an exporter to import temporarily goods even in several successive countries, with no obligation to establish a customs declaration on each border (used for samples shipments, for trade fairs, exhibitions...).

#### Automatic Storage and Retrieve System AS

ASRS is an handling equipment allowing a three dimensional displacement of pallets: lifting, translation and arrangement in a rack.

#### Available Inventory

Physical inventory minus non shipped customers orders and unavailable products (blocked for quality reasons... )

#### Available to Promise — ATP

ATP is an IT that provides information on items availability. It helps fulfill the orders and match demand with production plans.

#### Available to Sell — ATS

It is the quantity of goods committed to a customer location. It includes the current inventory at a location and the open purchase orders.

#### Backorder

Customer order which cannot be satisfied now and for which the customer will wait.

#### Balance to Ship — BTS

It is the remaining quantity of an order line that is not shipped yet and will have to be fulfilled as a backorder.

#### Bar code

Code constituted by a succession of lines and parallel spaces distributed according to a normalized configuration. It allows the automatic treatment of the information it represents.

#### Barge

A transportation mean used to transport goods on rivers, canals and inland waters.

#### Batch size Reduction

Manufacturing principle that focus on batch sizes reduction by eliminating the system constraints that obligate large batch sizes

#### BB

Best Before

#### Bill of Lading B/L

The Bill of Lading B/L is a shipping document. The B/L is subjected to the International Chamber of Commerce's rules, which determines the mentions which have to appear according to the transportation mean used.

#### Bill Of Material — BOM

The Bill of Material is a hierarchical representation of the components and sub-components needed for a product manufacturing.

#### Bonded transport or warehousing

Transportation or warehousing operations realized without customs clearance

#### Boxcar

It is a closed railcar for freight transportation by train.

#### Buffer stock

It is constituted by additional quantity of products in an inventory to meet unforeseen demand. It is a synonym of safety stock.

#### Build To Order

Build-to-order is a strategy where the manufacture of a product is triggered by a customer order. It is also referred to as Make-to-Order.

#### Bulk storage

Floor stacking storage area.

#### Bunker Adjustment Factor — BAF

Adjustment to the freight cost either in positive, or negative. It depends on the oil price evolution.

### Business Process Re-engineering BPR

Restructuring of all company processes to improve the service given to customers.

### Capacity control

Process which consists in measuring the realized production and in comparing it with needs planned in capacity, in controlling the differences and in taking corrective actions.

### Capacity Use Rate

Ratio current stock volume /available storing capacity

### Carrying cost

All the costs related to the keeping of an article in stock (financial, mark down, warehousing...). Also called holding cost.

### Cash Against Document CAD

International payment mode.

### Cash On Delivery COD

International payment mode.

### Category Management

Collaborative management between suppliers and retailers concerning products and additional services offers.

### Cell

In the lean manufacturing definition, a cell or product cell, is a clearly identified entity and its assigned necessary resources that is able to control its own performance and satisfies customer requirements for its assigned products.

### Center of gravity

Average of several points of various importance levels (volumes...) or centre of gravity.

### Certificate of origin

It justifies the goods origin. It is validated by the Chambers of commerce. The certificate of origin is often required for importation, because of preferential conditions applied on certain goods origin. The certificate of origin is often required in case of documentary credit.

### CIM Pyramide

Computer Integrated Management. Representation in pyramid of 4 IT decision levels. The higher the level is in the pyramid, the more it is important, the more the visibility is global and the more the standard cycles stretch out. A superior level decides what a lower level should execute. So, are concerned: at level 3: products and stocks management, supplies management, customers manage-

ment, ordering and invoicing (managed by the ERP), at level 2: products location in stock, physical movements and lots management (managed by the WMS), at level 1: automatism, at level 0: sensors and actuators.

#### Co-packing

Co-packing regroups various products into a same packaging. It is very used in case of promotional operations.

#### Combined transportation

Goods transportation by using several ways of transportation (ex: piggybacking is the combined transportation rail and road).

#### Commercial Invoice cf Spec Sheet

#### Commissioning

Phase of the project in which the customer and the supplier study the correspondence between what was ordered and what is effectively produced.

#### Compartment

Storage location in shelves area

#### Congestion surcharge

Tax on sea transportation for staying in overloaded harbours. Generally a fixed amount by TEU.

#### Consolidation /groupage

Gathering of the goods from several senders or at destination of several destinations, organizing and in execution of the constituted lot routing by a carrier.

#### Constraint Based Planning CBP

Planning method and techniques, with finished capacities or under constraints (of time, profitability objectives, capacities...) of the global operational activities at short term but also at the tactical and strategic levels of Supply Chain.

#### Constraint programming CP

Programming taking into account resources constraints : production, transport, warehousing...

#### Container

Transport packaging with normalized dimensions.

#### Container Freight Station CFS

Place where containers are loaded or unloaded.

Container load

Loading of a maritime container

Container offload

Offloading operation of a maritime container

Container on flat car-COFC

In the context of the intermodal transport, containers can be transported by sea, railway route or by lorries.

Container Yard CY

Place where are collected the empty containers and delivered the loaded containers.

Continuous replenishment program CRP

Program triggering the production and movement of a product in the supply chain as soon as an identical product is consumed by the final customer.

Contrôle du stock ABC

Méthode de contrôle du stock basée sur la classification ABC des articles. Voir la fiche technique Free Logistics sur les méthodes d'inventaire.

Cost of Goods Sold — COGS

On an income statement it represents the cost of obtaining raw materials and manufacturing finished products.

Cost of Goods Sold = Beginning Merchandise Inventory + Net Purchases of Merchandise — Ending Merchandise Inventory

Cross docking

Cf Transshipment.

Cross Training

Management principle in which multiple employees are trained to perform each production task, there by eliminating skills monopoly through polyvalence development.

CRP

Continuous Replenishment Program. Application of tense flow concept to CPFR.

Cruciform perimeter-base pallet

Perimeter-base pallet with 2 centre boards at right angles to each other.

#### Currency Adjustment Factor — CAF

Adjustment to the freight cost either in positive, or negative. It depends on the evolution of the currency in which is established the price list.

#### Custom's clearance

Regulations and procedures surrounding the entry of products into another country.

#### Customer Relationship Management CRM

Sales strategy for the customer loyalty development. It is based on the use of all customers and prospects data collected by the various department of the company (such as call centre, newsletter, payment cards, fidelity cards...). It allows propose to customers offers in correspondence with their expectations.

#### Cycle counting

Stock physical inventory, done in scheduled intervals of time to correct discrepancies that affect the permanent inventory.

#### Cycle Inventory

Inventory Management term corresponding to the amount of products in inventory during the time between replenishment and repletion.

#### Cycle Time

Time included between the raw material arrival in production and the exit of the finished product

#### Data mining

Data search mode in bases for analytic exploitation

#### Data warehouse

Data storage for a future exploitation

#### Days Of Supply — DOS

This term is a ratio used in inventory management which corresponds to the number of days on hands inventory would last based on a forecasted demand for the product.

#### Deadhead

This refers in transportation vocabulary to the use of an empty transportation mean (truck, container...).

#### Decision Support System — DSS

This refers to an IT allowing managers to take decisions based on documented information (data, business processes, rules...).

#### Decision-support package

Software product allowing modelizing the effects of a decision and allowing a user to estimate the

consequences to help in his decision-taking process.

#### Decoupling stock

Measures the level of inventory accumulated between two interdependent operations as a buffer against breakdowns or unevenness in machine production rates.

#### Defective Goods Inventory — DGI

This part of inventory consists in goods delivered damaged and that are under an outstanding freight claim.

#### Delayed Differentiation

Product differentiation occurring at expedition. Allows having in stock generic items transformed at the latest moment possible (expedition) into specific items, and consequently allows stock reduction.

#### Delivery Note — DN

The delivery Note is a document used during the delivery of goods or service. It is remitted by the seller (or its carrier) to the buyer when the goods or service are delivered.

It describes the goods or service delivered, its quantity, the buyer's contact details, the seller's contact details, and the date and place of delivery. It is not generally valued.

Signed by the buyer, a copy is returned to the seller as a proof of delivery.

#### Demand pull

Type of production where products proceed to the next operation only when this one demands it.

#### Demurrage Charges

The demurrage charges are billed by carriers when customers keep their trailers and tractors for longer than agreed time periods.

#### Deposit Consignment

Provision of stock by a supplier to his customer. Customer invoicing of the customer takes place after stock consumption.

#### Detention

Tax for delay in the container restitution.

#### DIFOT

##### Delivery In Full On Time

It measures the delivery performance in a supply chain. It measures how often the customer received what they want at the time they want it.

#### DIFOTAI

Delivery In Full On Time Accurately Invoiced It corresponds to the DIFOT requirements plus the invoice conformity.



### Direct To Store — DTS

This consists in a delivery realized by a supplier directly to a store without transit through warehouses.

### Discrepancy

Difference between physical and IT stock .

### Distribution

All the activities related to products expedition from a producer to a customer.

### Distribution by value

Cf ABC Analysis

### Distribution center

Warehouse that objective is the distribution of products to the customers.

### Distribution cost

Global cost of all the activities of order management, inventory control, warehousing and transportation to the receiving point.

### Distribution Ressource Planning DRP

Calculation method of quantities to be supplied at item level in order to avoid the shortages while limiting stock level. This method allows to dimension the necessary logistics and financial resources.

### Documentary Credit

Banking technique that contributes to a total guarantee for the exporter to be paid for a sale and for the importer to receive the goods in conformity with the commercial contract. It is a commitment taken by the importer's bank (or the buyer's) at his demand and for him the bank pays a certain amount, determined by the commercial contract, to the exporter (or salesman) against sent goods representative documents.

### Double-deck pallet

Flat pallet with a top deck and a bottom deck.

### Drive in

Type of accumulation storing, adequate for LIFO management.

### Drive through

Type of stocking crossing for a management in FIFO

### e-procurement

Supply mode via the e-commerce inter companies (B to B).

### E-synchronized supply chain

Supply Chain Management in which the actors coordinate supply with information exchanges by

Internet.

EAN 128

European Article Number 128. Normalized codification of logistics information of a packaging and its content.

EANCOM

Communication method based on EDIFACT standard.

Economic Order Quantity EOQ

Supply quantity optimized from an economical point of view.

Economic quantity

Supply or production quantity optimized from an economical point of view.

Economic Value Added EVA

Economic value creation on an activity evaluation

ECR

Efficient Customer Response implies that all the functions involved in the Supply Management Chain give the resources necessary for joint operations development, by creating relationships of trust and by exchanging information on projected sales and customer needs, ...”

EDIFACT

International standard used for the Electronic data interchange (EDI).

Efficient Consumer Response ECR

All processes aiming at optimizing the supply chain based on customer’s needs and consumptions.

Electronic Data Interchange

Standard which defines format and rules of the structure of computerized data.

Engineered to Order ETO

Production mode in which the design of whole or part of the product is followed upon the customer ordering.

Enterprise Application Integration –EAI

Tools and methods allowing to establish exchanges between different IT. THE EAI allows to translate data of a system to make them useful for an other system.

Enterprise Resource Planning ERP

Software Product which allows to manage all the company’s processes, by integrating all functions: human resources, accounting, finance, sales, logistics... The various modules and functions using the same data base.

Cf Integrated Management Software

Estimated Time of Arrival ETA  
Estimated Time of Arrival of the boat

Estimated Time of Departure ETD  
Estimated Time of Departure of the boat.

Estimated Time of Sailing ETS  
Estimated Time of departure of the boat.

European Article Numbering EAN  
International standard for identification of the products and /or packaging by means of a bar code.  
(GS1)

Evaluated Receipts Settlement — ERS  
Created by General Motors in 1994, this process aims to automate the goods receiving process. and therefore save time and money.

Executive Information Systems  
Information and Analysis Systems allowing decisional data piloting and deciding, processing and exploiting.

Exponential Smoothing  
It is a forecasting technique. This statistical method is used to estimate the demand for a product based on the historic data.

Export Processing Zone — EPZ  
Or Free Trade Zones (FTZ)  
It designates an area where some specific concessions exist for the processing and the export of goods. It aims to eliminate tariffs and provide tax breaks.

Extended company  
Whole composed of a company and its direct partners (customers, suppliers, subcontractors...) considered as an integrated whole having to function as a unique company.

Extrapolation coefficient  
Coefficient forecasting the future evolution of stock or activity value (generally 5 years range).

FI  
Finance management in SAP

Fifth Party Logistics 5PL  
Subcontracted company for logistic organizations conception. It does not pilot, nor manage, neither execute logistic operations.

#### Fill Rate

This KPI refers to the percentage of customer orders satisfied using the available inventory. It is measured in several ways, for example : based on Stock Keeping Unit (SKU), based on product family, based on number of order lines...

#### Finite Capacity Scheduling FCS

Scheduling taking into account constraints (capacities, leadtimes, outputs).

#### First Expired, First Out FEFO

Stock control rule allowing the management of products having an eat-by date.

#### First In First Out FIFO

Stock control rule where a product received first goes out first.

#### Flow

Generally used to indicate the physical progress of a product (in a warehouse, in transport), the term flow in logistics can also mean an exchange of paper information (administrative flow), an exchange of electronic information (information system) or a chain of activities (process flow or workflow).

#### Flow Rack

It is a storage equipment employed in warehousing areas and stores. It facilitates order picking and makes the product more accessible for the order preparation operator.

#### Flowcasting

Flowcasting is a recent approach of Supply Chain Management in the retail sector.

#### Forklift truck

Forklift allowing loading and unloading operations and warehousing operation

#### Forty-Foot Equivalent Unit — FEU

It is a standard container used for ocean transportation. This container is 40' in length.

#### Forwarding agent

Third party company appointed by the sender or the recipient of the goods which has to undergo several successive transports. Its mission is to organize the connection between the various carriers and to assure transport continuity.

#### Four-way pallet

Pallet permitting the entry of the fork arms of fork-lift trucks or pallet trucks from all directions.

#### Fourth Party Logistics 4PL

Subcontracted company piloting and managing a logistic activity. It does not execute the logistics operations.

#### Free-entry pallet

Pallet having entries through which the fork-arm wheels of a pallet truck can pass without leaving the ground.

#### Freight Consolidation

It is the process of grouping multiple shipments and dispatching them on one single transportation equipment in order to reduce cost and improve service level. It occurs on shipments with similar points of origin and destination

#### FTE

Full Time Equivalent

#### Full Container Load FCL

System of international transportation a unique shipper load a container for a unique destination.

#### Gantt Chart

Chart of events presenting both duration and sequence

#### Global Location Number GLN

13-digit EAN.UCC code that identifies a physical, functional or legal entity.

#### Global Supply Chain

Refers to an international supply chain.

#### Global Supply Chain Management

Refers to the management of an international supply chain. With raw materials coming for different countries, production capacities for manufacturing goods in multiples countries and international customers.

#### Global Trade Item Number GTIN

14 digit EAN.UCC number used to identify products and services.

#### Good Receiver Note — GRN

It is the form used to support the process of goods receiving. It is generally the starting point for the accounts payable process.

#### GS1 (Gencod EAN)

Organization which communicates international standards of identification and communication (places and functions codification, bar code, radio frequency label, EDI messages).

#### Handling

Physical movement of the goods in the warehouse (stock, orders preparation, picking resupplying, expedition...)

### Handling costs

Costs associated to the manipulation of the goods (loading, unloading, receiving, picking, shipment...).

### Holding cost

Also called carrying cost .

### Hub

Warehouse cross-docking oriented more than stocking.

### IATA

International Air Transport Association

### IATA Agent

Forwarder specialized in transport by air

### Import licence

Allows the importation of a given quantity of goods during a defined period, especially needed for firearms, plants and animals, foods, medicines, textiles and chemicals. Whether you need a licence depends also on the origin of goods.

### Inbound

Regroups all logistic operations for flows arriving at the specified logistic entity.

### Inbound logistics

Designates all logistics activities between suppliers and manufacturing plants.

### Inbound pooling

Refers to the freight consolidation between suppliers and manufacturing facilities at a logistics terminal.

### Incoterm

International norm for the definition of international commercial terms.

### Inland carrier

It refers to a transportation company specialized in transportation between a port and destination points over the land.

### Inner packaging

Packaging containing multiple SU and contained in an outer packaging.

### Inspection Certificate

cf Spec Sheet

Insurance Certificate  
cf Spec Sheet

International commercial terms Incoterms

International trade terms for the interpretation of commercial terms. It rules the respective obligations of the buyer and the salesman according to the nature of the contract concluded between them.

Inventory

Manual and visual control allowing to know the quantity and location of goods in warehouse.

Inventory control

Measures used for the control of the efficiency of the inventory control methods.

Inventory shortage

Occurs when stock level is at zero.

Inventory turnover

Indicator of stock renewal for a given period (ratio of stock releases on the corresponding average physical stock).

Inventory turnover ratio

Cf Inventory Turnover

Inventory valuation

Accounting determined method for inventory evaluation : balanced average price, price of replacement, method FIFO, method LIFO, etc.

Inventory write-off

Inventory write-off consists in decreasing the stock economic value due to losses or by obsolescence.

Invitation To Tender ITT

Sub –contractants or suppliers consulting process aiming the identification of the one which fulfil the company requirements.

jointly managed inventory JMI

Collaborative inventory management between suppliers and distributors.

Just in time delivery

Delivery technique of the necessary quantity of goods, at the required place, at the right time.

Just-in time production – JIT

Production management system in tense flows using just-in-time concept.

Key Performance Indicator KPI

Measures that are deemed essential in monitoring the performance of a business e.g. service level, profitability.

Kitting

Picking and grouping of elements constituting an article.

Ladder

Vertical element of racks to which are fixed ribbands.

Last In, First Out LIFO

Storing rule in which take out in the ultimate product entered in stock go out of stock first.

Lead time

Lead time between the order reception and its delivery.

Lead-time

Duration of a process, a flow ...

Less than Container Load LCL

System of international transportation where various shippers pooled their goods in the same container.

Less than Truck Load LTL

Terminology especillay used in North America. It is a transportation service used if the customer doesn't need a full trailer.

Letter of Intent — LOI

Aims to confirm to a logistic operator that he was selected during a consultation process for the realization of a customer's logistic activity.

It allows, within the contractual negotiations, which duration seems to have to be long, to express in writing the will to negotiate and to look for an agreement on already agreed bases, even before knowing if it will be finally possible to conclude a contract.

Life cycle

Time period between new product launching and its sales withdrawal.



Lift on-lift off lo-lo

Vertical movement of a load for loading and offloading

Linear Programming LP

Programming technique used in optimization softwares

Logistics

All operations allowing the delivery of the right product, at the right time, at the right location at the best cost.

Logistics protocol supplier client

A complement of the commercial contract established between a supplier and a client. It defines the rules from a logistics point of view, that have to be respected to insure the correct realization of the various processes (in terms of cost, quality and time).

Logistics Service Provider

Logistic company realizing logistic operations for one or several customers.

Make or Buy

Make-or-buy decision process aims at determining if a manufacturing company should make the product or item within the company or should the company purchase this product or item from an outside vendor.

Make To Order

Make-to-order is a strategy where the manufacture of a product is triggered by a customer order. It is also referred to as Build-to-Order.

Make To Stock

It refers to a manufacturing strategy where the manufacture of a product is realized on the basis of forecasted customer orders. As a result finished goods inventory is held by the company.

Manufacturing and Sales Plan

Its objective is to adapt resources (workforce and stocks level) to production needs in order to satisfy customer demand in terms of quantities. It is collectively drawn up by both the production control and the sales departments based on the order book and commercial forecasts. It is validated by top management.

Manufacturing Order MO

Firm order authorizing a manufacturing unit to produce a given quantity of products.

Manufacturing Resources Planning MRP II

Planning method of all company's resources. It regroups many functions linked to each other : strategy, industrial and commercial planning, master production schedule, material requirement plan-

ning and execution follow-up.

#### Mark down

The mark-down is the identification of the economic stock value reduction, we distinguish the known mark-down (breakage, identified theft...) of the unknown mark-down ( due to thefts, receiving errors, accounting, cash desk, consumption on the spot, ...).

#### Marshalling allowance

Allowance all around a pallet to facilitate and secure any handling or marshalling operation.

#### Master production schedule MPS

Its objective is to plan product needs to satisfy the customer demand. It also establishes a production due dates schedule to satisfy the manufacturing and sales plan.

#### Material Requirement Planning MRP

Techniques to calculate needs in components using bills of description, inventories state and production guiding program ).

#### Maximum weight

Maximal weight authorized for a mean of transport.

#### MM

Stock, supply and purchase management in SAP

#### Moving Average Price MAP

One of the inventory valorization rules where prices moving average is calculated taking into account the received quantities at a given price.

#### Multimodal transportation

See Combined transportation.

#### Multimodality

A multimodal platform is served by many different means of transportation.

#### Net Requirements

Difference between the requirements and the available stock + planed receiving (taking into account the buffer stock level).

#### Non-reversible pallet

Double-deck flat pallet with only one load-carrying surface.

#### Notchet stringer pallet

Pallet with stringers in each of which there are 2 notches.

#### Offloading

Offload /Load of goods from a vehicle onto another one.

#### Order Backlog

All the customers orders successful registered, but not yet delivered, or all the suppliers orders transmitted but not yet received

#### Order control

All the processes intended to run the manufacturing orders.

#### Order cycle

Lead time between the order emission and its reception.

#### Order Entry

Process of receiving orders from customers and placing them in the order processing information system.

#### Order Fulfilment Site

Site specified on the order as that where the deliveries must take place.

#### Order Interval

It is the time between 2 orders placement.

#### Order line

Submultiple of the customer order at reference level. An order of R references consists of R order lines.

#### Order Management System OMS

It is an Information System used to accomplish various activities and processes from the receiving of an order to the delivery of this order to the customer.

#### Order picking

Process of grouping all goods composing an order for their expedition to the customer.

#### Order point — Reorder point

Under this stock level supply process is triggered.

#### Order Taking Site

Site where the orders are created.

#### OTIF

Describes the logistics service level. The delivery was realized according the agreed period of time and no ordered products were missing. Example of OTIF ratio calculation : Number of deliveries OTIF /Total number of deliveries x 100 It can also be calculated per order lines.

#### Out Of Stock

It is a status in an inventory system which indicates the non-availability of a particular product or item demanded by the customer. It can lead to a backorder.

#### Outbound

Regroups all logistic operations for flows going out of the specified logistic entity.

#### Outbound Logistics

Designates all logistics activities between manufacturing plants and final customers

#### Outbound pooling

Refers to the freight consolidation between manufacturing facilities and final customers at a logistics terminal.

#### Outer packaging

Packaging or parcel constituted by inner packagings or sale units.

#### Overall Equipment Efficiency OEE

The Overall equipment efficiency OEE is a Key Performance Indicator or KPI use to evaluate how effectively a manufacturing process is utilized. Basically, the OEE is a ratio which compares the Actual production with the theoretical maximum production capacity.

#### Overlap pallet

Pallet with stringer boards in both top and bottom deck.

#### Packing List

cf Spec Sheet

#### Pareto

Products classification considering flows, inventories,...

#### Peak coefficient

Coefficient measuring variations of stock or activity value compared to its average.

#### Performance yield

Achievement degree of established objectives.

#### Perimeter-base pallet

Window pallet which has the outer bottom deck boards arranged as a complete frame with one or two centre boards.

#### Perpetual inventory

Inventory done via a real-time stocks update system.

#### PERT Diagram

Planning evaluation and review technic used in projects management consisting in ordering chronologically a network of several inter-dependant tasks which all contribute the same objective achievement.

#### Physical distribution

Set of activities concerned with efficient movement of finished goods from the end of the production operation to the consumer.

#### Phytosanitary Inspection Certificate

Certificate delivered by official agricultural authorities which assure that the imported vegetables or plants are free of parasites, infections, germs or toxic matters.

#### Pick and pack

Order picking technique according to which the prepared goods are directly arranged in their packagings.

#### Pick and Sort

Picking in which articles are sent to a sorting machine.

#### Pick then pack

Type of orders preparation in which the prepared articles are arranged in their packagings only at the end of the orders preparation process.

#### Pick to Belt

Order preparation in which complete boxes are placed on a conveyor which forwards them to the expedition zone.

#### Pick to clean

Allows prioritary run out of a pallet to prepare one single command line.

#### Pick to light

Lighting system assisting in order picking.

#### Picking

Action to take ordered articles to prepare one or several orders.

#### Picking Fork-Lift

Used for the order picking, different according to picking physical levels height (on the ground, middle or high).

#### Piggyback traffic

Combined transportation rail /road.

### Point Of Delivery POD

Site specified on the order as that where the deliveries must take place.

### Poka Yoke

It's a Japanese human-mistakes risk limitation method. Poka Yoke can be a process as well as a physical tool.

### Post Manufacturing

Operations of production carried out before shipment to the customer and given to logistics department: delayed differentiation, tests, assemblies, labelling...

### PP

Production management in SAP

### Procurement lead time

Lead time between an order need identification and its satisfaction.

### Proof Of Delivery POD

Proof Of Delivery

### Pull Flow

Opposite to push flow. The flow is pull when the quantity of every reference to produce is defined by the client needs.

### Push Flow

Opposite to pull flow. The flow is pushed when are shipped on the customers market all the products ensued from production process.

### Put-away

One of the warehousing processes. It consists in storing the goods after realization of the receiving process.

### Quality control-QC

Methods and means implemented to measure and maintain the quality of a product made in accordance with its specifications.

### Quality management

All the activities that intended to establish or to maintain the quality of the production, considering customers expectations and their evolution.

### Quarantine

State of the goods which may not be manipulated before obtaining favorable results to one or several controls.

#### Quick Response QR

Strategy where supply chain members work together to respond more quickly to consumer demand. It means sharing data and developing production tools flexibility.

#### Rack

Set of shelves for pallets, consisted of several supporting beams and ribbands bounding storage locations

#### Re-engineering

Opposite to Kaisen, it is a method of the company's processes reorganization which purpose is the performance improvement.

#### Reach Stacker

Motorized and mobile crane equipped with a frontal lifting device allowing it to lift and to stack maritime containers.

#### Receiving

One of the warehousing processes. It allows a client to guarantee the qualitative and quantitative conformity of the delivered goods.

#### Replenishment

Operation consisting in taking out quantities from reserved stock reserves to feed picking stocks.

#### Request for proposal RFP

Sub-contractants or suppliers consulting process aiming the identification of the one which fulfill the company requirements.

#### Request for Quote RFQ

Ask only economic quotation

#### Requirements

Total demands (at item level) produced by sales forecasts.

#### Retail Managed Replenishment RMR

Stock management realized by the distributor.

#### Retail Ready Packaging RRP

Used when a product is delivered in a ready to sell unit. It is also allowing easy identification, easy opening, easy put onto shelves and shelf replenishment optimization

#### Retractable fork-lift truck

Fork-lift with mobile forks. This type of fork lift allows to use narrower service aisles.

#### Reverse logistics

All logistic operations aiming at the return of a product (customer towards supplier): products return, empty packagings return...

Reversible pallet

Double-deck flat pallet with similar top and bottom deck, either of which can take the same load..

Rough Cut Capacity Planning

Translation of the Production Plan and/or the Master Production Program in critical resources capacity needs: personal, machines, surfaces...

Safety Stock

Level of stock allowing avoiding shortages in spite of the risks.

Saisonnality Coefficient

Coefficient measuring reproducible evolutions of stock or activity value for a given period (daily, weekly, monthly, yearly).

Sale unit SU

Elementary packaging of an article.

Sales Administration

Function managing the logistic aspects of the customers relation: order taking, follow-up of the deliveries, invoicing.

Scheduled firm order

Forecasted production order. Can be defined in quantity and planning.

Scheduling

Production control technique. Its objective is to ensure production schedule realization on time and at minimal cost. It is characterized by the selection, the sequencing and the allocation of each operator to tasks to be realized on specific and individual work areas.

Self Billing

Invoicing mode in which no invoice are established by the supplier. The customer established itself the amount to pay in relation with goods or services states of reception.

Sensitivity analysis

Realization of successive simulations in order to know the parameter change effects on a result. It allows the description of the relative importance of certain parameters and the effects of not-proportionality.

Service Aisle

In the warehouse, the service aisles paths allow the operators to reach storing and picking locations.



#### Service factor

It is a coefficient applicable to the safety stock calculation (in case of demand responding to normal distribution). It has an exponential evolution.

#### Service rate

Service rate indicator (for a warehouse, a transport...).

#### Shipper

The owner of the transported goods.

#### Shipping center

Routing center for products with the aim of their expedition to the customers.

#### Shipping documentation

cf Spec Sheet

#### Single use pallet

Pallet intended to serve only once.

#### Single-deck pallet

Flat pallet with only one deck.

#### SKD Semi Knockdown.

Supply method in the automotive field consisting in constituting sending an almost manufactured vehicle along with the remaining parts to assemble it. It's an intermediary step between CBU and CKD. CBU → SKD → CKD → IPO

#### Solvers

Solvers are software based on advanced mathematical techniques. They are used for optimizing logistics constraints.

#### SSCC (Serial Shipping Container Code)

SSCC (Serial Shipping Container Code), is a standard providing the unique identification of any logistics unit (bulk, container, pallet...).

#### Stack pallet

Pallet intended to never leave the warehouse.

#### Stacker

Fork-lift with strong arms allowing to stack loads.

#### Stacking

Operation consisting in stacking pallets, packagings....

### Statistical Process Control SPC

Production and supply management carrying out net requirements calculation with infinite capacity and capacities needs evaluation.

### Stock

All raw materials, goods, stationery, half-finished products, finished products, packagings...which belong to a company at a given date.

### Stock cover

KPI measuring the number of days of forecasted consumption which the current stock level can face.

### Stock Keeping Unit — SKU

An item at necessary level for accurate stock control (example : a given item in a given location)

### Stock Out

It is a status in an inventory system which indicates the non-availability of a particular product or item demanded by the customer. It can lead to a backorder.

### Stock unit

Packaging of goods in the warehouse (pallet, cardboard or box, SU).

### Straddle Carrier

Mobile gantry on rubberized wheels which positions itself above a maritime container to lift it, move it or stack it.

### Supply according to consumption

Stock management triggering supply order based on actual consumption reporting.

### Supply chain

Physical and information flow from the purchase of raw materials until the delivery of finished products to the consumer. The supply chain includes all the suppliers, operators and the customers.

### Supply chain event management SCEM

Management of the supply chain problems.

### Supply Chain execution

Kind of software packages intended for the Supply Chain operational management: flows follow-up, warehouse management...

### Supply chain management SCM

Physical and information flows management mode aiming at optimizing the ordering, the manufacturing and the delivery processes. From the supplier to the final customer.

### Supply chain management system SCM

Software allowing the optimal management of all physical and information flows implied by a prod-

uct manufacturing or a service offer, from the order information until the necessary data for distribution, including conception and production data.

Supply Chain Operations Reference Model

Supply Chain Modelization System

Supply Chain Planning

Global resources planning to satisfy the expressed or estimated demand.

Supporting beam

Horizontal part of a rack which supports loads (pallets, products, etc.).

Takt Time

Average time between two unitary clients demands.

Tense Flow

Oposite to stock flow. The flow is tense when a production can be directly distributed to the consumption market without constituting any stock.

Third Party Logistics 3PL

Subcontracted company in charge of an entire function of the supply chain for its customer. Example : subcontracted operation of a warehouse and its supply, of transportation,...

Total Cost of Ownership TCO

Complete cost related to product ownership, including all expenditures related.

Total Handling Charge — THC

Cost corresponding to handling services supplied during the operations of loading /unloading on harbours and airport terminals.

Total Productive Maintenance TPM

Strategy for creating employees responsible and autonomous maintenance of production equipment.

Total quality management TQM

Qualitative management of all the factors which can influence the quality of the performances of an organization. It uses performance measurement systems and continuous improvement.

Traceability

Traceability is a process of identification allowing the customer to determine at any moment the background, application or location of components in a product or methods used during its manufacturing process. Applications of traceability are numerous : quality, delivery dates, eat-by dates, special hazard control, optimum stock management, compliance with regulations...

Tracking

Goods localization : where is what ?

Trailer

Separable rear part of a lorry

Trailer on flat car TOFC

It is a road trailer transported by rail on a flat car.

Transpalette

Handling device allowing to transport pallets horizontally.

Transshipment

Action to directly send goods from arrival docks to departure docks, without stock transit.

Twenty feet Equivalent Unit TEU

Container ISO 20' unit

Two-bin system

Simplified Kanban in which supply is done by replacement of packing when they are emptied.

Two-way pallet

Pallet permitting the entry of the fork arms of fork-lift trucks or pallet trucks from two opposite directions only.

Value Chain

The value chain typically includes the different stages involved in product development in a field of business, ranging from the raw materials to the after-sales service.

Value Chain Analysis VCA

Method for identifying and quantifying Supply Chain costs reduction opportunities

Vendor Managed Inventory VMI

Management method of stock locations and levels based on the real customer consumptions of products. The management of the corresponding flows, from production sites up to the installation at the customer, is assured by the supplier.

Vendor Managed Replenishment VMR

Vendor Managed Replenishment. Replenishment managed by the supplier.

Voice Picking

Audio system to pilot order picking

Warehouse

Place of reception, storing and of order picking for the customers delivery.

### Warehouse Control System WCS

Decision-making system which supports the activities supervision of a warehouse.

### Warehouse management

The warehouse management optimizes the physical flows inside the warehouse, respecting the service level defined. Warehouse management corresponds to CIM Pyramid N2 level. It answers the questions: “where” \_ “how” \_ “when” (short term)

### Warehouse Management System WMS

Information system which manages the activity of one or several warehouses: preparation, follow-up and execution.

### Waste

Activity or information flows that generate a cost which is not compensated by a benefit.

### Wave

Preparation of various orders simultaneously

### Width of the aisle

Distance between 2 storing areas.

### Work-in-process

Product subjected to the various stages of the manufacturing process, included between raw material and finished product.

### Workflow

Software allowing to manage a process to be realized by a certain number of people.

### Working stock

Measures the amount of stock available for the normal demand, excluding excess stock and safety stock.

### YTD

Year To Date