SUMMARY

Boon Edam is a manufacturing company that produces revolving doors as their main product. Boon Edam's subsidiaries have spread across various countries with its headquarter in Edam, Netherlands. The current situation as a mini-multinational company with about 20 subsidiaries leads them naturally to many different ways of how they work including the way of working in the current service sector. This causes Boon Edam to have many different local variants and processes which lead to increased costs. In addition to that, their legacy SAP Work Manager that had helped them run their service no longer supports them. With this urgency and as part of Boon Edam's strategy to Align People and Work Better Together, this assignment exists as the starting point of the SAP FSM Project. Through that, Boon Edam is aiming for the future SAP FSM to facilitate the initiation of the Boon Edam Global Service Strategy. Therefore, the purpose of this graduation thesis entitled "Analyzing the Requirements Needed to Align the to-be Defined OWOW Concept for Boon Edam Service Processes with the SAP FSM Application" is to help Boon Edam company in mapping out the alignment process between how Boon Edam Service and SAP FSM work.

The deliverable of the assignment given is an advice in the creation of the to-be defined One Way of Working (OWOW) for Boon Edam Service. The to-be defined OWOW for Service will be described in the form of a process flow where this process flow has to include alignment of how Boon Edam Service and SAP FSM work. The main strategy used by the author is to conduct a gap analysis which helps identify what is still missing in the alignment process and how to improve it. The author began to study the service process in Boon Edam and mapped it to the SAP FSM functionality. This process resulted in some differences that the author needed to address in order to make the process more aligned. With all the processes and discussions that the author had during the internship, finally the author was able to carry out her advice in the creation of the to-be defined OWOW for Boon Edam Service. This advice has given Boon Edam an early idea of what is going on in the SAP FSM process flow, while also providing an idea of whether the SAP FSM functionality can meet Boon Edam's requirements in a similar way to what Boon Edam did or vice versa in a different way.

However, it should be noted that since the assignment given is part of the starting point towards the SAP FSM Project, it means that there will be a continuation of this investigation process. For that reason, the author suggests that further investigation should be accompanied by a real SAP FSM demo. With the demo, it helps to provide more visualization of how SAP FSM works so that it can solve any vague or unclear information that appears during this first investigation process. In addition to that, research on finding the out of the box SAP FSM functionality should continue to maximize the use of SAP FSM as much as possible.