



How STC Improved OTD from 66% to 93% by Gaining Control Over Supplier Execution





KEY RESULTS

41%

Improvement In OTD

2,438

PO Changes Managed

88%

Buyer Response Rate

20%

OTD Lift In 2025 Alone

“With SourceDay, we’ve driven a 41% improvement in supplier OTD—from the mid-60s into the 90s. That shift changed where our problems are. Now we’re focused on internal process consistency, not whether suppliers will deliver.”

AMY DAVENPORT

CONTROLLER, SUPERIOR TECHNICAL CERAMICS





CASE STUDY: SUPERIOR TECHNICAL CERAMICS

The Customer

Superior Technical Ceramics (STC), a division of IDEX, manufactures advanced ceramic components used in highly specialized industrial applications. The company operates in an environment where supplier execution directly impacts production reliability and customer delivery performance.

Before implementing SourceDay, supplier on-time delivery (OTD) averaged 66%, creating operational instability across procurement and production. Buyers and planners were managing supplier updates manually through email and disconnected workflows, making it difficult to maintain accurate purchase order data inside Infor Visual ERP.



The Customer (Continued)

As supplier commitments changed, ERP data drifted away from reality – creating reactive follow-up, uncertainty around open orders, and missed customer commitments.

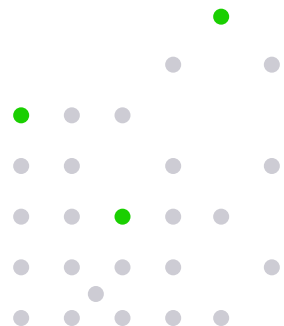


The Challenge

When supplier OTD dropped into the mid-60% range, the impact extended well beyond procurement. Missed supplier commitments created downstream disruption across production scheduling, customer delivery performance, and internal coordination.

The issue was not a lack of effort from the team. The challenge was structural.

Supplier confirmations, delivery changes, and PO updates were being managed manually across emails and disconnected communication channels. As a result, buyers lacked a reliable system for keeping supplier commitments aligned with ERP data.



The Challenge (Continued)

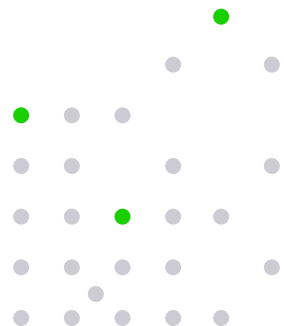
- **Production teams worked from outdated delivery information**
Supplier commitments frequently changed outside structured workflows, reducing predictability and increasing operational risk.
- **Buyers spent significant time chasing supplier responses**
Manual coordination, follow-up, and PO reconciliation consumed hours of transactional work that added little strategic value.
- **Supplier variability created downstream delivery instability**
Missed commitments made it harder to achieve customer OTIF goals and maintain consistent production execution.
- **ERP visibility became less reliable over time**
Supplier updates often lived in email instead of connected workflows, causing ERP data to drift from operational reality.
- **Procurement execution remained reactive**
Without a more controlled collaboration process, teams were forced to respond to issues after supplier commitments had already changed.



The Solution

STC implemented SourceDay to centralize supplier communication and create a more structured process for managing purchase orders and supplier commitments.

Instead of relying on email chains and manual coordination, buyers gained visibility into supplier acknowledgements, PO changes, and delivery updates inside a connected workflow tied directly to Infor Visual ERP.



The Solution (Continued)

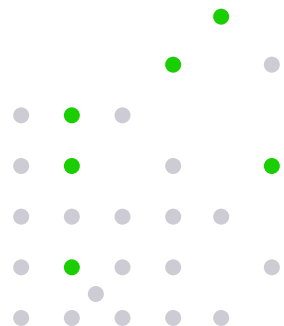
- **Supplier commitments became visible and actionable**
PO changes and delivery updates moved into structured workflows instead of disconnected communication channels.
- **Buyers shifted toward exception-based management**
Teams focused attention on at-risk orders instead of manually monitoring every PO line and chasing updates.
- **PO collaboration became more controlled and measurable**
Over a rolling 12-month period, the team actively managed 2,438 PO changes, while 36% of purchase orders required changes.
- **Buyer responsiveness improved across supplier interactions**
The team achieved an 88% buyer response rate, helping close the loop faster on supplier-driven changes and delivery risks.
- **ERP data became more reliable for planning and operations**
Supplier commitments stayed aligned with operational reality instead of being buried in email threads.



The Results

With SourceDay in place, STC improved supplier execution and stabilized procurement operations.

- On-time delivery improved from 66% to 93%.
- Operational performance continued improving over time.
- PO changes became manageable at scale.
- Buyers gained earlier visibility into supplier execution risk.
- ERP data became more accurate and dependable. Supplier commitments remained aligned with operational execution, improving planning reliability across the business.
- Operational focus shifted away from supplier unpredictability. As supplier performance stabilized, the team was able to focus more heavily on improving internal process consistency.

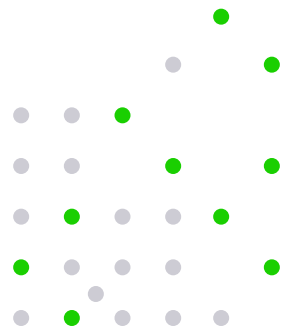


The Takeaway

By modernizing supplier collaboration and creating more structured procurement workflows, Superior Technical Ceramics transformed supplier execution from reactive coordination into a more controlled and predictable operating model.

Instead of spending time chasing supplier updates and reconciling delivery changes manually, the team gained visibility into supplier commitments, improved ERP reliability, and significantly increased on-time delivery performance.

With supplier variability reduced, STC is now positioned to focus on internal operational improvements and continued customer delivery performance gains.



The #1 Supplier Portal Trusted by Leading ERPs

SourceDay is an AI-driven supplier portal purpose-built to help executives eliminate risk and inefficiency from purchase order lifecycle management. The platform uses patent-pending artificial intelligence and machine learning to deliver real-time visibility, predictive risk detection, and automated workflows—empowering leaders to drive supply reliability and efficient growth. SourceDay connects seamlessly with any ERP, centralizing purchase order data and automating manual tasks to improve accuracy and reduce errors. Executives benefit from measurable improvements in on-time delivery, buffer stock, invoice processing, and supplier reliability. The platform enables supply chain, operations, and finance leaders to reduce costs, protect revenue, and scale their business with resilience to supply chain disruption.



[SOURCEDAY.COM](https://sourceday.com)