ABB has numerous business processes running on multiple applications, databases and servers. Sometimes, it is impossible to get a comprehensive view of information.

The purpose of this thesis was to provide recommendations of the possibilities to concentrate all the necessary information about ABB suppliers in one global supplier management tool and to minimize manual work. To achieve the objective of this work stated above, the following research questions were addressed:

1. What information should supplier management system include to become a single source of all the necessary information about suppliers?

2. How could supplier management tool minimize manual work?

Effectively managing master data throughout this process, ABB employees can make the right operational decisions, plan market campaigns and develop strategies. Improving data accuracy and access will enable quicker decision-making and enhance ability to pursue new business opportunities in response to market forces.

Case study and interviews with key experts were used as methods of data collection in this qualitative research. The author defined following research problems: ABB global supplier management tool does not give an aggregate picture about supplier as well as does not eliminate manual work.

Three development suggestions were generated: integration of on time delivery (OTD) and on quality delivery (OQD) measures from enterprise resource planning system (ERP) SAP with supplier management system, sharing all projects related to supplier quality and delivery performance globally via supplier management system and update the application with decision-making supportive functionality. The key experts shared their opinions on the suggestions made by the author and an implementation plan of each suggestion was prepared.