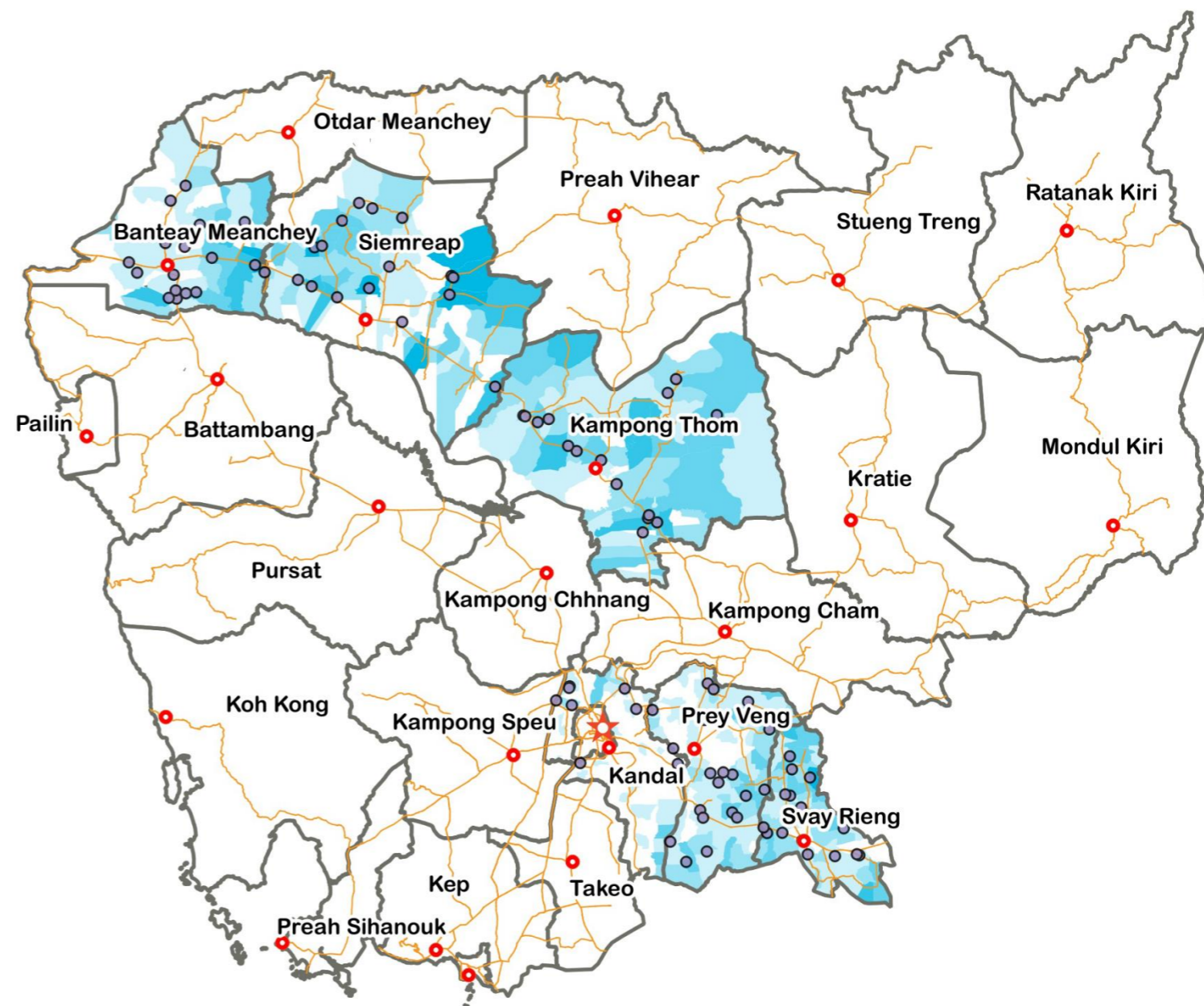


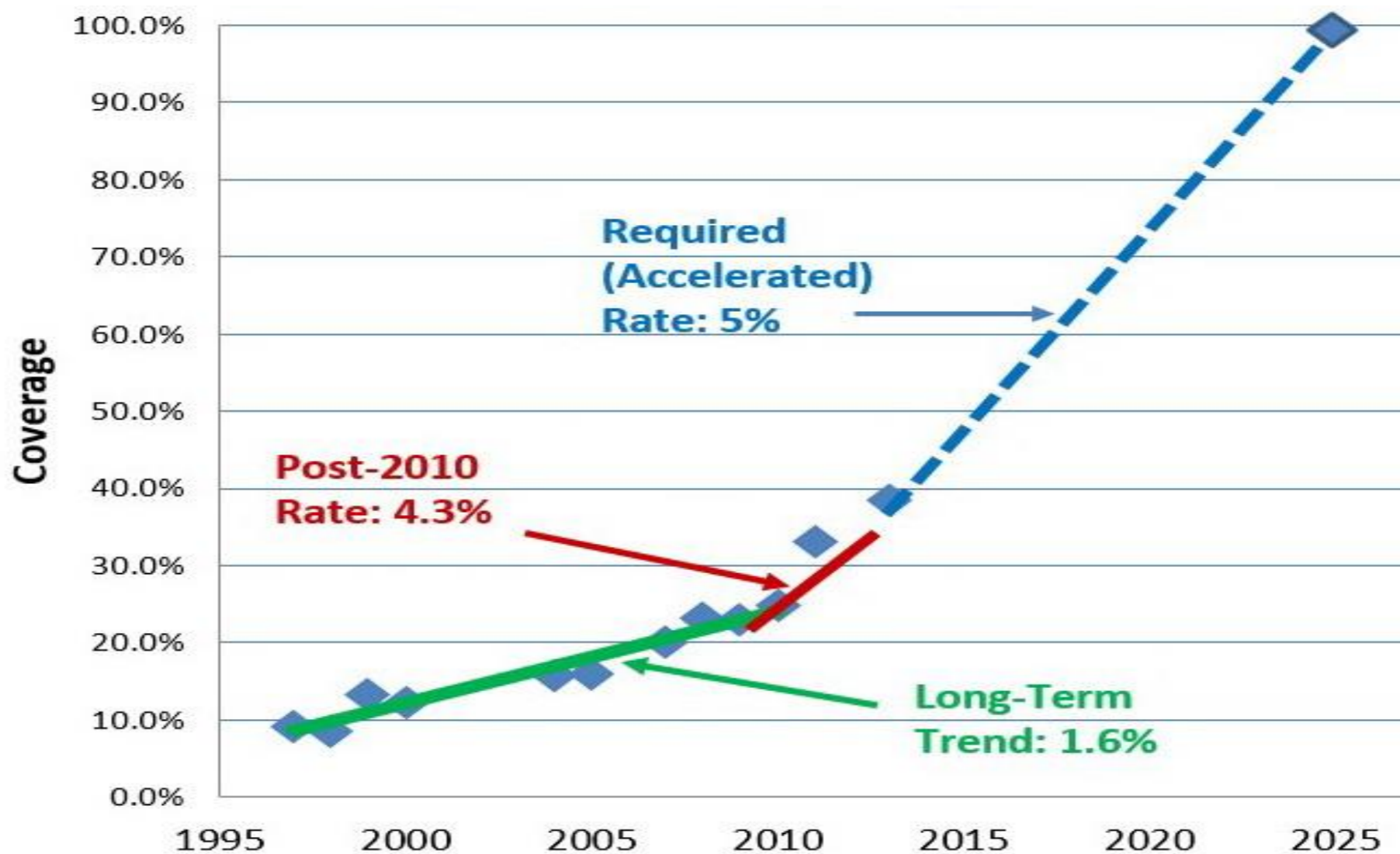
iDE



- ❖ Over 15.5m people
- ❖ 80% rural population
- ❖ Constitutional monarchy
- ❖ Agriculture & Textiles
- ❖ 143rd in HDI (2014)

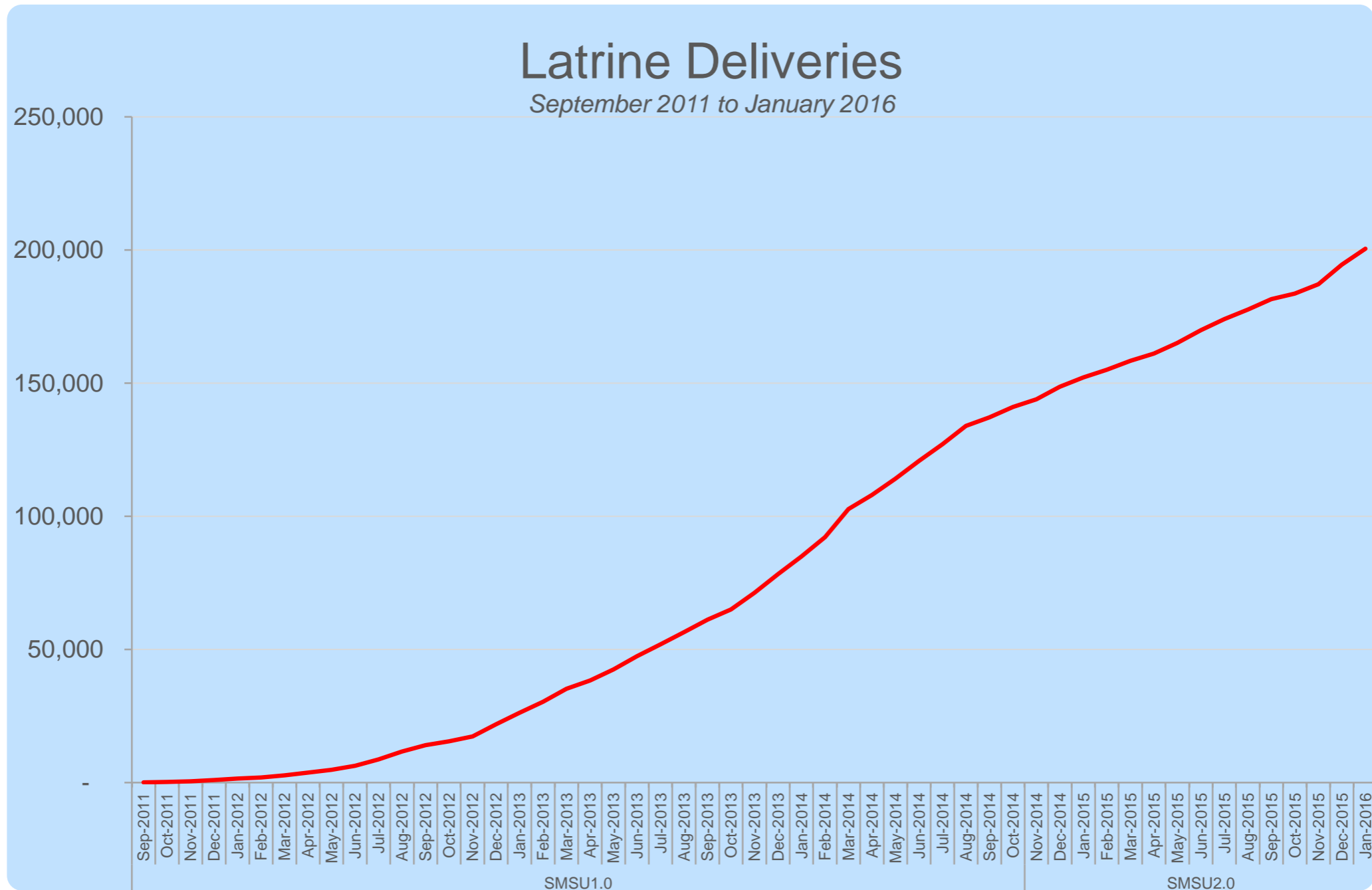


NAP Seeks to Bend the Curve



Sanitation Trends and Projections

Source: National Action Plan for Rural Water Supply, Sanitation and Hygiene 2014-2018 (Draft)



SMSU 1 Achievements: 141,000 Latrines (2 ½ years)

SMSU 2 Objective: +223,000 Latrines (3 years)



SALES SIDE “Sanitation Teachers”

- ❖ Paid on Commission
- ❖ Community-based
- ❖ Flexible and mobile
- ❖ **High Turnover**



x 200+



SUPPLY SIDE “Latrine Business Owners”

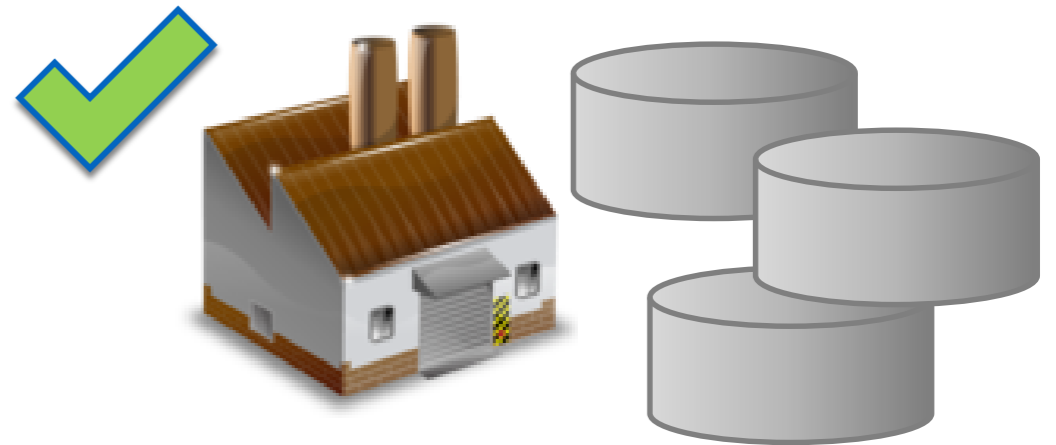
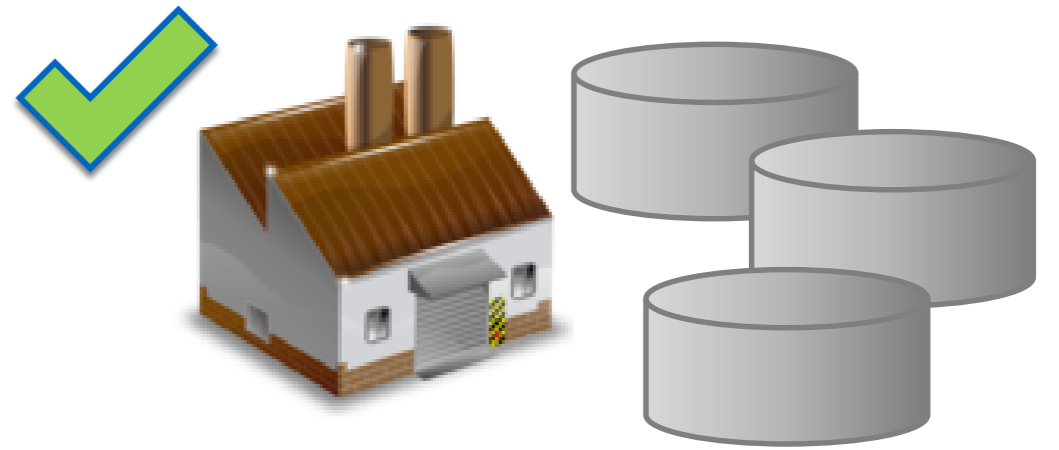
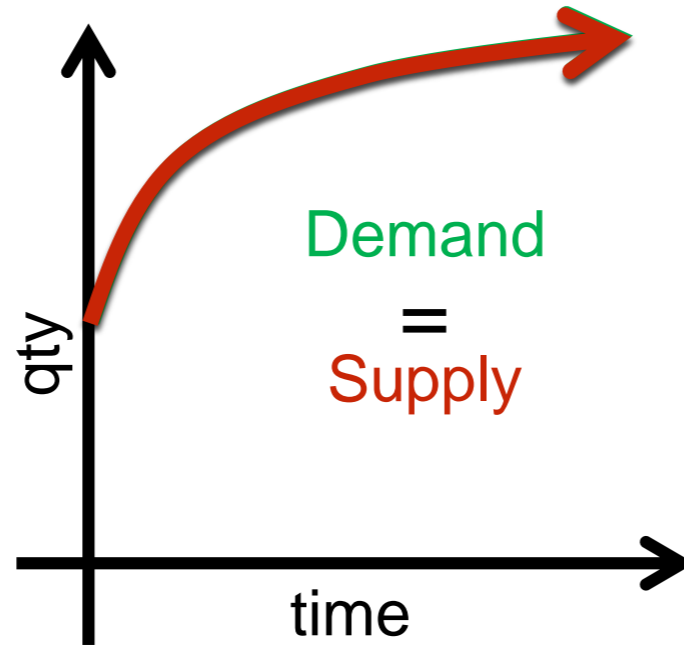
- ❖ Micro-Entrepreneurs
- ❖ Diversified Products
- ❖ Lean Manufacturing
- ❖ **Poor sales managers**



x 120

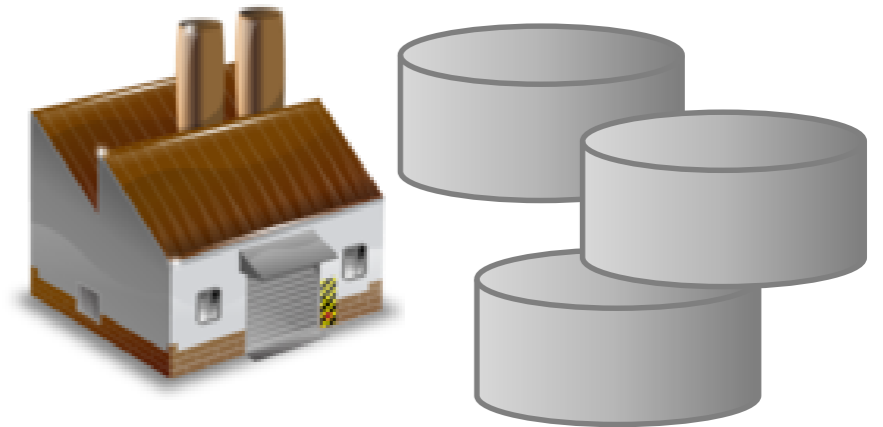
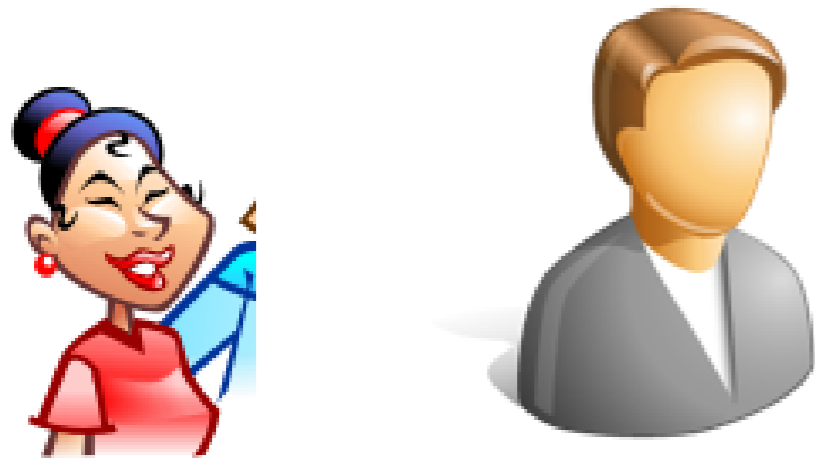
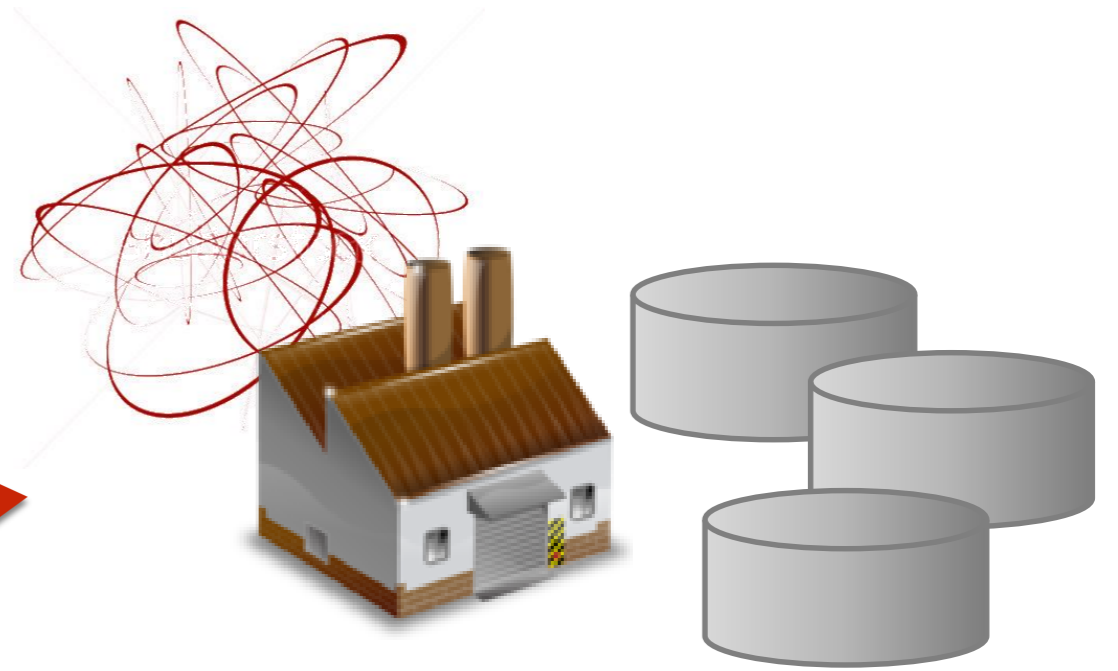
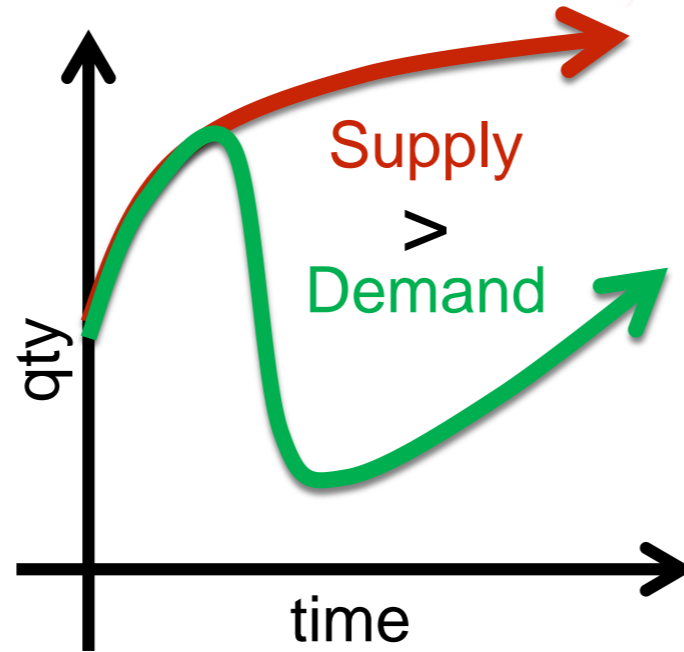


iDE

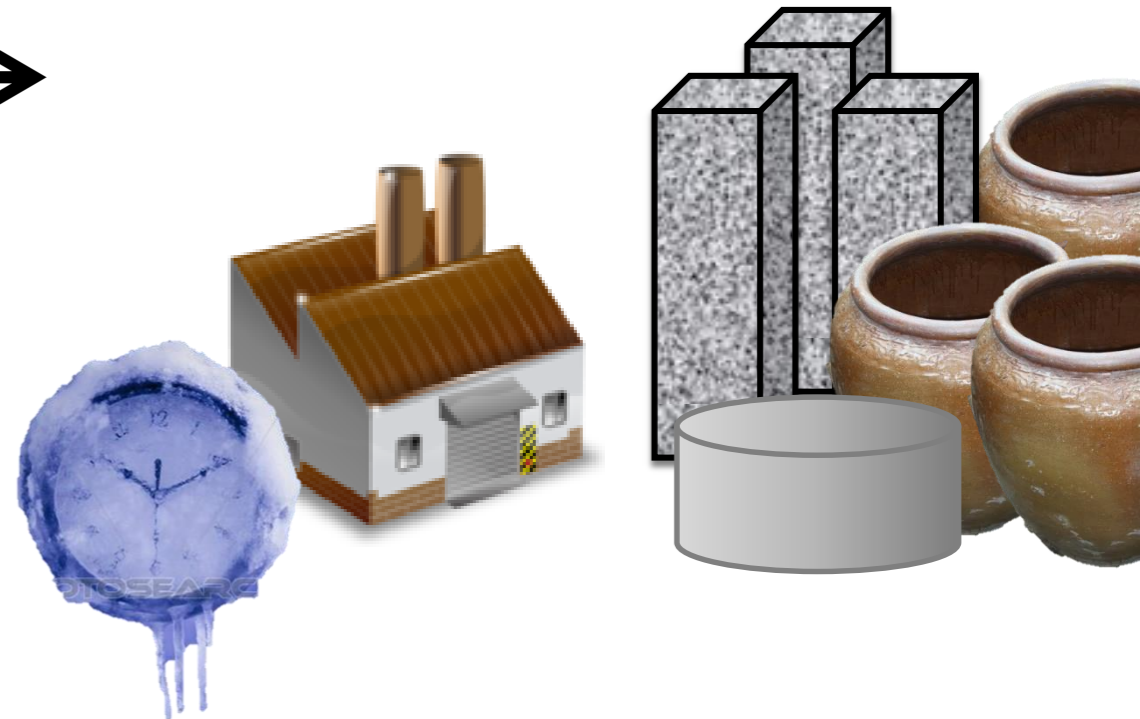
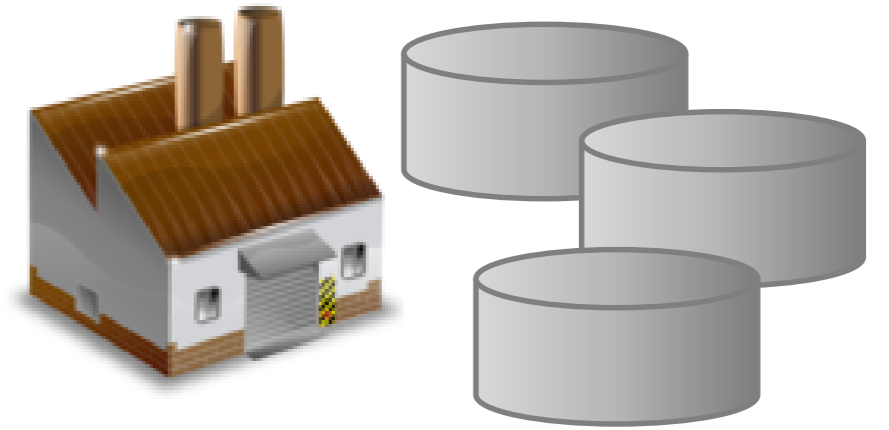
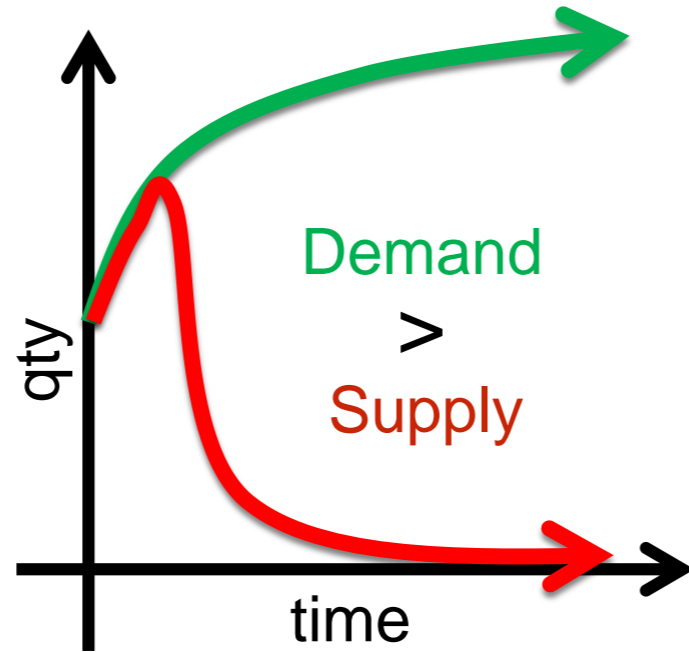
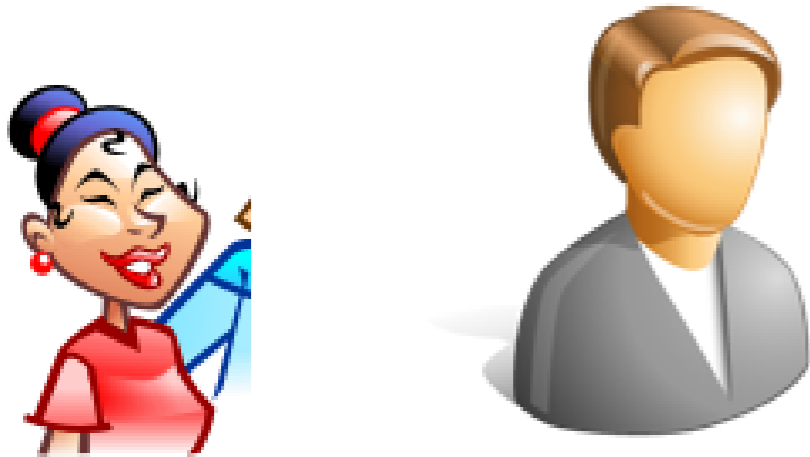


Supply Chain Model 1.0

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High Turnover of Sanitation Teachers



Volatility of Production Capacity

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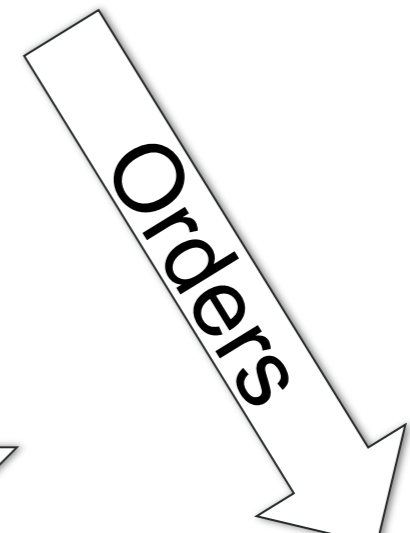
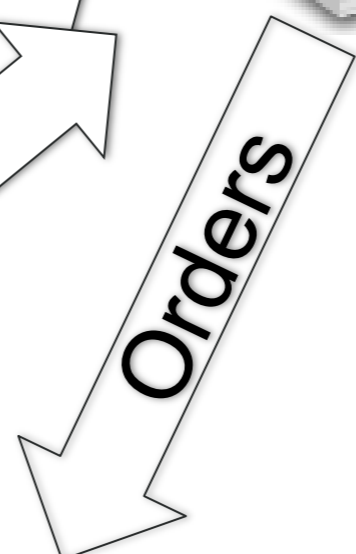
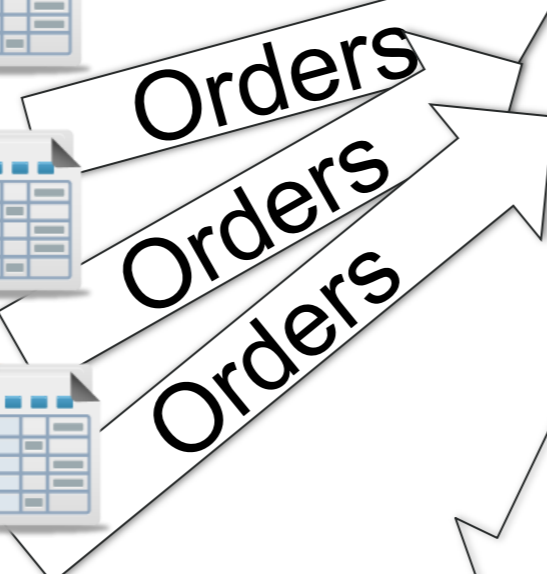


Supply Chain 2.0: Bigger, Better, Faster!

Sanitation Teachers



Supply Chain Coordinator



Latrine Suppliers



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Monitor Sales

Sales Management

Monitor Sales & Deliveries



Supply Chain Management



Sanitation Teachers



Record Order

Review Pending Orders

Confirm Delivery Date



Supply Chain Coordinator

Clients



Latrine Suppliers



Assign Orders

Confirm Delivery

SMSU 2: Cloud-based coordination



ENTERING AND ORDER

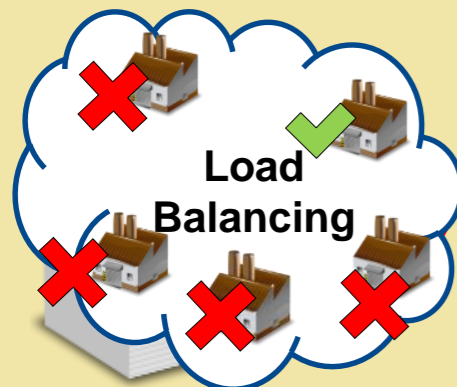
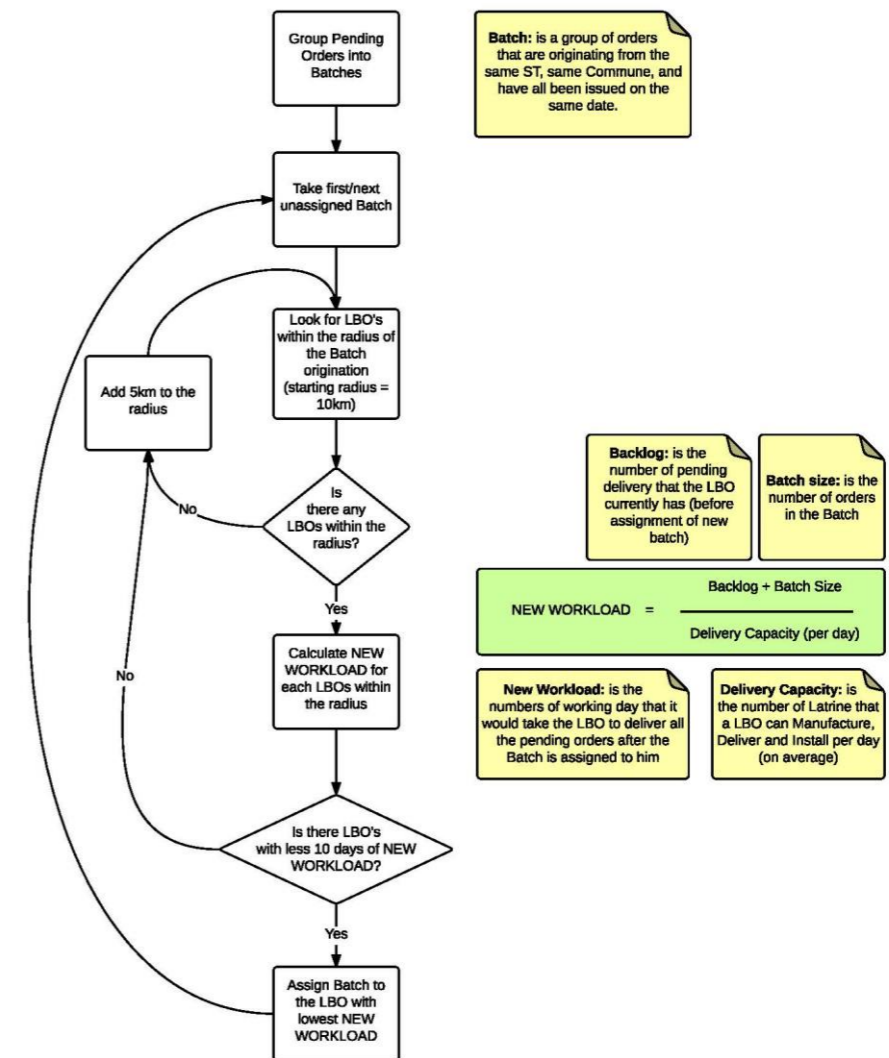
- ❖ After successful sale, order is thumbprinted on paper form
- ❖ Information is captured on Android device via TaroWorks (including pictures and GPS)



ASSIGNING ORDERS

- ❖ Orders are batched and assigned to Suppliers with the help of a simple heuristic technique.
- ❖ We call this step “load balancing”
- ❖ Done by Supply Chain Coordinator via Salesforce Community

LOAD BALANCING: "BLACK-BOX" METHOD



CONFIRMING ORDERS

- ❖ The supply chain manager meet (or call) the supplier with the orders assigned to her.
- ❖ If the suppliers accept the orders, she commits to a delivery date
- ❖ The supply chain record this committed delivery date and the orders are considered “confirmed”



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RECORDING DELIVERIES (and cancellations)

- ❖ Suppliers logs completed deliveries in a paper register (the “big book”)
- ❖ During the weekly meeting, Supply chain coordinator records deliveries, cancellations, and postponements through TaroWorks.





Browser window: KH Latrine Order: ORD-10009

URL: https://na8.salesforce.com/a4hC00000004JJG

IDE Internal | Gordon Lau

Search... Search

TaroWorks


Home | Contacts | Mobile Users | Surveys | Jobs | Job Activities | Performance | Libraries | Maps | Reports

Create New... | KH Latrine Order ORD-10009

Shortcuts: Unresolved Items

Recent Items: ORD-10009, Email Admin, change public group member, make cascading select, Rapid Fire problem solving, VN Bảng hỏi vụ cây trồng sản xuất và sử dụng nước v0.1, VN Crop Production and

KH Latrine Order Detail [Edit] [Delete] [Clone]

KH Order Name	ORD-10009	Customer Photo
Order Form Number	022715	
Order Status (auto)	DELIVERED	
Order entered by		
Days from Order to Closed	82.0	
Order Type	Full Price - Cash	
Voucher #		
Week #	21.00	

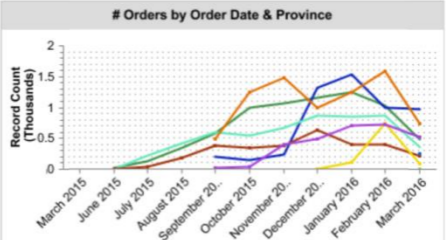
Browser window: TaroWorks

Submissions | Survey Versions | Surveys | Questions | Options

Help for this Page

Viewing as Michel Dauguet

Orders by Order Date & Province




Order Date

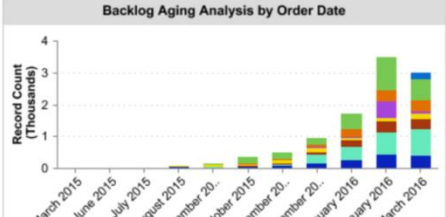
WASH Province

- Banteay Meanchey
- Battambang
- Kampong Thom
- Kandal
- Oddar Meanchey
- Prey Veng (North)
- Prey Veng (South)
- Siemreap

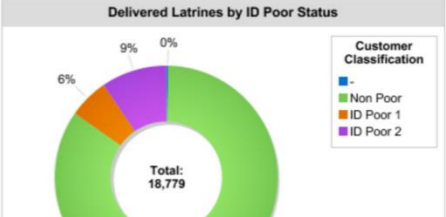
Closed Orders by Closed Date



Backlog Aging Analysis by Order Date



Delivered Latrines by ID Poor Status



Customer Classification

- Non Poor
- ID Poor 1
- ID Poor 2

Total: 18,779

Where TaroWorks and Salesforce Come In

DONORS, PARTNERS & COLLABORATORS



Australian Government

Department of Foreign Affairs and Trade



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